



# The Program



Your source of information on Family Programs from the National Guard Bureau

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## Family Readiness Award presented to Wisconsin and California

By **Edelina Villavicencio**

Marketing & Communications Specialist, NGB-J1-FP

The fifth annual DoD Family Readiness Awards took place at the Pentagon in the Hall of Heroes on February 17, 2006. This ceremony honored the “best of the best” for Family Readiness in the Army National Guard, Air National Guard, Navy, Marines, Army Reserve, Air Force Reserve, and Coast Guard Reserve. The purpose of the award is “to recognize the top unit in each reserve component that demonstrates outstanding family readiness while maintaining superior mission readiness.”

In attendance from the National Guard senior leadership were LTG H Steven Blum, Chief, National Guard Bureau and Brig. Gen. Charles Ickes, Deputy Director of the Air National Guard. Each was able to address the National Guard winners after the awards were presented. LTG H Steven Blum noted, “You’ll notice the high level of senior leadership in attendance today. There’s one reason for that, the high regard we have for family programs and the invaluable contributions you make to our Citizen Soldiers, Airmen, and their families.”



LTG H Steven Blum congratulates the winners

Assistant Secretary of Reserve Affairs, Thomas F. Hall presented each winner with an engraved plaque and signed certificate of appreciation. Retired Navy Vice Admiral, Norb Ryan, President of the Military Officers Association of America presented each family readiness group with a certificate, a memento and a check for one thousand dollars. This was the first time a monetary award has been presented.

Mr. James Scott, DoD Reserve Affairs Director for Individual and Family Policy and Master of Ceremonies made these comments about the winners. Reference the 2nd Battalion, 127th Infantry,

“This group has established an effective phone tree notification process and ensured that families were enrolled in the Defense Enrollment Eligibility System. They have also created an e-mail database and an interactive website.”



Secretary Thomas F. Hall, Assistant Secretary of Defense for Reserve Affairs, addresses the group at the DoD Family Readiness Awards on February 17, 2006

Regarding the 144th Fighter Wing he stated, “Through their tremendous efforts and involvement in unit activities such as deployments, exercises, and wing morale events, they ensure each member is ready and able to perform their mission. The Wing’s Operation Ready Families program is dedicated to ensuring the availability, coordination, preparation and dissemination of relevant and reliable information to ensure all unit and family members are knowledgeable and prepared.”

Immediately following the ceremony, winning units were able to take photos and were provided a reception by the Military Officers Association. **See Readiness on page 2**

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## Military Severely Injured Center



**By Maj. Zoilo Lopez**  
Readiness Officer, NGB-J1-FP

The Military Severely Injured Center (MSI Center) is dedicated to providing seamless, centralized support, for as long as it may take, to make sure that injured service members and their families achieve the highest level of functioning and quality of life. If you are a severely injured service member or the family member of a severely injured service member, the MSI Center can help you cut red tape; understand what benefits are available to you; identify resources; and obtain counseling, information, and support.

Injured service members and their families can call us 24 hours a day, 7 days a week, at 888-774-1361 for this

free service. A care manager will give you personal, ongoing assistance related to:

- financial resources
- education, training, and job placement
- information on VA benefits and other entitlements
- home, transportation, and workplace accommodations
- personal, couple, and family issues counseling
- personal mobility and functioning

We coordinate closely with each service branch's injured support program -- Army DS3, Marine for Life Injured Support, Air Force Palace HART, and Navy Safe Harbor.

The MSI Center also provides educational materials that can help you understand and tackle issues related to concerns that injured service members often have, from helping children and spouses with the challenges they face, to concerns about making homes and vehicles accessible, to building new relationships. A Career Center at <http://www.military.com/support> supplements our services related to career planning, including employment and benefits information for both injured service members and their spouses.

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Retired Navy Vice Adm. Norb Ryan, president of the Military Officers Association of American, right, congratulates Lt. Col. Fred Falk, 32nd Infantry Brigade Separate (Light) rear detachment commander, after presenting him a memento and a \$1,000 check from the association. At center is Capt. Kevin Agen, rear detachment officer in charge. Photo by Rudi Williams

*Congratulations!*

“Today we are awarding the best of the best.”

- Mr. Thomas F. Hall, Assistant Secretary of Defense for Reserve Affairs.

Air National Guard Col. Jonathan Flaughter, 144th Fighter Wing commander, accepts congratulations from Thomas F. Hall, Assistant secretary of the defense for reserve affairs, while Barbara Draughton, wing family program coordinator and Wendy Tibbet, wing volunteer coordinator look on. Photo by Rudi Williams



## Division Chief's Corner

**By Col. Anthony E. Baker, Sr.**  
Chief, Family Program, NGB-J1-FP

First, I would like to congratulate the 2nd Battalion, 127th Infantry from Appleton, Wisconsin and the 144th Fighter Wing from Fresno, California. As you can see from the front page, the ceremony was well attended and both groups should be very proud of their achievement. I encourage all of you to prepare your DoD Readiness award submissions early in the year

in order to collect all of the supporting documentation of how your unit meets and exceeds family readiness requirements, taking care of our service members and their families.

I would also like to remind everyone who has not already registered for the Guard Family Management System Training (GFMS) to be held at PEC from 5-7 or 8-10 March, to register with Bobbie Krynicki. She can be reached by e-

mail at: [Bobbie.Krynicki@us.army.mil](mailto:Bobbie.Krynicki@us.army.mil)

Upcoming in April is our opportunity to thank our volunteers for their dedicated time and efforts. April 23-29th is Volunteer Appreciation Week. On page 4 of this newsletter, there are a few ideas on how to celebrate their efforts. I encourage you to use these methods or think of some on your own to celebrate their efforts on behalf of our families.

## Ready, Set, Train

**By Michael J. Conner, Sr.**

Family Services Coordinator, NGB-J1-FP

Effective classroom training is not something that magically happens. Effective training requires coordinating many elements of instruction, engaging each participant in a way that promotes learning, and facilitating sharing of ideas between participants.

The basic premise of adult learning is that the learner, not the teacher is responsible for the learning. The teacher, or trainer, however, must create an environment in which the participant wants to learn because he/she sees the value in learning, feels safe in asking questions and participating, and feels respected both personally and professionally. Adults generally respond well to a variety of teaching methods, espe-

cially including a "hands-on" section, as it promotes retention. As adults are self-motivated, it is generally unproductive to be overly formal in your training approach.

Each participant must feel comfortable, accepted and important for optimal learning to occur. This can be achieved through a variety of techniques. Approaching the session with a playful attitude, and using humor can work wonders. Assume that the group is intelligent, energetic, and resourceful - trainers often find what they expect. This will help to bring out the best in people. Ice breakers can promote camaraderie so that no one feels all alone in the group. However, be careful not to start out with an ice breaking as this can make people feel more uncomfortable. Breaks are

natural ice breakers so you may want to conduct your icebreaker right after your first formal break. Learn and call each person by name, and draw on their experience during the session. This makes people feel good about themselves and allows them to "shine" before their peers.

Start and end the session on time, and let participants know what to expect in terms of the schedule of events. Take breaks, and allow people to leave the session or answer cell phone spontaneously if needed. Remember, that student may be waiting for a call from a deployed loved one or need to take a call from the daycare provider.

Experiment with your speaking style to see if can be improved. Some pointers **see Ready on page 5**



## Children and Deployment



**By Kathy Goedde**, Program Manager,  
Child and Youth Program, NGB-J1-FP

Preparing families for deployment includes making them aware of the affects deployment may have on their children and ways to set them up for success. When briefing families at deployment briefings, please include the following information:

Children view deployment as a loss, and as such have emotional reactions associated with loss.

- Whatever adults are feeling, children are feeling too. They just don't have the coping skills or maturity to express their feelings appropriately.
- Adults should be clear when explaining the separation making consideration for their age. Children can handle the truth. It's the uncertainty that scares them.
- Adults should reassure children that the parent is not leaving due to any behavior or act of the child or because their love for the child has changed.

Adults should be advised that younger children may exhibit sadness, fear and

anxiety. Older children may act like they don't care. In either case, it is important to communicate often. The following are suggestions to help families maintain structure and consistency during the separation.

1. The rules in the home should stay the same.
2. They should keep routines the same as much as possible and alert family members and friends when transportation assistance is needed.
3. Adults should not compensate with money.
4. Families should get involved in their Family Readiness Groups. While they are being supported by the adults in the group, their children will benefit by being with other children experiencing deployment.
5. Families should find some way to track the time.
6. Service members should leave behind a comfort item. Holding it close will help children feel closer to the absent parent.

7. Families should make video or audio tapes to send to the absent loved one.

8. The parent in the home should do the disciplining at home. Telling a child to wait for the service member to return instills fear as the homecoming approaches.

9. Parents should notify the child's teacher and principal that a parent will be gone. A letter for educators is available through your State Youth Program.

10. Adults should be prepared to develop a thick skin. Children may say and do things out of character. Keep in mind that children are not mad at the parent-just the situation.

Adults should maintain the structure and consistency in their home as this helps children feel safe.

Finally, children will model the adult's behavior. If they approach the separation in a positive and upbeat way, children will respond accordingly.

For more information and resources regarding children and deployment, contact your State Family Program Office and request assistance.



## State Benefit Advisors Conference



**By Mr. Alex Baird**

Veterans Affairs Liaison, NGB-J1-PR

Training for State Benefits Advisors was held in Baltimore Maryland the week of 13-17 February. Participants were provided training in the organizational structure of the Department of Veterans Affairs to include points of contacts within the states that can assist Service members with access to VA benefits. Presenters included senior level people from the Veterans Health Administration, Veterans Benefits Administration and National Cemetery Administration. Additional presenters included representative from Veterans Service Organizations, Depart-

ment of Labor, and the TRICARE Management Activity.

“As advocates for veterans, these new advisors will ease the transition for newly discharged veterans back to their home communities.” Honorable R. James Nicholson, Secretary of Veterans Affairs

The intent of this training was not to make the State Benefits Advisors subject matter experts on Department of Veteran Affairs and TRICARE benefits, but rather to educate them on the benefits available and to give them local points of contact that can provide subject matter expertise

to our Guard members and their families. The role of the State Benefits Advisor is to act as a liaison between the Guard and agencies within the state that can provide services and benefits to Guard members and their families. They also act as advisors on benefit issues to Service members and their families as well as Joint Forces Headquarters and other Guard staff within the state.

If you have any questions, please call NGB Veterans Liaison, Alex Baird at 703-607-5485 or via e-mail at [alex.baird@ngb.ang.af.mil](mailto:alex.baird@ngb.ang.af.mil).



## Resource Information - Fiscal Law



**By Ron Lacasse**

Resource Manager, NGB-J1-FP

Fiscal law is the source on how you can spend appropriated funds, restrictions on spending, obligating appropriated funds, Anti-deficiency Act violations, and more. Anyone involved in the management of funds must know fiscal law.

I would strongly recommend the online Fiscal Law Policy course, published by

the Air Force located online at <http://www.saffm.hq.af.mil/fiscallaw/index.htm>. The tutorial is divided into five modules with self-testing at the end of each module. Each section takes roughly one hour to complete and five to six hours to complete the entire course. The site is very user friendly and makes a great reference.

Another site to bookmark is the KX site at [https://www.guardfamily.org/a00\\_admi](https://www.guardfamily.org/a00_admi)

[n/index.cfm](#). Click on the Training Tab then on Training Course Description. This site has various classes in budget related issues, if taken, your understanding of the courses and policies will pay huge dividends for you and your staff.

For more resource information, please contact Mr. Ron Lacasse at 703-607-5407 or via e-mail at [Ron.Lacasse@ngb.ang.af.mil](mailto:Ron.Lacasse@ngb.ang.af.mil)

## Volunteer Recognition Week is April 23-29, 2006!

**By Edelina Villavicencio**

Marketing and Communications Specialist, NGB-J1-FP

Volunteer Recognition Week is quickly approaching! Have you done all you can to thank your volunteers? The listing below contains some websites with ideas on how to recognize your most valuable resource, your volunteers!

- *The Points of Light Foundation:* this non-profit's charge is "to encourage people from all walks of life, businesses, non-profits, faith based organizations, low-income communities, families and youth to volunteer. Follow this [link](#) to download some sample certificates

of appreciation, statistics on volunteering, proclamations, media information and much more! Their [marketplace](#) contains recognition samples starting at under \$1.00.

- At the [Military One Source](#) website, type in volunteer in the search engine and receive articles on volunteer personal development.
- Send in your pictures and write ups of what you did to recognize your volunteers and we just might spotlight your group/state in May's "The Program!"
- L'Oreal Paris is holding a [Women of Worth Contest](#), seven winners are chosen throughout the US.



Winners have five thousand dollars donated in her name to a charitable organization and another five thousand donated to the Ovarian Cancer research fund.

- Mark your calendars now! Next year's Volunteer Recognition Week is April 15-21, 2007!

**continued from page 3: Ready**

see to remember are to vary your inflection, keep the tone conversational, stand up straight (don't lean on the podium), use gestures that feel natural to you, and keep the atmosphere informal but professional.

The manner in which you present, question, and respond to questions is an important factor in your presentation. Your presentation should be organized with focus, practicality, and stimulation. You must be able to probe participants and challenge them to think without coming across as arrogant or antagonistic. When questioning, use concise questions that will allow the respondent to elaborate. Don't question the group in some pre-

dictable order. Call on people randomly to keep people on their toes. You may also want to provide treats or trinkets to those who provide a response. Most important be sure to provide a Certificate of Attendance at the completion of training to acknowledge their participation.

It can sometimes be effective to ask the group to respond to the question instead of answering it yourself, especially if members of the group have technical expertise in areas which you lack it. However, in order to establish credibility, you will want to answer some of the questions yourself. You can always ask the group for additional feedback after you have answered.

Presenting an effective training session requires both preparation and skill. Using the tips in this article can help you increase the amount of learning that takes place during training. Set goals for yourself using these suggestions, and ask your supervisor or peers to help in evaluating your progress.

This article is the third of a four part series to help you increase your training attendance, maximize your training locations, improve volunteer knowledge base and access your results.

If you need further information or would like more examples, please contact Mike Conner at 703-607-5410 or at [Michael.Conner@ngb.af.mil](mailto:Michael.Conner@ngb.af.mil)

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E-mail your request/comments/  
submissions (no later than the  
30th of each month to be included  
in the following month's  
newsletter) to:  
[familyprogramsnewsletter@ngb.af.mil](mailto:familyprogramsnewsletter@ngb.af.mil)**

### Features for April

- Cover Story devoted to the Month of the Military Child
- New State Family Program Director Training
- Guard Family Management System Training roll-out!

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