

Resource and Referral Services

Family Assistance Centers offer a place to receive reliable information and referrals. These services are structured to include service members of any branch or component, Family Members, and Retirees. Resource and referral services include, but are not limited to:

Community Information and Referral: Provides military and civilian resources through agencies, groups, private organizations, and/or clergy to solve or assist with resolving problems.

ID Cards & DEERS: Information and assistance for eligible family members to obtain identification cards and enroll in Department of Defense Enrollment Eligibility Reporting System (DEERS).

TRICARE Health & Dental: Assistance in coordinating TRICARE enrollment, claims, and issues with the nearest Health Benefits Advisor, as well as providing information on TRICARE health and dental services.

Financial Management: Provide financial resource referrals, to include grants to eligible service members.

Crisis Intervention: Capable of identifying family crisis situations and provide immediate assistance to stabilize situations, and refer to appropriate resources for assistance.

Legal Assistance: Referral to local and state legal resources for assistance with legal matters.

Emergency Family Assistance Centers: Established in times of natural or man-made disasters, operating around the clock in order to support both service and family members.

Exceptional Family Member Program: A program to assist AGR/Deployed families who have members with learning and/or medical conditions that require specific treatment facilities nearest to them in order to meet those needs.

Supporting Resources



American Red Cross

www.redcross.org

Connect to Help 2-1-1

www.211.org

Crisis & Suicide Intervention Hotline (National)

Phone: 1-800-273-8255

DEERS

www.dmdc.osd.mil

Department of Veterans Affairs

www.va.gov

Illinois Department of Veteran Affairs

www2.illinois.gov/veterans

Defense Finance and Accounting Service

www.dfas.mil

Military OneSource

www.militaryonesource.mil/

Sexual Assault Prevention and Assault

Safe Helpline: 1-877-995-5647

www.safehelpline.org

ILNG: 1-217-299-9407

TRICARE

Dental: <https://tricare.mil/dental/>

Health: www.tricare.mil/veteran



MILITARY & FAMILY ASSISTANCE CENTER((MFAC)



Family Assistance Centers provide information, referral, support and outreach services to geographically dispersed military families throughout the entire military lifecycle.

Our mission is to assist members of our Armed Forces, Veterans and Families.

Military and Family Readiness

Specialists across Illinois are standing by and ready to help you!



Illinois Military and Family Readiness Specialist Locations

North Riverside Armory
8660 W. Cermak Rd
North Riverside, IL 60546
Office: (309) 567-6109

Crestwood Armory
13838 S. Springfield Ave
Crestwood, IL 60472
Office: (309) 567-6353

Northwest Chicago Armory
1551 N. Kedzie Ave.
Chicago, IL 60651
Office: (309) 567-5003

Joliet Armory
2900 W. Jefferson St
Joliet IL 60435
Office: (309) 567-5605

Milan Armory
5212 78th Ave.
Milan, IL 61264
Office: (309) 567-4177

Marseilles Armory
1450 Army Rd
Marseilles IL 61340
Office: (309) 567-6539

Peoria Armory
2323 S. Airport Rd
Peoria, IL 61607
Office: (309) 567-7938

Machesney Park Armory
10451 N. 2nd St
Machesney Park IL 61115
Office: (309) 567-4159

Springfield (Camp Lincoln)
1301 N. MacArthur Blvd.
Springfield, IL 62702
Office: (217) 761-3335

Mattoon Armory
112 Broadway Ave
East Mattoon, IL 61938
Office: (309) 567-4485

Mt. Vernon Armory
600 Shiloh Dr.
Mt. Vernon, IL 62864
Office: (309) 567-4412

Marion Armory
11427 Minuteman Rd/
Marion IL 62959
Office: (309) 567-4025

Urbana Armory
600 University Ave,
Urbana IL 61801
Office: (309) 567-4946

State Family Program Headquarters
1301 N. MacArthur Blvd.
Springfield, IL 62702
Phone: (217) 761-3932/800-832-9225

