

WHAT IS JOINT SERVICES SUPPORT?

**Joint Services Support (JSS)** through collaboration and outreach, coordinates federal, state, and local resources and nonprofit organizations to achieve our program goals. Staff travel throughout the state to meet with service members and/or families and unit family support staff to assess needs, form relationships with community service providers, and facilitate referrals to appropriate resources.

**Seventeen programs** and a staff of approximately 50 working in support of JSS provide a network of programs designed to promote readiness through confidential no-cost support to our service members and their families. All services are available with one phone call to your FAC

**Family Assistance Center (FAC)** provides comprehensive, coordinated, and responsive services in support of service members, civilian employees and families. The FAC provides information and emotional support to families so that service members can focus on their mission. Services may include: outreach, information and referral to appropriate service agencies such as legal assistance, TRICARE, and DEERS/ID cards, problem solving, accurate and current information feed and coordination with assigned FRSAs. The FAC is staffed 24 hours a day / 365 days a year.

**Military and Family Life Consultant (MFLC)** has a responsibility to provide direct, short-term (up to twelve sessions), non-medical, solution-focused counseling and psycho-educational services to individuals, couples, families, and groups for situations resulting from commonly-occurring life circumstances such as parenting, relationship conflicts, stress, deployments, and reunions.

**Child and Youth Behavioral Military and Family Life Consultant** provides direct, non-medical counseling (up to twelve sessions) and psycho-education on topics such as developmentally appropriate practices, developmental milestones, difficult behaviors, separation, and anxiety.

**State Education Services** provides information on financial assistance to service members in support of their professional and personal self-development goals and guidance on the variety of programs they may be eligible. (Assigned to G1)

**Personal Financial Counselor (PFC)** provides direct financial readiness education and counseling services on topics such as personal financial planning, budgeting, saving, reducing debt, retirement planning, deployment financial planning, understanding military pay, and understanding state, and federal financial benefits.

**Military OneSource (MOS) Consultant** collaborates with military and community services to identify/vet actual and potential resources, encourage community capacity building, provide information and referral services, and promote a sense of military community among the geographically dispersed service and family members.

*Educate and empower service members and families to develop skills and encourage behaviors that strengthen self-reliance, promote retention and enhance readiness within the Alaska National Guard.*

**Director of Psychological Health (DPH)** advocates, promotes, and guides service members and their families by supporting psychological fitness and ultimately operational readiness. Services provided include: short-term solution focused problem solving, assessments and referrals to affiliate counselors, critical incident stress debriefing, case management, psycho-educational

classes (parenting, stress awareness/management, anger management, effective communication, suicide awareness and prevention), and consultation to commanders and members. (1 ea JFHQ, 176 WG and 168 ARW)

**Employer Support of the Guard and Reserve (ESGR)** develops and promotes employer support for Guard and Reserve service members by advocating relevant initiatives, recognizing outstanding support, increasing awareness of applicable laws, and resolving conflict between employers and service members. Employment support for our service members and spouses was recently added under the program HERO 2 Hired.

**Transition Assistance Advisor (TAA)** serves as the statewide point of contact to assist service members as they navigate through the vast myriad of benefits and entitlements such as accessing VA benefits and healthcare services and the TRICARE Military Health System as well as community resources.

**Survivor Outreach Services (SOS)** ensures services are provided to Families of the Fallen through resource referral, education and long-term grief support.



## JOINT SUPPORT SERVICES

### Statewide Family Assistance Centers / Wing Family Program Offices

#### Anchorage FAC

AKNG Armory  
Bldg 5900  
JBER, AK 99505

**907-428-6663**

**1-888-917-3608**

#### Bethel FAC

3704 Tower Road  
Bethel, AK 99559  
907-543-0561 Ofc  
907-543-4043 Cell

#### Fairbanks FAC

202 Wien Street  
Fairbanks, AK 99701  
907-459-8729

#### Juneau FAC

P.O. Box 210000  
Juneau, AK 99821-1000  
907-523-4020

#### Mat-Su FAC

3401 E. Bogard Road  
Wasilla, AK 99654  
907-373-9446

#### Fort Greely FAC

P.O. Box 31009  
Fort Greely, AK 99731  
907-873-4906

#### 176 WG/AFRO

17441 Airlifter Drive  
JBER, AK 99506  
907-551-7649 Ofc  
907-382-3905 Cell

#### 168 ARW/AFRO

2680 Flightline Avenue  
Eielson AFB, AK 99702  
907-377-8515 Ofc  
907-378-7202 Cell

**Sexual Assault Prevention and Response Program (SAPR)** is part of a DoD wide initiative to end sexual assault in the military and encourage service members to protect and defend one another against unwanted sexual contact. Through preventative education, civilian partnerships, bystander intervention, and victim advocacy, SAPR empowers service members to report incidents they've experienced, and recognize when they or someone they know may be in a dangerous situation. SARCs, SHARPS, and Victim Advocates provide confidential reporting options.

**Family Readiness Support Assistant (FRSA)** is the subject matter expert for commanders at assigned levels and acts as the conduit to the families in reference to readiness and deployment cycle support. Provides regularly scheduled training for service members, families and leadership. Works with ESGR in support of the Military Spouse Employment Program.

**Military Funeral Honors (MFH)** renders honors during funeral ceremony representing the nation's deep gratitude to those, in times of war and peace, who have faithfully defended our country. Every veteran, regardless of branch is entitled to Military Funeral Honors performed by uniformed members of the Armed Forces. The Alaska Army National Guard's Honor Guard is a direct representative of the United States military and is highly qualified and certified to perform Military Funeral Honors. (Assigned to G1)

**Yellow Ribbon Reintegration Program (YRRP)** provides information, services, referral and proactive outreach opportunities for service members, families, employers and youth throughout the deployment cycle. Workshops are provided pre-deployment, during deployment, and post-deployment at 30-, 60-, and 90-day.

**Resilience, Risk Reduction and Suicide Prevention (R3SP) Program** is designed to train Soldiers, Leaders, civilians, and family members to recognize signs of suicidal behavior, understand the risks of suicide, learn intervention strategies, reduce stigma, and ensure individuals know how to refer individuals for follow-on support and care. (Assigned to G1)

**Airman and Family Readiness Program (A&FRP)** provides consultation services to commanders and assist them with developing and executing policies, programs, and processes which enhance individual service member, family and community readiness. Services provided include information/referral, deployment cycle support, life skills education, consultation and transition guidance, and volunteer coordination, direction and guidance. (Assigned to 176 WG and 168 ARW)

**Child and Youth Program (CYP)** provides information and resources relative to National Guard Child and Youth. CYP offers a range of positive activities designed to promote resiliency, healthy development, and to ease transition to adulthood.

## ADDITIONAL RESOURCES

<https://www.jointssupportservices.org>



The National Guard Bureau's Joint Services Support System, or JSS, is the service and family member's gateway to resources, support, and assistance for your daily life. Find information on events in your local area or search a state you might be visiting, ESGR, local resource directory, transition support, behavioral health, sexual assault prevention and hotline, and finances to name a few. Accessible anywhere with internet connectivity. Get hooked up and download the JSS application now.



The Online Helpline provides live one-on-one help, 24/7 at <https://www.safehelpline.org> or call the **Safe Helpline** at 877-995-5247.

**Joint Services Support Facebook**

<http://www.facebook.com/AKNGFamily>



If you or someone you know is in emotional distress or suicidal crisis, call 1-800-273-8255 or go to [suicideprevention.org](http://suicideprevention.org).

### 24/7 Emergency Contact

for

**Joint Services Support**

428-6663

1-888-917-3608