



Service Member Support Division (SMSD)

1-800-292-9464 (option 1) www.wisconsinmilitary.org
24 hour online support

The Wisconsin Service Member Support Division provides military members, families, retirees, organizations, and communities with information and communication to ensure readiness and resilience to accomplish the mission and transition back to family and civilian roles.

Soldier & Family Readiness Programs



The Family Program executes the mission and vision for military family readiness by supporting unit leaders and a corps of volunteers. Services are provided under three umbrellas; family readiness, family assistance, and the child and youth programs and assist families throughout a Service member's military career from recruitment, retention, to retirement.
Office: 608-242-3470 or 608-242-3473

Soldier & Family Readiness Specialists (S&FRS) staff Family Assistance Centers to ensure that service members and their families are informed, prepared, and empowered to succeed and meet the unique challenges of the military life-style. Personal and family readiness strengthen unit operational readiness and enable the Guard to support federal missions and local communities in the state. When service members and their families are experiencing quality of life challenges or are striving to improve their resilience, S&FRSs are standing by to assist by providing information, resources, and referrals to community based agencies.
1-800-292-9464 option 1



Child and Youth Program provides military youth with leadership, character and resilience training opportunities through youth summits, camps, and other events. Programs foster coping strategies, health, well being, and resilience throughout the military life cycle.
Office: 608-301-8246 or 608-301-8248



Citizen Soldier For Life (CSFL) supports soldier and family readiness by preparing and connecting service members and their families for employment, education opportunities, and financial literacy to maintain a resilient force capable of accomplishing the State and Federal mission.
Office: 608-422-8787

Resiliency and Risk Reduction Programs



Sexual Assault Prevention and Response Program (SAPR) provides prevention training to all service members and resource and referral services to victims of sexual assault and domestic violence. The program ensures victims of sexual assault are protected, treated with dignity and respect, receive support and advocacy, and assists with identification of treatment resources.
24 hr Cell: 608-469-2627 Office: 608-242-3742 or 608-242-3736



Psychological Health Program and Licensed Behavioral Health Specialists provide consultation and direction, prevention services, brief crisis intervention and assistance to Service Members and their families. The Psychological Health Services Team focus on mental health, substance use, and multiple life stressors identified by the Service Member, Family or Leadership. Contact the Behavioral Health Team via phone:
Central Wisconsin: 608-504-6027; Eastern Wisconsin: 608-640-9317;
Southern Wisconsin: 608-640-8344; Northwestern Wisconsin: 608-640-9315



Suicide Prevention Program Manager provides prevention, intervention and post-vention on the risk factors and warning signs of suicide as well as act as the military point of contact for resources available to service members on where to go for help.
Office: 608-242-3369



State Resilience Coordinator provides oversight for mandatory training and reporting requirements regarding the Comprehensive Soldier and Family Fitness Program (CSF2). Assists in the integration of mandatory resilience training requirements, and ensures Master Resilience Training (MRT) quota allocations are being met across the command.
Office: 608-242-3748



Substance Abuse Program (SAP) aims to increase the readiness and resiliency of Soldiers and their families. This program provides universal prevention education to ARNG soldiers. Also, Refers to community-based providers for help with Alcohol or drug abuse or addiction.
Office: 608-242-3966 or 608-242-3965

Deployment Cycle Support



Badger Yellow Ribbon Program provides educational information events and activities for military members of Wisconsin, their Families, and community members to facilitate access to services and support their health and well being throughout the entire deployment cycle.
Office: 608-242-3424



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Military Life Cycle Support



Personal Finance Counselors (PFC) helps you and your family manage finances, resolve financial problems and reach long-term goals such as getting an education, buying a home and planning for retirement.
Office: 703-635-9274 Email: pfc.wi.ng@zeiders.com



Military OneSource provides trusted information, answers and support on every aspect of military life 24/7/365 - private non-medical counseling and a range of specialty consultations are available at no cost to active duty, National Guard, reserve service members (regardless of activation status), their families and survivors.
Learn more at www.MilitaryOneSource.mil or call **800-342-9647**



Employer Support of the Guard and Reserve (ESGR) provides Reserve Component members education and awareness regarding employer relations, rights and requirements under USERRA and programs and services available to help strengthen employer support for the Guard and Reserve. www.esgr.mil
Eau Claire Office: 715-858-9676 Cell: 608-630-6433 / Madison Office: 608-242-3169 Cell: 608-295-4805



Employment Support Program The mission of the National Guard Employment Support Program (NGESP) is to improve National Guard force stability by improving its members' ability to seek, obtain, and retain civilian employment. NGESP advocates for and assists National Guard service members and their families with employment readiness, job opportunities, and placement with local and governmental employers.
Office: 608-242-3169 Cell: 608-295-4805



Transition Assistance Advisor (TAA) serves as the military Service Member's subject matter expert on all matters related to veterans benefits, programs and services. Assists with education, financial and physical health, employment, vocational-rehab and any other challenge they may encounter as a result of their military service.
Office: 608-242-3727



Military Funeral Honors (MFH) honors those who served by providing military funeral ceremonies for all military veterans upon request of the veterans' family.
Office: 608-242-3419



Survivor Outreach Services (SOS) demonstrates the Army's commitment to Families of the Fallen by providing support and standardized services to Active, Reserves, and Army National Guard Families. Many times after you have lost a loved one, there are unresolved benefit issues and/or questions that may surface months or years after the loss.
Cell: 262-745-3283 or 715-401-9187

Spiritual Readiness



Chaplain Corps (Spiritual Support Team) The mission of the Religious Support Team is to provide military religious support to service members and their families. We provide Strong bond retreat weekends opportunities for individual, couples and families that seek to strengthen relationship skills. We encourage military members to find ways to celebrate their faith, and/or celebrate the ability to choose otherwise. We provide 100% confidential counseling from pre-marriage to loss and grief.
Cell: 608-630-1660

Wisconsin National Guard—Service Member Support Division
2400 Wright St—Madison, WI 53704