

Family Assistance Centers

The Beginning

During Desert Storm, approximately 600 Family Assistance Centers (FAC) were established throughout the United States and in Europe. With the unique and growing needs of military families, these offices play a critical role in providing information, assistance, and referral to thousands of Service Members, Veterans and their families. Coordinating Family Assistance through these offices is the best response to family emergencies, deployments, mass casualty events and natural disasters. The efforts of the FAC's are directed toward providing military families with information and assistance they need to be empowered. As the demands on military families continue to increase and become more complex, we'll be there to help every step of the way.



Family Assistance Center

William A. O'Neill Armory
360 Broad Street
Hartford, CT 06105
1(800) 858-2677

Office: (860) 493-2797
Office: (860) 524-4969

Windsor Locks Readiness Center *

85-300 Light Lane, Windsor Locks, CT 06096

(860) 292-4601
(860) 292-4602

Airman & Family Readiness Center*

100 Nicholas Road, East Granby, CT 06026

(860) 292-2595

Veterans' Memorial Armed Forces Reserve Center

90 Wooster Heights Road, Danbury, CT 06810

(203) 205-5050

New London Armory

249 Bayonet Street, New London, CT 06320

(860) 772-1422

Niantic Readiness Center

38 Smith Street, Niantic, CT 06357

(860) 739-1637

103rd Air Control Squadron

206 Boston Post Road, Orange, CT 06477

- **BY APPOINTMENT ONLY***

(800) 858-2677

IP/FAC/5.18.2018

We understand the unique challenges and needs of our Service Members and their Families



We Are Here To Help!

Family Assistance Specialists across Connecticut are standing by to provide information and referral to essential services, including:

- ID Cards & DEERS Enrollment
- TRICARE Medical & Dental Assistance
- Financial Management & Referral
- Mental & Emotional Health Referral
- Community
- Crisis Information & Referral

What is Family Assistance?

Family assistance can be considered “one stop shopping” for military families. Family Assistance Centers (FAC) are offices that have been established in order to provide support to Service Members, Veterans, and their Families. They are intended to simplify the process of accessing a variety of needed services and support. The primary mission of a FAC is to provide information and referral to essential resources for you and your family.

Eligibility to receive assistance through a FAC is simple — all Service Members, Veterans and their families are eligible to use the services provided through the CT FAC's. With six locations throughout the state, we can serve you better, and closer to home! No one, regardless of branch affiliation, will be turned away from a FAC. The purpose of the FAC is to assist, and we make every effort to meet you and your family's needs.



**TO CONTACT YOUR NEAREST
FAMILY ASSISTANCE CENTER
SEE THE LIST ON THE BACK SIDE
OF THIS BROCHURE**

What services are offered by the FAC?



There are services that are considered “basic” and are provided by each FAC with a few exceptions. However, there are other additional services that may be available if resources allow and the need is indicated. Basic services provided by the FAC can be expected to include those listed here, regardless of location. If you require assistance that falls outside of this list, please contact your nearest FAC to find out how we can support you and your family's needs. More than likely, if we are unable to provide the help you need, we will point you in the right direction.



Basic Services

ID Cards/DEERS — Information and assistance for eligible family members to obtain Identification cards and enroll in the Defense Enrollment Eligibility Reporting System.

TRICARE/TRICARE Dental — Assistance in coordinating TRICARE claims and issues with the nearest Health Benefits Advisor, as well as information on TRICARE Health and Dental Programs

Financial Assistance Information — The American Red Cross is the official communication to the Army Emergency Relief, Air Force Aid Society, and other armed services' relief agencies. Referrals can be made for family members to other local, county, and state agencies that assist with resolving financial problems. Information on additional national organizations and agencies can be provided as well.

Legal Assistance — Legal information and coordination with State Legal Assistance Officer for assistance with wills, powers of attorney, Service Member Civil Relief Act, and other legal matters.

Information & Referral — FAC's can provide information, resources and referral to various military and civilian agencies that assist with an array of the unique needs of military families including: Emergency food & shelter, military-related assistance and referral to appropriate casualty assistance channels. They can also provide information on employment resources and opportunities.