

# THE ON GUARD

Volume XXXIV, 7 NEWSPAPER of the ARMY and AIR NATIONAL GUARD Special Issue

## Assistance Guide

### Contacting Loved Ones

Families of Deployed National Guard members affected by Hurricane Katrina should call 1-888-777-7731 and identify themselves so their deployed family member can be informed of their current situation. More information on pages 2 and 3.

### Family Program Office

For a Family Program Office near you call 1-800-342-9647. A Family Programs director can provide service in your immediate area. See page 2.

### Air Force OneSource

A 24-hour helpline has been set up for Airmen and their family members to call for information regarding their loved ones. OneSource is available 24/7 to answer questions and find resources: 1-800-707-5784. Air Force Personnel Readiness Center 1-800-435-9941.

### Military OneSource

Any military members or families in need of counseling services or Red Cross Armed Forces Emergency Service Centers may call the Military OneSource: 1-800-342-9647.

### Military Numbers

Other military service assistance numbers where you may ask about military emergency leave, related personnel questions or other service specific issues:

Air Force	1-800-435-9941
Marines	1-800-847-1597
Army	1-800-626-3317
Navy	1-877-414-5358
National Guard	1-888-777-7731

### FEMA

Federal Emergency Management Administration (FEMA) Registration line: 1-800-621-3362. Detailed information on pages 4 and 5.

### Red Cross

1-800-HELP-NOW (1-800-435-7669) or, for Spanish speakers, 1-800-257-7575. More information on Page 3.

## National Guard: 'Help is here' Massive response for Katrina's victims

By Master Sgt. Bob Haskell  
National Guard Bureau

NEW ORLEANS – Louisiana Army National Guard Staff Sgt. John Jackson had much on his mind as he checked the batteries for a dozen portable radios beside the Louisiana Superdome that was surrounded by a stinking cesspool three nights after Katrina.

The single father's five children were safe with his parents in New Boston, Texas. But his house in New Orleans was under water. Could he and his kids return to their home? How could he support them in a city where there were no longer any jobs? What would he do?

All of that seemed to take a back seat to the task at hand. Jackson is a National Guard Soldier. He had been called to state active duty for what had evolved into the worst natural disaster in United States history. Jackson was attached to the Louisiana Army Guard's engineer task force. He was determined to do his duty.

"This is still a great country," said the man who had served in Iraq during the Global War on Terrorism and who, once again, had set his personal life aside to help others.

So it was with nearly 30,000 other National Guard troops from across America who left their families and their civilian jobs during the week after Hurricane Katrina became the biggest national calamity since terrorists struck the World Trade Center and the Pentagon with jetliners nearly four years earlier.

"This is one of the worst natural disasters we have faced with national consequences. Therefore, there will be a national response," said President George Bush after observing the devastation and recovery missions on Sept. 2.

New Orleans, it was pointed out, is far more than a cultural center, convention city and party town. It is the port for 20 percent of American commerce. It was flooded out - shut down.

And tens of thousands of people in New Orleans and along the Gulf Coast states of Alabama, Louisiana and Mississippi needed help - fast. The afflicted area covered 90,000 square miles, the size of Great Britain, twice the area of Pennsylvania, CNN reported. The National Guard was ready to respond.

By Sept. 3, five days after the storm struck with 145 mph, Category 4 fury on Aug. 29 and after the levees that protected New Orleans had broken open, nearly 27,000 Army



Photo by Senior Master Sgt. Charles R. Ware

**Capt. Erika Smith talks to a patient that is being transported from an airport in New Orleans, La., on Sept. 1, 2005, in the wake of Hurricane Katrina. Patients were taken to awaiting medical personnel in Texas aboard a West Virginia Air National Guard C130H from the 130th Airlift Wing based in Charleston.**

and Air Guard men and women were on state active duty in the stricken region.

That number was expected to increase to nearly 40,000 during the coming days. Forty states, including the affected ones, were sending troops, equipment and supplies by cargo planes and convoys. The Guard was providing 74 percent of Joint Task Force Katrina, the uniformed military support to civilian authorities, the National Guard Bureau reported.

LTG H Steven Blum, chief of the National Guard Bureau, promised two basic things to President George W. Bush, Louisiana Gov. Kathleen Blanco and whoever else asked. "We'll give you whatever you need. We're here for as long as you need us," Blum vowed.

Guard members in helicopters and Humvees and high-water trucks provided security to communities without power, helped distribute food and water, and conducted search and rescue missions in Louisiana, Mississippi, Alabama and in Florida where a relatively mild, Category 1 Katrina had struck the southern Miami region three days before devastating the Gulf Coast.

They did what they could for the 20,000 or so people who flocked to the Louisiana

Superdome before and after the storm and who were finally evacuated from that filthy facility on Saturday, Sept. 3. They took control of the Crescent City's convention center the day before that.

"One of the objectives that we had today was to move in and secure that convention center and make sure the good folks there got food and water," Bush said. "The main priority is to restore and maintain law and order and assist in recovery and evacuation efforts."

By Sept. 3, the Air National Guard had flown 785 sorties, more than it had done in three months. The Air Guard reported flying in 12,854 troops, evacuating more than 11,000 victims to safety and delivering 39,013 tons of supplies and equipment to the devastated area.

The Guard had trucked nearly 1,600 loads of water and more than 1,000 loads of ice to afflicted people in the four states. The Guard's CH-47 "Chinook" helicopters had flown in 65 sandbags, each weighing 20,000 pounds, to help block a breached levee in Louisiana.

It was the largest and most comprehensive

See RECOVERY On Page 6

## About The On Guard

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## Submissions

E-mail your stories to us by the 1st of each month. We prefer that photos be high-quality digital (200 dpi or more) and e-mailed to:

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# Chief expresses concern, vows support



Photo by Master Sgt. Bob Haskell

LTG H Steven Blum, chief of the National Guard Bureau, joined President George Bush and Michael Chertoff, secretary of the Department of Homeland Security, during a Sept. 2 tour of the recovery mission in the New Orleans region ravaged by Hurricane Katrina. National Guard forces from across the country were pouring in to support the mission.

By Gary Hicks  
National Guard Bureau

ARLINGTON, Va. – Families of deployed Guard members affected by Hurricane Katrina, should call the National Guard helpline (1-888-777-7731) as soon as possible.

By calling the number above, the National Guard will be able to contact the deployed Guardsman and let them know of the family's current situation.

"There are four ways to connect with their service member. Either through the Family Assistance Center (FAC), state Family Program director, wing Family Program coordinator, or through the rear detachment of their unit," said Col. Anthony Baker, Chief of the National Guard Bureau's Family Programs. "We will bridge that gap for them by making sure they have all of the information necessary. In cases where they can't make that contact, we will make it for them." Deployed service members can also call the hotline to contact their families.

"If a service member calls in and asks us to find their family, we'll call one or all of the services in that state and say, 'please connect, find the family and get back to us,' so we can let that service member know that they are all right," Baker said.

If a deployed service member cannot call

Hurricane Katrina has presented our nation with unprecedented challenges. The National Guard has faced such challenges many times before, and we are responding to them again – just as we have magnificently done since the terrorists attacked America four years ago this month.

Twenty-seven thousand National Guard Soldiers and Airmen, more than an Army division, were serving on state active duty in Louisiana, Mississippi, Alabama and Florida by the evening of September 3, 2005, five-days after Katrina struck the Gulf Coast with such savage fury.

I know that many of you have left families and homes that have been battered by the storm.

National Guard personnel from across the country are supporting the massive relief effort for those who have been left without food, water, clothing, shelter and power in the afflicted Southeast region.

I am immensely proud of your willingness and ability to serve your states and our nation during this time of crisis at the same time that we are heavily engaged in the Global War on Terrorism.

I am also aware that many of our Guard members who are serving overseas have lost homes, perhaps loved ones, and are experiencing other forms of personal loss because of the hurricane and subsequent flooding.

The National Guard family is doing everything possible to support and care for your loved ones while you are serving overseas and in this country. Our Family Readiness personnel and volunteers are making every effort to provide food, water, clothing, shelter and other forms of support and guidance to the family members who need them.

We are diligently striving to keep our troops serving far from home informed about their families' situations. We will not rest until this mission is completed. The National Guard is a family. We have pulled together countless times in the past – we are doing so again.

God bless you and your families. I am most proud and grateful of your selfless service to these great United States.

**STEVEN BLUM**  
**Lieutenant General, U.S. Army**  
**Chief, National Guard Bureau**

## Guard families affected by Katrina call 1-888-777-7731 for help

one of the toll free numbers, they can make contact through [www.army.mil/ako](http://www.army.mil/ako) or [www.guardfamily.org](http://www.guardfamily.org) Websites.

Baker and his team of coordinators have already been successful in contacting deployed service members with family information.

In addition to helping Guard families and service members make contact, operators at the hotline can assist families in getting help and services from federal, state and local agencies.

"Once they call the hotline, the person can expect a live person to answer the phone, listen to their issue or concern, provide information, or provide a referral or outreach to another agency," Baker said. "Before we hang up the phone, we'll contact the Family Program director or other assisting agency while they are still on line and let them know what their issues are and what type of assistance they need. The two are then connected."

The assistance provided through the hotline is very extensive and all encompassing. National Guard Family Program personnel are deeply connected with numerous federal, state and local agencies. This partnership allows them to assist families with those operating in the immediate geographic location.

### Fast Facts ...

- \* Family Assistance Centers were established in 2003
- \* There are 430 FACs nationwide
- \* FACs provide services, support, information, referral and outreach efforts to families of service members.
- \* Centered around Joint Forces Headquarters in each state.
- \* Deeply connected with the local community and services
- \* Help is not limited to the National Guard. FACs will provide services to anyone
- \* If a service is not directly available through an FAC, the FAC coordinator will contact the proper servicing agency

*"We want to successfully reintegrate these Citizen-Soldiers who are returning from this deployment and ensure every one of them and their families are being taken care of."*

– Maj. Warren Stump

## Update: availability of pay for all Military Service members, employees, retirees

Due to Hurricane Katrina, the banks and credit unions in Louisiana, Alabama, and Mississippi have implemented contingency procedures. The Defense Finance and Accounting Service (DFAS) has completed payroll for the Sept. 1, 2005, payday. Electronic funds transfers (EFT) have been provided to the Federal Reserve Banks and Treasury checks have been mailed. For those members, employees, and retirees impacted by Hurricane Katrina either due to living in

the vicinity of the disaster areas or maintaining accounts in the area, the Federal Reserve Bank, the FDIC, and the Banking and Credit Union Associations have implemented procedures to pull the EFT files into their alternate banking and credit union sites where possible. DFAS is closely monitoring the financial institutions as each progress through their contingency procedures to assure funds are available to account holders. For those expecting delivery of checks

by mail in the declared disaster areas, local information is the best source for determining when mail delivery will resume in your area. Central pick up locations are being planned and will be announced.

If a military member or civilian employee cannot access an account in the Hurricane Katrina disaster area, contact the home office of your financial institution and then contact your local finance office if funds are required immediately.

# Red Cross supports Guard members

From [www.redcross.org](http://www.redcross.org)

American Red Cross communication services keep military personnel in touch with their families following the death or serious illness of a family member or other important events.

The Red Cross quickly sends these communications on behalf of the family to members of the U.S. Armed Forces serving anywhere in the world, including ships at sea, embassies and isolated military units. The information or verification in a message assists the service member's commanding officer with making a decision regarding emergency leave.

#### Send an Emergency Message

\* Active duty service members stationed in the United States and their immediate family members may call the Red Cross Armed Forces Emergency Service Centers for help 7-days a week, 24-hours a day, 365 days a year. The toll-free telephone number is available through base or instal-

lation operators and from local on-base Red Cross offices.

\* Other family members who do not reside in the service members' household, members of the National Guard and Reserves, retirees and civilians may access Red Cross services through their local Red Cross chapter, which is listed in local telephone books and at <http://www.redcross.org/where/where.htm>

\* Overseas personnel stationed on military installations should call base or installation operators or the on-base Red Cross offices.

\* At overseas deployment sites, contact the American Red Cross deployed staff. When calling the Red Cross to send an emergency message to a family member, it is helpful to have the following information:

Service member's:

- \* Full Name
- \* Rank/Rating
- \* Branch of Service
- \* Social Security Number

#### \* Military Address

Active duty service members on overseas military installations may access Red Cross reporting and communication assistance by contacting base/installation operators for the listing of the on-base Red Cross office or information on how to access Red Cross assistance if there is not a representative on the local installation..

The American Red Cross has mobilized thousands of volunteers to assist with the aftermath of Hurricane Katrina. We are sheltering thousands and providing care and comfort to those affected. The Red Cross has the same problems with communication as the general public. We heed all directions from public officials and do not enter areas until they are deemed safe. The Red Cross does not have information on the wellbeing of any individuals. Our phone lines are being overwhelmed with calls, and we appreciate the desire to know how people fared during the storm. Medical and government officials will

contact families in serious cases if necessary.

#### About the Red Cross

American Red Cross disaster assistance is free, made possible by voluntary donations of time and money from the American people. You can help the victims of thousands of disasters across the country each year by making a financial gift to the American Red Cross Disaster Relief Fund, which enables the Red Cross to provide shelter, food, counseling and other assistance to those in need. Call 1-800-HELP NOW or 1-800-257-7575 (Spanish). Donations are also being accepted at Coinstar machines at select grocery stores across America. To find the nearest Coinstar machine, visit [www.coinstar.com](http://www.coinstar.com). Contributions to the Disaster Relief Fund may be sent to your local American Red Cross chapter or to the American Red Cross, P. O. Box 37243, Washington, DC 20013. Internet users can make a secure online contribution by visiting [www.redcross.org](http://www.redcross.org).

## Special team to help Guard Soldiers return to Louisiana

#### On Guard Staff Report

ARLINGTON, Va. – The Army National Guard has deployed a special team to Fort Polk, La., to support Soldiers in the Louisiana Army National Guard who are returning this month from duty in Iraq to their families and homes in the region affected by Hurricane Katrina.

This reintegration team is standing by to provide additional support to approximately 2,300 men and women of the 256th Brigade Combat Team who have been away for more than a year while supporting the Global War on Terrorism. Hundreds of those Soldiers have families displaced by the hurricane and

flooding, and their homes have been damaged or destroyed.

The Army National Guard estimated that 545 Citizen-Soldiers have property that has been damaged by the storm. That includes 268 who are married and 263 who are single. Twenty-eight of those are single parents.

The team has at its disposal housing relocation services, chaplains, Veterans Administration certified counselors, FEMA representatives, Red Cross volunteers, medical assistance teams, and other care organizations.

"To successfully reintegrate Soldiers returning from Iraq back into a natural disaster area while ensuring every single Soldier and their family's wellbeing needs are met," is the intent of Lt. Gen. Clyde Vaughn, director of the Army National Guard.

"They have done their part in Iraq. Now it is our turn to do our part to make these Soldiers and their families whole again in the wake of Katrina," said Maj. Warren Stump of the National Guard Bureau. "As we welcome our men and women home, we want to ensure that their wellbeing is our top priority. We want to successfully reintegrate these Citizen-Soldiers who are returning from this deployment and ensure every one of them and their families are being taken care of."

The Department of the Army stated that these Citizen-Soldiers will have several options to assist them as they return to Civilian life.

\* Shelter Numbers: Shelter numbers fluctuate based on their location and the time of day.



Louisiana Guardsmen who helped the people of Iraq secure freedom, will get much needed help themselves when they return to their homes and families devastated by Hurricane Katrina.

## Guard EVAC's patients ...



Photo by Senior Master Sgt. Charles R. Ware

Personnel of the Alabama Air National Guard help unload patients from a C-130H of the 130th Airlift Wing, West Virginia Air National Guard on Sept. 2, 2005. The patients were transported from the Louis Armstrong International Airport in New Orleans, La., as part of relief efforts from Hurricane Katrina.

# About the Federal Emergency Management Agency

## *Services, assistance and tips on survival and recovery*

### **What to do now**

- \* Stay tuned to local radio for information.
- \* Return home only after authorities advise that it is safe to do so.
- \* Help injured or trapped persons.
- \* Give first aid where appropriate.
- \* Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- \* Avoid loose or dangling power lines and report them immediately to the power company, police, or fire department.
- \* Enter your home with caution.
- \* Beware of snakes, insects, and animals driven to higher ground by floodwater.
- \* Open windows and doors to ventilate and dry your home.
- \* Check refrigerated foods for spoilage.
  - \* Take pictures of the damage, both to the house and its contents and for insurance claims.
  - \* Drive only if absolutely necessary and avoid flooded roads and washed-out bridges. Use telephone only for emergency calls.

### **Inspecting Utilities in a Damage Home**

- \* Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can and call the gas company from a neighbor's home. If you turn off the gas for any reason, a professional must turn it back on.
- \* Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice.
- \* Check for sewage and water lines damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid the water from the tap. You can obtain safe water by melting ice cubes.

### **Emergency Water Sources**

If you need to seek water outside your home, you can use these sources. But purify the water before drinking it.

- \* Rainwater
  - \* Streams, rivers and other moving bodies of water
  - \* Ponds and lakes
  - \* Natural springs
- Avoid water with floating material, an odor or dark color. Use saltwater only if you distill it first (described later).

### **Two Easy Ways to Purify Water**

Before purifying, let any suspended particles settle to the bottom, or strain them

through layers of paper towel or clean cloth.

- \* Boiling is the safest method. Bring water to a rolling boil for 10 minutes, keeping in mind that some water will evaporate. Let the water cool before drinking.
- \* Chlorination uses liquid chlorine bleach to kill microorganisms. Add two drops of bleach per quart of water (four drops if the water is cloudy), stir and let stand for 30 minutes. If the water does not taste and smell of chlorine at that point, add another dose and let stand another 15 minutes.

### **Children**

Immediately after the disaster, try to reduce your child's fear and anxiety.

- \* Keep the family together.
- \* Calmly and firmly explain the situation. As best as you can, tell children what you know about the disaster. Explain what will happen next. For example, say, "Tonight, we will all stay together in the shelter." Get down to the child's eye level and talk to them.
- \* Encourage children to talk. Let children talk about the disaster and ask questions as much as they want. Encourage children to describe what they're feeling. Listen to what they say. If possible, include the entire family in the discussion.
- \* Include children in recovery activities. Give children chores that are their responsibility. This will help children feel they are part of the recovery. Having a task will help them understand that everything will be all right.

You can help children cope by understanding what causes their anxieties and fears. Reassure them with firmness and love. Your children will realize that life will eventually return to normal. If a child does not respond to the above suggestions, seek help from a mental health specialist or a member of the clergy.

### **Assistance Programs**

**Assistance for Individuals and Households.** This program, which may include cash grants of up to \$26,200 per individual or household, includes:

- \* Housing assistance
- \* Lodging expenses reimbursement (for a hotel or motel)
- \* Rental assistance (cash payment for a temporary rental unit or a manufactured home)
- \* Home repair cash grant
- \* Home replacement cash grant
- \* Permanent housing construction in rare circumstances
- \* Medical, dental, funeral costs
- \* Transportation costs

*"The priority at this time is to meet the immediate life saving and life sustaining needs of victims in the impacted areas. FEMA, along with other federal partners and state governments, is coordinating a massive mobilization of resources for urban search and rescue efforts, housing, food and medical care."*

– **Michael D. Brown, principal federal officer for Hurricane Katrina**

### \* Other disaster-related needs

**Low-Interest Loans.** Most, but not all, federal assistance is in the form of low interest loans to cover expenses not covered by state or local programs or private insurance. People who do not qualify for loans may be able to apply for a cash grant.

The Farm Service Agency (FSA) and the Small Business Administration (SBA), offer low interest loans to eligible individuals, farmers and businesses to repair or replace damaged property and personal belongings not covered by insurance.

\* **Veterans Benefits.** The Department of Veterans' Affairs provides death benefits, pensions, insurance settlements and adjustments to home mortgages for veterans.

\* **Tax Refunds.** The Internal Revenue Service (IRS) allows certain casualty losses to be deducted on federal income tax returns for the year of the loss or through an immediate amendment to the previous year's return.

\* **Excise Tax Relief.** Businesses may file claims with the Bureau of Alcohol, Tobacco and Firearms (ATF) for payment of federal excise taxes paid on alcoholic beverages or tobacco products lost, rendered unmarketable or condemned by a duly authorized official under various circumstances, including where the president has declared a major disaster.

\* **Disaster unemployment** assistance and unemployment insurance benefits may be available through the state unemployment office and supported by the U.S. Department of Labor.

\* **Crisis Counseling.** The purpose of the crisis counseling program is to help relieve any grieving, stress, or mental health problems caused or aggravated by the disaster or its aftermath. These short-term services are provided by FEMA as supplemental funds granted to state and local mental health agencies. Those who may require this confidential service should inquire about it while registering for disaster assistance. Or they may contact FEMA's toll-free Helpline number 1-800-621-FEMA (TTY 1-800-462-

7585) to find out where these services can be obtained. Crisis counselors are often on hand at disaster recovery centers (when they are established). Crisis counseling services are also offered by the American Red Cross, the Salvation Army, other voluntary agencies, as well as churches and synagogues. Additional mental health information may be found on the U.S. Department of Health and Human Services, Center for Mental Health Services' Web site, [www.mentalhealth.org](http://www.mentalhealth.org).

\* **Free Legal Counseling.** The Young Lawyers Division of the American Bar Association, through an agreement with FEMA, provides free legal advice for low-income individuals regarding cases that will not produce a fee (i.e., those cases where attorneys are paid part of the settlement which is awarded by the court). Cases that may generate a fee are turned over to the local lawyer referral service.

\* Individuals, families and businesses may be eligible for federal assistance if they live, own a business, or work in a county declared a major disaster area, incur sufficient property damage or loss, and, depending on the type of assistance, do not have the insurance or other resources to meet their needs.

\* To apply for assistance for individuals and households, all you have to do is call the special toll free telephone number, 1-800-621-FEMA (TTY: 1-800-462-7585) and register. Specially trained operators at one of FEMA's National Processing Service Centers will process your application.

\* **Your rights:** Each Federal agency that provides Federal financial assistance is responsible for investigating complaints of discrimination in the use of its funds. If you believe that you or others protected by civil rights laws have been discriminated against in receiving disaster assistance, you may contact one of FEMA's Equal Rights Officers (ERO), who has the job of ensuring equal access to all FEMA disaster programs. The ERO will attempt to resolve your issues. You can read more about your civil rights on the FEMA site.

# How to apply for FEMA assistance

## Steps to follow

1. Apply over the phone to FEMA: Call 1-800-621-FEMA (3362) (hearing/speech impaired ONLY-call 1-800-462-7585).

In addition to having a pen and paper, please have the following information ready to give to the person who takes your call:

- Your Social Security Number.
- A description of your losses that were caused by the disaster.
- Insurance Information.
- Directions to your damaged property.
- A telephone number where you can be contacted.

When you apply over the phone, the information you provide is put into the computer and an application is generated. At this point you will be provided a FEMA application number.

If you have questions AFTER you have applied for assistance or if the information you provided has changed, call the FEMA Helpline at 1-800-621-FEMA (3362) (hearing/speech impaired ONLY-call 1-800-462-7585).

When you call, have your application number ready. This number will be given to you when you apply and will be on all mail sent to you from IHP.

2. Within about 10 days after you have applied for help, if an inspection is required to process your application, an inspector will contact you to make an appointment to visit your property.

The inspector will contact you within 10 days of your application. In some cases you may be contacted the same day that you apply. The inspector will visit your property to assess the damage related to the disaster. There is no fee for the inspection.

Inspectors are contractors, not FEMA employees, but your inspector will have FEMA identification. You must be present for your scheduled appointment. You must have proof of ownership and occupancy to show the inspector.

- Proof of ownership (your deed, tax records, mortgage payment book, or a copy of your dwelling's insurance policy for the address, showing you as the owner).

-Proof of occupancy (your driver's license address, any first-class government mail sent to you within the last three months at that address, or recent utility bills in your name at that address).

The inspector will ask you to sign a form authorizing FEMA to verify that the information you have given is correct. Inspectors file your report but do not determine your eligibility.

3. Within about 10 days of the inspector's

visit, you will receive a letter from IHP informing you of the decision on your request for help.

-If you are eligible for help, the letter will be followed by a U.S. Treasury/State check, or there will be a transfer of cash to your bank account. The letter will explain what the money can be used to pay for. You should use the money given to you as explained in the letter.

-If you are not eligible for help, the letter will give the reason for the decision. You will be informed of your appeal rights in the letter from FEMA.

-If you were referred to the Small Business Administration (SBA) for help from the SBA Disaster Assistance Program, you will receive a SBA application.

## ELIGIBILITY

To receive money or help for housing needs that are the result of a disaster, all of the following must be true:

You have losses in an area that has been declared a disaster area by the president.

-You have filed for insurance benefits and the damage to your property is not covered by your insurance. You may be eligible for help from IHP to repair damage to your property.

You or someone who lives with you is a citizen of the United States, a non-citizen national, or a qualified alien.

-Your home is in an area that has been declared a disaster area by the president.

The home in the disaster area is where you usually live and where you were living at the time of the disaster.

-You are not able to live in your home now, you cannot get to your home due to the disaster, or your home requires repairs because of damage from the disaster.

To receive money for Other than Housing Needs that are the result of a disaster, all of the following must be true:

You have losses in an area that has been declared a disaster area by the president.

You have filed for insurance benefits and the damage to your property is not covered by your insurance. You may be eligible for help from IHP to repair damage to your property.

You or someone who lives with you is a citizen of the United States, a non-citizen national, or a qualified alien.

You have necessary expenses or serious needs because of the disaster.

You have accepted assistance from all other sources for which you are eligible, such as insurance proceeds or SBA loans. You may not be eligible for money or help from IHP if:

You have other, adequate rent-free housing that you can use (for example, rental property that is not occupied).

Your home that was damaged is your sec-

ondary or vacation residence.

-Your expenses resulted only from leaving your home as a precaution and you were able to return to your home immediately after the incident.

-You have refused assistance from your insurance provider(s).

Your only losses are business losses (including farm business other than the farmhouse and self-employment) or items not covered by this program.

The damaged home where you live is located in a designated flood hazard area and your community is not participating in the National Flood Insurance Program. In this case, the flood damage to your home would not be covered, but you may qualify for rental assistance or items not covered by flood insurance, such as water wells, septic systems, medical, dental, or funeral expenses.

## TYPES OF ELIGIBLE LOSSES

IHP only covers repair or replacement of items that are damaged as a direct result of the disaster that are not covered by insurance. Repairs or rebuilding may not improve your home above its pre-disaster condition unless such improvements are required by current building codes.

Housing Needs: Money to repair your home is limited to making your home safe and sanitary so you can live there. IHP will not pay to return your home to its condition before the disaster. You may use your money provided for housing needs to repair:

- Structural parts of your home (foundation, outside walls, roof).

- Windows, doors, floors, walls, ceilings, cabinetry.

- Septic or sewage system.

- Well or other water system.

- Heating, ventilating, and air conditioning system.

- Utilities (electrical, plumbing, and gas systems).

- Entrance and exit ways from your home, including privately owned access roads.

- Blocking, leveling, and anchoring of a mobile home and reconnecting or resetting its sewer, water, electrical and fuel lines, and tanks.

Other than Housing Needs: Money to repair damaged personal property or to pay for disaster-related necessary expenses and serious needs is limited to items or services that help prevent or overcome a disaster-related hardship, injury, or adverse condition.

IHP will not pay to return or replace your personal property to its condition before the disaster.

You may use your money provided for other than housing needs to repair or pay

for:

Disaster-related medical and dental costs.

-Disaster-related funeral and burial costs.

Clothing; household items (room furnishings, appliances); tools (specialized or protective clothing and equipment) required for your job; necessary educational materials (computers, school books, supplies).

Fuels for primary heat source (heating oil, gas, firewood).

Clean-up items (wet/dry vacuum, air purifier, dehumidifier).

Disaster-damaged vehicle.

Moving and storage expenses related to the disaster (moving and storing property to avoid additional disaster damage while disaster-related repairs are being made to the home).

Other necessary expenses or serious needs as determined by FEMA.

## AFTER YOU APPLY

FEMA will mail you a copy of your application and a copy of "Help After a Disaster: Applicant's Guide to the Individuals and Households Program" that will answer many of your questions.

- If your home or its contents are damaged and you do not have insurance, an inspector should contact you within 10 days after you apply to schedule a time to meet you at your damaged home.

- If your home or its contents were damaged and you have insurance, you need to work through your insurance claim first and provide FEMA with a decision letter (settlement or denial) from your insurance company before FEMA issues an inspection. There is an exception for damages caused by flooding: If you have flood insurance, FEMA will issue an inspection before receiving a copy of your flood insurance decision letter to evaluate your eligibility for temporary living expenses because temporary living expenses are not covered by flood insurance.

- About 10 days after the inspection FEMA will decide if you qualify for assistance. If you qualify for a grant, FEMA will send you a check by mail or deposit it in your bank account. FEMA will also send you a letter describing how you are to use the money

- If you get a SBA disaster loan application in the mail, you must complete and return the application to be considered for a loan as well as certain types of grant assistance. SBA representatives are available at disaster rRecovery centers to help you with the application.

# Guard families can receive legal help in wake of Katrina

By Master Sgt. Bob Haskell

National Guard Bureau

ARLINGTON, Va. — Do you need a lawyer? Do you need some legal advice to help you and your family weather your personal storm after being victimized by Katrina?

If you are in the National Guard and if you have been mobilized for federal duty, you and your family can get free legal counsel at any active duty military installation that has a legal assistance office. That's the word from Air National Guard Maj. Tom Serrano who is a lawyer at the National Guard Bureau.

That's especially important for the families of mobilized Guard members who may have to deal with legal issues in the wake of one of this country's historic natural disasters.

"National Guard families are entitled to legal assistance," Serrano said. "They can contact the legal assistance office on an active duty base for many kinds of legal assistance they may need."

Yes, he added, an Army Guard family can

even turn to the Navy for help. There are several active duty installations in the region stricken by Katrina that can offer this free legal help. Legal assistance links can be found through each service's family assistance Web sites.

Neither Guard members who have been placed on state active duty nor their families qualify for free legal assistance, Serrano said.

"Families of activated and deployed reservists can use the legal offices at nearby installations," states the Military Times' 2005 Handbook for the Guard & Reserve. "Service members can get free legal advice on a variety of problems, from writing wills and understanding rental contracts to dealing with creditors. This includes reservists who are ordered to active duty."

"Legal assistance attorneys do not represent clients facing military or civilian criminal charges or assist clients on matters relating to private business ventures," the handbook further states.

Serrano offered these additional tips to

*"They can contact the legal assistance office on an active duty base for many kinds of legal assistance they may need."*

— Maj. Tom Serrano

National Guard families who are faced with putting their lives back together:

-- It is never too late to obtain a power of attorney. That is particularly important for the spouse of a National Guard Soldier or Airman who deployed to some place a long way from home, such as Iraq or Afghanistan, without taking care of that detail.

Guard members can get powers of attorney from military lawyers in their areas of operation and mail them home. Serrano acknowledged that the hurricane and subsequent flooding could pose some challenges as far as getting the legal document into the right hands.

But he stressed that powers of attorney can be obtained at any time. He also explained that the circumstances of the storm do not warrant special considerations. In other

words, the hurricane and flooding may not guarantee a higher priority, but the process can still be completed in a timely manner if people can work out the logistical details.

-- Do not take unnecessary chances to get your life back to normal.

Do not give people money simply because they promise to repair your roof or remove that uprooted tree from your living room.

You may never see them, or your money, again, said Serrano who assisted military families in Florida in the wake of Hurricane Andrew.

If someone you do not know approaches you with an offer to repair your home, make sure they are legally bonded, that they have a certificate of insurance, that they can prove who they are and who they represent before

FROM PAGE 1

## Recovery

National Guard response to a natural disaster since 32,000 California Guard members were called up for the earthquake that hit the San Francisco Bay region area in October 1989.

Yes, it was bigger than 9-11, reported National Guard historian Michael Doubler, author of the 2001 book "I Am The Guard."

"With the commitment of 20,000 National Guard troops at this early stage, this operation is already four or five times larger than the sustained National Guard response that followed the attacks on the World Trade Center on 9-11," Doubler said.

"I couldn't be more proud of the people in the National Guard and the absolutely awe-

some response they're showing to this natural disaster," said Blum while appearing on Larry King Live: How You Can Help, a three-hour CNN special.

"We had over 10,000 Guardsmen on duty, who left their families, left their jobs, prepared to help others before the hurricane hit," Blum explained. "The first Citizen-Soldiers responded to the shot heard 'round the world. Now we're responding to the storm heard round the world."

The Guard Bureau chief also pointed out that two brigades of Guard soldiers from those states, the 256th from Louisiana and the 155th from Mississippi, are serving in Iraq.

"Many of those people ... are quite concerned about what happened to their families. They are from [the area] where the



Photo by Master Sgt. James M. Bowman

**Army National Guardsman 1st Lt. Duncan Thompson from the 131st Armored Battalion, Ozark, Ala., assists a motorist during humanitarian relief efforts supporting Joint Task Force Katrina.**

storm hit and had some of its greatest devastation."

Blum appealed to the viewers to call 1-888-777-7731 if they have any information about the Guard families.

"This will ease the angst and the anxiety on the Soldiers who are deployed overseas and allow them to focus on their jobs while we focus back here at home on making sure we take care of their families," Blum said.

The Guard members were focusing on many things as they worked 20-hour days in the heat and humidity and went without showers.

"We're still involved in search and rescue, but we're trying to evacuate the people from here," explained Command Sgt. Maj. Gregory Thompson, the engineer task force's top enlisted man on duty at the Superdome where the plumbing had failed. "That will be the biggest relief — getting these people out of here and where they can get some real life support."

Many Guard troops serving at the dome had

been flown from flooded homes on and around Jackson Barracks, the Louisiana Guard's joint state headquarters in New Orleans.

"Most of those guys came with what they had on their backs and in their bags," Thompson said.

They also came to help in a hurry because that's what the Guard does.

"This was a lightning-fast call for us," said Sgt. Kevin Mooney after members the 268th Military Police Company from Ripley, Tenn., rolled into Gulfport, Miss., on Sept. 2 to help police protect that ravaged city.

"We were told on Tuesday morning to be at the armory by noon with all of our gear," explained the Ripley police officer. "We packed our vehicles that afternoon and we rolled out the next morning."

Was he surprised that his outfit had been called up?

Not really, said Mooney. "This is what people get in for. It's just their nature to help."



Photo by Airman Jeremy L. Grisham, U.S. Navy

**A National Guard multi-purpose utility truck fords the floodwaters left by Hurricane Katrina to bring supplies to the Superdome in downtown New Orleans, La., on Aug 31, 2005. Tens of thousands of displaced citizens sought shelter at the dome.**

# National Guard: Always Ready, Always There

By CW2 John W. Listman, Jr. (Ret.)  
National Guard Bureau

*Mobilization was difficult due to lack of communication, but as fast as troops could be mobilized, they were sent to the most seriously affected areas ... Contact with the Red Cross was made ... There was no communication with the outlying affected areas.*

These reports might seem familiar, like so many coming in the aftermath of Hurricane Katrina, but in fact they are from the after-action report from the adjutant general of Rhode Island about the events surrounding the complete mobilization of that state's National Guard in response to a devastating hurricane which hit parts of New York and New England in September 1938.

Virtually every year finds Guard personnel serving on state active duty (SAD) somewhere in the nation. The focus of this piece is to briefly outline the Guard's role in assisting their communities after some of the biggest natural disasters of the last century, events that often cost many lives and millions to billions of dollars in damage. The Guard has played important roles in many more disasters than those cited but these are among the most devastating events in American history.

1906-San Francisco, Calif., suffers the worst earthquake in American history. More than 3,000 people die and nearly three-quarters of the city's population is left homeless. The entire 2nd Brigade, California National Guard, numbering some 1,700 men, is placed on SAD. Most of its units are from the area, with some men guarding their own neighborhoods against looters. Since this event struck just three years after the Dick Act in 1903, little federal equipment had yet reached the Guard. For instance, the California Guard did not have enough tents for its own men, so none were available to aid the homeless. Fortunately, the Regular Army had a large number of troops stationed at the Presidio and they established tent cities and feeding lines. The Guard spent most of their duty patrolling to prevent looting and violence until released six weeks after the quake.

1927-Torrential rains caused the worst flooding of the Mississippi River in history, impacting communities from Iowa and Illinois south to Louisiana and Mississippi. Tens of thousands of people were stranded on levees, roof tops and patches of high ground, desperate for rescue. Guardsmen in six states were called to SAD, using whatever they could to assist in river rescues, including manning civilian boats to pick up survivors. For the first time in Guard history assigned aircraft were used in aid to civil authority when Arkansas' 154th Observation Squadron flew search missions over the stricken area. Many victims were taken to tent camps established by a combination of the Guard, Army and Red Cross working together. Arkansas alone reported 107,000 people being cared for, plus almost a quarter-million inoculations

were given against disease. From the six states affected a total of 4,288 Guardsmen served on SAD, some for more than a month.

1938- In New York and New England, a massive hurricane, nicknamed the "Long Island Express" struck with little warning. Its worst effects were felt in Rhode Island, which had a storm surge up Narragansett Bay, leaving more than 12 feet of water in Providence. The entire RI Guard, some 2,094 men, served on SAD for up to 12 days. They first helped search for survivors and later assisted in security and cleanup. They used their unit trucks and other Army-issued equipment in moving troops, supplies and victims. The 43rd Signal Company played a key role in establishing a radio net to keep the governor in contact with the officials on site.

1955-In a five-day period dual hurricanes known as Connie and Diane slam into the North Carolina coast and move into Virginia and up the east coast, dumping up to 20" of rain in just a few hours. Massive flooding killed 184 persons and causes nearly \$900 million dollars damage. The worst hit areas were in Pennsylvania and New England. Guardsmen in eight states, totaling more than 8,000 troops, were mobilized on SAD to search for survivors, reopen roads and protect against looting. During this operation, Guard helicopters are used for the first time on SAD missions.

1969-Hurricane Camille, a Category 5 storm, slammed into the Gulf Coast of Mississippi on Aug. 16, killing 143 people and wiping out whole towns with its storm surge. It moved inland and reforms over the mountains of Virginia, dumping up to 20 inches of rain in less than five hours. This causes some the worst flooding in the state's history, killing an additional 113 people. Mississippi mobilized 3,878 Guardsmen with Virginia calling up 710 personnel. In each case the major mission was to look for survivors, recover the dead and clear roads so rescue equipment can reach the worst impacted areas.

1972-Hurricane Agnes struck Florida and from its first landfall on June 19, moves along the East Coast for six days, dumping



Mississippi Guardsmen staff a medical treatment station for evacuees after Hurricane Camille, in 1969.



Members of the North Carolina Army Guard remove debris, including a car, that was blocking a creek to prevent additional flooding in the aftermath of Hurricane Agnes, 1972.

up to 19 inches of rain in some areas, causing wide-spread flooding from Virginia and Pennsylvania to New England. Virtually every state in the area had some Guard personnel on SAD, amounting to more than 11,000 personnel. They assisted in the rescue of the living, recovery of the dead and clearing roads to allow emergency vehicles to reach the impact zones.

1989-Hurricane Hugo raked across Puerto Rico and the U.S. Virgin Islands as a Category 5 storm in early September. Packing winds in excess of 160 mph it killed five persons in the islands before moving northward. On Sept. 21st, now a Category 4 storm, it slammed into South Carolina with a tidal surge of 18 feet, causing massive damage and killing an additional 21 people. Guard units in all three areas responded by assisting in searching for survivors, cleaning away debris and securing the worst impacted areas against looters. A total of 5,507 Guard personnel served on SAD during this period.

1989-San Francisco (Loma Prieta) Earthquake, the worst such event since the famous 1906 quake, struck on Oct. 5. It killed 62 people and injured another 3,757. It left over 12,000 people homeless and cost an estimate \$6 billion in damage. In what has been the largest state mobilization for any natural disaster to date, 32,711 California Guard personnel, Army and Air, are called to SAD over a three-month period. Those immediately mobilized help search for survivors and recover the dead. Others were detailed to security. Air Guard assets were used to ferry troops and equipment from southern California to the impact area. Other units assisted in the major clean up and restoration of roads.

1992-Hurricane Andrew, the most devastating storm to hit the United States since the Galveston, Texas, hurricane of 1900, wiped out much of south Florida before hitting Louisiana. At least 6,300 Florida and

1,350 Louisiana Guard personnel were mobilized to aid in search, recovery and security missions. Guard armories were used as temporary shelters and first aid clinics. With communications down over much of the impacted area, the Florida Guard printed its own weekly newspaper, titled The Task Force Times, to keep the troops informed on news and sports scores. 1993-Following heavy spring and summer rains, the upper Mississippi River flooded, primarily affecting Minnesota, Iowa, Illinois and Missouri though having an impact all the way to the Gulf of Mexico.

From these four states a total of 8,400 Guard personnel were mobilized with additional Guard help coming from states not directly impacted adding additional troops to the effort. They helped reinforce levees, move evacuees from danger and set up and staff refugee camps. Other units, such as two Alabama quartermaster companies, set up water purification equipment in Des Moines, Iowa, to aid a hospital.

2004-Four hurricanes in the space of five weeks devastated Florida from the Keys to the Panhandle. Almost all Florida National Guard troops not serving in the wars overseas were mobilized for SAD. These storms brought high winds, tidal surges and heavy rains, causing floods. Other states were affected too. These included Alabama, Louisiana, North Carolina, Texas and Virginia. Again, most of the damage to these states was caused by heavy rains.

Regardless of the circumstances and often at the risk of their own life, men and women of the Army and Air National Guard have answered and continue to answer the call to duty to help their neighbors at the most trying of times. Often among the many 'first responders' they have unique skills and training needed to deal with great tragedies as the dedicated professionals that they are.

Cut it out:

# Contacts and agencies in your affected state

## Alabama

**Alabama Emergency Management Agency**  
5898 County Road 41  
P.O. Drawer 2160  
Clanton, Alabama 35046-2160  
(205) 280-2200  
(205) 280-2495 FAX  
<http://www.ema.alabama.gov/>

**Family Program Joint Headquarters**  
[www.guardfamily.org](http://www.guardfamily.org)

1720 Cong WL Dickerson Dr.  
Montgomery, AL 36109-0711  
DSN #: (334)-271-7283 / 363-7283  
Fax #: (334) 363-7687  
Toll Free #: (800) 231-2846

### Wing Program Offices

**117ARW** 5401 East Lake Blvd.  
Birmingham, AL 999999  
Comm #: 205-714-2699  
DSN #: 778-2699

Other #: cell: 205-902-4027

### Family Assistance Centers

**Montgomery** (334) 271-7283  
**Homewood** (205) 803-5296  
**Linden** (888) 397-0214  
**Troy** (334) 566-7014  
**Fort McClellan** (256) 847-4640

### Other Useful Contacts

Alabama Homeland Security  
[www.homelandsecurity.alabama.gov](http://www.homelandsecurity.alabama.gov)

Alabama Hospital contacts  
[www.alaha.org](http://www.alaha.org)

Federal Emergency Management Agency  
[www.fema.gov](http://www.fema.gov)

American Red Cross  
[www.redcross.org](http://www.redcross.org)

NGB Family Programs  
[www.guardfamily.org](http://www.guardfamily.org)

National Guard Bureau  
[www.ngb.army.mil](http://www.ngb.army.mil)

Military One Source  
[www.militaryonesource.com/](http://www.militaryonesource.com/)

US Department of Health & Human Services  
[www.hhs.gov](http://www.hhs.gov)

US Department of Defense  
[www.dod.mil](http://www.dod.mil)

Air Force One Source  
[www.airforceonesource.com](http://www.airforceonesource.com)

Disaster Help  
[www.disasterhelp.gov](http://www.disasterhelp.gov)

## Florida

**Florida Division of Emergency Management**

2555 Shumard Oak Blvd.  
Tallahassee, Florida 32399-2100  
(850) 413-9969  
(850) 488-1016 FAX

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

**Miami-Dade County**  
Emergency Management 305-468-5400

**Broward County.**

Emergency Management 954-831-3900

**Monroe County**

Emergency Management 305-289-6018

**Family Program Joint Headquarters**

1 (800) 226-0360

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

DCSPER-FR, P.O. Box 1008

St. Augustine, FL 32085-1008

DSN #: (904) 823-0360 / 860-7360

Fax #: (904) 823-0352

### Wing Program Offices

**125 FW** Air National Guard 125 FW/FR  
14300 FANG Dr.

Jacksonville, FL 32218

Comm #: 904-741-7027

DSN #: 641-7027

Other #: cell: 904-703-9206

### Family Assistance Centers

**St. Augustine** (800) 226-0360

**Miami** (305) 684-1092

**Orlando** (321) 231-0102  
**Leesburg** Ph: (352) 516-7109  
**Panama City,** (850) 596-2683  
**Tallahassee** (850) 528-9476  
**Camp Blanding** (904) 814-4489  
**Sarasota** (941) 809-4096  
**Pinellas Park** (813) 376-6463  
**Lakeland** (813) 918-2473

### Other Useful Contacts

Fla Department of Transportation  
[www.dot.state.fl.us](http://www.dot.state.fl.us)

Fla. Department of Health  
[www.doh.state.fl.us](http://www.doh.state.fl.us)

Federal Emergency Management Agency  
[www.fema.gov](http://www.fema.gov)

American Red Cross  
[www.redcross.org](http://www.redcross.org)

NGB Family Programs  
[www.guardfamily.org](http://www.guardfamily.org)

National Guard Bureau  
[www.ngb.army.mil](http://www.ngb.army.mil)

Military One Source  
[www.militaryonesource.com/](http://www.militaryonesource.com/)

Department of Health & Human Services  
[www.hhs.gov](http://www.hhs.gov)

## Louisiana

**Louisiana Office of Emergency Preparedness**

7667 Independence Blvd.  
Baton Rouge, Louisiana 70806  
(225) 925-7500  
(225) 925-7501 FAX  
<http://www.ohsep.louisiana.gov>

**Family Program Joint Headquarters**  
[www.guardfamily.org](http://www.guardfamily.org)

Operating from Dallas, Texas  
Toll Free #: (800) 541-5860

### Wing Program Offices

**159FW** New Orleans Communication down

### Family Assistance Centers

**Camp Beauregard** (866) 647-3617  
**Lafayette** (337) 593-2093  
**Baton Rouge,** (225) 355-3886  
**Ruston** (866) 647-3615  
**Shreveport** (800) 342-7968 ext.8102  
**Houma** (866) 502-5053  
**Abbeville** (800) 568-9899 ext.8130  
**Lake Charles** (800) 611-2536 ext.8102

*(Editor's note: As of Sept. 2, Houma FAC's communications were down. Call the amin toll free number.)*

### Other Useful Contacts

Louisiana Homeland Security  
[www.ohsep.louisiana.gov](http://www.ohsep.louisiana.gov)

Louisiana State Police  
Hotline 1-800-469-4828  
[www.lsp.org/index.html](http://www.lsp.org/index.html)

LA Department of Health and Hospitals  
[www.dhh.louisiana.gov](http://www.dhh.louisiana.gov)

New Orleans Missing Persons Forum  
[www.nola.com/forums/searching](http://www.nola.com/forums/searching)

Federal Emergency Management Agency  
[www.fema.gov](http://www.fema.gov)

American Red Cross  
[www.redcross.org](http://www.redcross.org)

NGB Family Programs  
[www.guardfamily.org](http://www.guardfamily.org)

National Guard Bureau  
[www.ngb.army.mil](http://www.ngb.army.mil)

Military One Source  
[www.militaryonesource.com/](http://www.militaryonesource.com/)

Air Force One Source  
[www.airforceonesource.com](http://www.airforceonesource.com)

Disaster Help  
[www.disasterhelp.gov](http://www.disasterhelp.gov)

## Mississippi

**Mississippi Emergency Management Agency**

P.O. Box 4501 - Fondren Station

Jackson, Mississippi 39296-4501

(601) 352-9100

(800) 442-6362 Toll Free

Emergency: 1-800-222-MEMA(6362)

<http://www.mema.state.ms.us>

<http://www.msema.org/mitigate/mssaferoominit.htm>

**Family Program Joint Headquarters**

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

P.O. Box 5027

Jackson, MS 39296-5027

DSN #: (601) 313-6379 / 293-6379

Fax #: (601) 293-6151

Toll Free #: (866) 369-6506

### Wing Program Offices

**172AW** 141 Military Dr.

Jackson, MS 39232

Comm #: 601-405-8211

**186ARW** 6225 M St.

Meridian, MS 39307-7112

Comm #: 601-484-9623

DSN #: 778-9623

Cell #: 601-917-1192

**CRTC**

4715 Hewes Ave., Bldg 1

Gulfport, MS 39507-4324

Comm #: 228-214-6018

DSN #: 363-6018

Other #: 1-866-618-9851

### Family Assistance Centers

TOLL FREE: 1-888-288-4898

**Jackson** (877) 474-6522  
**Greenwood** (662) 453-8359  
**McComb** (601) 684-0554  
**Tupelo** (662) 891-9754  
**Meridan** (601) 553-3195  
**Hattiesburg** (601) 558-2883  
**Biloxi** (228) 388-3233  
**Senatobia** (662) 562-6920  
**Monticello** (601) 587-1039  
**Amory** (662) 256-7683  
**Grenada** (662) 294-0070  
**Starkville** (662) 323-5929

*(Editor's note: As of Sept. 2, only the Amory FAC had communications. The other FACs should come on line as services are restored. If the local FAC is inoperable, call the toll free number.)*

### Other Useful Contacts

Miss. Department of Transportation  
[www.mdot.state.ms.us](http://www.mdot.state.ms.us)

Miss. Department of Homeland Security  
[www.homelandsecurity.ms.gov](http://www.homelandsecurity.ms.gov)

Federal Emergency Management Agency  
[www.fema.gov](http://www.fema.gov)

NGB Family Programs  
[www.guardfamily.org](http://www.guardfamily.org)

Disaster Help  
[www.disasterhelp.gov](http://www.disasterhelp.gov)





# Contacting a Family Program Coordinator near you

The National Guard Family Program office in each state joint force headquarters (JFHQ) is designed to assist family members of all service members, regardless of the military organization or status, with information and/or referrals. Following is a list of Family Program offices in the 54 states and territories followed by Wing Family Program Coordinators.

**Alaska**

State Family Program Director  
SENior MASTER Sgt. Jan Myers  
505 W. Northern Lights Blvd.,  
Suite 108  
Anchorage, AK 99503-2552

**168ARW**

Nola Barnes  
2680 Flightline Ave., Ste. 117  
Eielson AFB, AK 99702-1794  
Office: 907-377-8715 DSN: 317-  
377-8715

**176 WG**

Emily Derksen  
505 W. Northern Lights Blvd Suite  
108  
Anchorage, AK 99503-2552  
Office/DSN 907-264-5346

**Alabama**

State Family Program Director  
SGM Hubert Chance  
1720 Cong WL Dickerson Dr.  
Montgomery, AL 36109-0711  
Office/DSN (334)-271-7283 / 363-  
7283 or 1-(800) 231-2846

**117ARW**

Pamela Lacey  
5401 East Lake Blvd.  
Birmingham, AL 35217  
Office/DSN 205-714-2699/ 778-  
2699

**187FW**

Sharon Hubbert  
5187 Selma Hwy.  
Montgomery, AL 36108-4824  
Office/DSN: 334-394-7119/ 358-  
9119

**Arkansas**

SGT. 1ST CLASS Mary Myers  
Camp Robinson  
North Little Rock, AR 72119  
Office/DSN: (501) 212-4102 / 962-  
4102 or 1-(800) 446-6465

**188 FW**

Eva R. Patton, CIV/FAM  
Family Readiness Support  
Coordinator  
188FW AIR NATIONAL GUARD  
4850 Leigh Avenue  
Fort Smith, AR 72903-6096  
Office/DSN: 479-573-5167 / 778-  
5167

**189AW**

Juanita Owens  
189th AW Family Program  
112 CHIEF MASTER SGT. Williams  
Drive  
Little Rock AFB, AR 72099-4802

**Arizona**

State Family Program Director  
CW4 Jan Finney  
5636 E. McDowell Rd.  
Phoenix, AZ 85008-3495  
Office/DSN: (602) 267-2593 / 853-  
2593 or 1-(800) 233-7758

**161 ARW**

Glen Klassen  
3200 E Old Tower Rd.  
Phoenix, AZ 85034-7263

Office/DSN: 602-302-9094/  
853-9094  
162 FW  
Jolene Helt  
1650 E Perimeter Way  
Tucson, AZ  
Office/DSN: 520-295-6566/ 844-  
6566

**California**

State Family Program Director  
Steven Read  
CAJS-FP Box 54, 9800 Goethe  
Sacramento, CA 95827  
Office/DSN: (916) 854-3252 / 466-  
3252 or 1-(800) 449-9662

Carolann Wunderlin  
129 ROW  
HQ 129th Rescue Wing/Family  
Readiness  
Building 680 Macon Road  
California Air National Guard  
Moffett Federal Airfield, CA 94035

**144FW**

Barbara Draughon  
5323 E. McKinley Ave.  
Fresno, CA 93727-2199  
Office/DSN 59-454-5383/ 839-5383

**146 AW**

Jo Ann Bellen  
100 Mulcahey Dr.  
Port Hueneeme, CA  
Office/DSN 805-986-7468/ 893-  
7468

**163 ARW**

Debbie Hambrick  
1620 Graeber Street  
March ARB, CA 92518-1624  
Office/DSN 951-655-2165 /  
447-2165

**Colorado**

State Family Program Director  
Debbi Blackburn  
6848 S. Revere Parkway  
Centennial, CO 80112  
Office/DSN (303) 677-8844  
877-8844

**140 WG**

Mandy Romero  
Buckley Air Force Base/140 S Aspen  
St Stop 37  
Aurora, CO  
Office/DSN:303-677-9116/ 877-  
9116

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- 153AW  
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217 Dell Range Blvd.  
Cheyenne, WY 82009

*Pfc. Sean McKenna works the crowd as 1st Lt. Amanda Clerc snaps photos of people in front of the National Guard's NASCAR Nextel Cup Series racing car. Both are members of the Mobile Events Team.*