# Resources for Survivors of Service Members

Listed below are a variety of services available to surviving family members of service members who have died during service to their country.

## Bereavement counseling

### Military OneSource

Military OneSource offers 24/7 counseling and referrals from anywhere in the world.

**Phone numbers:** 800-342-9647; OCONUS: 800-342-5477; en Español: 877-888-0727;
TTY/TDD: 800-346-9188

**Website:** Confidential military counseling and support at <https://www.militaryonesource.mil/confidential-help/non-medical-counseling/>

### Tragedy Assistance Program for Survivors

TAPS offers peer support, grief counseling referrals, caseworker assistance and crisis information.

**Phone number:** 800-959-TAPS (8277)

**Website:** <https://www.taps.org/>

### Veterans Health Administration

The VHA provides a broad range of counseling, outreach and referral services.

**Phone number:** 877-927-8387 (Veterans Center call center)

**Websites:** Bereavement Counseling — Vet Centers (Readjustment Counseling) at <https://www.vetcenter.va.gov/Bereavement_Counseling.asp> or VHA at <https://www.va.gov/health/>

## Burial resources

### Arlington National Cemetery

**Phone number:** 877-907-8585

**Website:** <https://www.arlingtoncemetery.mil/#/>

### Burial at sea

**Website**: <https://www.militaryonesource.mil/military-life-cycle/veterans-military-funeral-honors/burial-at-sea/>

### Military Funeral Honors Directory

Military OneSource has an interactive directory with points of contact.

**Website:** <https://www.militaryonesource.mil/leaders-service-providers/casualty-assistance/military-funeral-honors/>

### Headstones, markers and medallions

**Phone number:** 800-697-6947

**Website:** <https://www.va.gov/burials-memorials/memorial-items/headstones-markers-medallions/>

### National Cemetery Administration (for VA administered cemeteries)

**Phone number**: 800-698-2411

**Website**: <https://www.cem.va.gov/index.asp>

### Presidential Memorial Certificate program

**Phone number:** 202-565-4964

**Website:** <https://www.cem.va.gov/facts/Presidential_Memorial_Certificates.asp>

## Community

### Military In Lasting Tribute

This online memorial honors the thousands of service members who died while serving honorably on active duty from 1985 to the present.

**Website:** <https://tribute.militaryonesource.mil/>

### The Survivor Connection

The Survivor Connection, published three times a year, includes up-to-date information featuring resources, tools, education and information for survivors.

**Website:** <https://www.militaryonesource.mil/epublications/the-survivor-connection-enewsletter-archives/>

### Survivor SBP eNewsletter

In each issue of the eNewsletter, helpful tips and tidbits for survivors are shared.

**Website**: <https://www.dfas.mil/RetiredMilitary/newsevents/news/Survivor-SBP-Newsletter/>

### VA Resources eNewsletter

VetResources is a weekly newsletter for veterans, their families, caregivers and survivors.

**Website**: <https://www.va.gov/VetResources/>

## Defense Finance and Accounting Service

### DFAS

DFAS provides details about military pay and benefits. Look under “Retired Pay” for information on survivor benefits.

**Phone number:** 800-321-1080, then press 2 or 3, depending on your need

**Website:** <https://www.dfas.mil/>

### Survivor Benefit Plan

The Survivor Benefit Plan is a Defense Department sponsored and subsidized program that provides up to 55% of a service member's retired pay to an eligible beneficiary upon the death of the member.

**Website:** <https://militarypay.defense.gov/Benefits/Survivor-Benefit-Program/>

### Students

The article below provides information on the certification process for students receiving
Survivor Benefit Plan payments.

**Website:** <https://www.militaryonesource.mil/family-relationships/gold-star-surviving-family/survivor-finances-and-legal/survivor-benefit-plan-certification-process-for-students/>

## Employment resources for surviving family members (including parents)

The link below connects survivors seeking jobs with programs and valuable resources.

**Website:** <https://www.militaryonesource.mil/family-relationships/gold-star-surviving-family/support-after-loss/employment-resources-for-family-members-of-deceased-service/>

## Financial counseling

### Financial Point

Financial counseling services are available to Servicemembers’ Group Life Insurance, Family SGLI and Veterans Group Life Insurance beneficiaries.

**Phone number:** 888-243-7351

**Email:** FCS@financialpoint.com

### Military OneSource

Military OneSource financial counselors are available in-person, over the phone and video. Financial counseling gives you an opportunity to talk to a trained professional — one who is familiar with the issues that affect service members – about your questions and receive referrals to services and programs that meet your specific needs. Rest assured, the financial counselors will not push products or plans on you. <https://www.militaryonesource.mil/family-relationships/gold-star-surviving-family/survivor-finances-and-legal/>.

**Phone number:** 800-342-9647

## Language/translation services

If you need translation services for a death certificate, birth certificate or other documents, you can go to <https://www.militaryonesource.mil/confidential-help/interactive-tools-services/language-services/document-translation-services-from-military-onesource/> for assistance.

## Lingering issues

### Gold Star and Surviving Family Member Representatives

If you are not satisfied with the casualty assistance provided by your service, you may contact the Department of Defense’s Gold Star and Surviving Family Member Representative. They are available to provide support and address issues or concerns from spouses and other dependents of deceased service members regarding casualty assistance or receipt of military survivor benefits authorized by law. Contact your representative through your service branch:

* **U.S. Army Installation Management Command, G9, ACS, Survivor
Outreach Services**
Email usarmy.jbsa.imcom-hq.mbx.sos-survivor-advocate@mail.mil or call 833-313-1960.
* **U.S. Marine Corps Long Term Assistance Program Office**
Email LTAP@usmc.mil or call 703-784-9580.
* **U.S. Navy Long Term Assistance Program Office**
Email MILL\_LTAP@navy.mil or call 901-874-0083.
* **U.S. Air Force USAF/A1SAA, Airman and Family Care Division**
Email AFPC.DPFFF.AFFF@us.af.mil or call 703-693-0683.
* **U.S. Coast Guard Casualty Matters Office**
Call 202-795-6637.
* **Contact your DOD program manager.
Email** osd.pentagon.rsrcmgmt.list.ousd-p-r-gold-star-advocate-mbx@mail.mil **or call
571-372-5319.**

### Survivor Inquiry Form

Do you have a survivor issue and aren’t sure where to go? Learn more about the survivor inquiry form at <https://www.militaryonesource.mil/family-relationships/gold-star-surviving-family/support-after-loss/survivor-casualty-assistance-request-form-supports-survivor-families/>.

## Long-term case management programs

### Army Survivor Outreach Services

**Email:** usarmy.jbsa.imcom-hq.mbx.sos-survivor-advocate@mail.mil

**Website:** DCS, G-9 at <https://dcsg9.army.mil/safr/sos/sos.html>

### Marines Long-term Assistance Program

**Phone number**: 866-201-3421

**Website**: <https://www.hqmc.marines.mil/Agencies/Casualty-MFPC/Longterm/>

### Navy Gold Star Program

**Phone number:** 888-509-8759

**Website:** <https://www.navygoldstar.com/>

### Air Force Families Forever (also for Space Force)

**Phone number:** 757-764-3900

**Website:** <https://www.afpc.af.mil/Airman-and-Family/Air-Force-Families-Forever/>

### Coast Guard Gold Star Program

**Phone number:** 202-795-6637

**Website:** <https://www.dcms.uscg.mil/PSD/fs/Gold-Star-Program/>

## Military beneficiary resources

### DEERS

**Phone number:** 800-538-9552

### EFMP & Me online tool

**Website:** <https://www.militaryonesource.mil/family-relationships/special-needs/exceptional-family-member/efmp-me-online-tool-for-military-families-with-special-needs/>

### Identification cards

**Phone number:** 800-538-9552

**Website:** <https://idco.dmdc.osd.mil/idco/> (to locate the nearest ID card facility)

### MilTax

Need assistance with your taxes? Connect with MilTax consultants who can provide professional tax assistance.

**Website:** <https://www.militaryonesource.mil/financial-legal/tax-resource-center/miltax-military-tax-services/>

### MWR

### Website: <https://www.militaryonesource.mil/military-life-cycle/friends-extended-family/about-mwr-morale-welfare-and-recreation/>

### Shopping on military installations

**Website:** <https://www.militaryonesource.mil/recreation-travel-shopping/commissary-exchange/commissary-and-exchange-benefits/>

### TRICARE East

**Phone number:** 800-444-5445

**Website:** <https://www.humanamilitary.com/>

### TRICARE West

**Phone number:** 877-988-9378

**Website:** <https://www.tricare-west.com/>

### USCIS (United States Citizenship and Immigration Services)

Posthumous citizenship may be granted to members of the military and certain surviving family members.

**Phone number:** 877-247-4645

**Website:** <https://www.uscis.gov/military/military>

### Veterans Benefits Administration

**Phone numbers:** 800-827-1000; TDD 800-829-4833

**Website:** <https://www.va.gov/>

### Veterans Health Administration

**Phone number:** 877-222-8387

**Website:** <https://www.va.gov/health/>

## Military relief organizations

Military relief organizations are private, nonprofit organizations that help service members and their dependents with certain emergency financial needs. They provide financial help in the form of interest-free loans, grants or a combination of loans and grants.

### Army Emergency Relief

200 Stovall St.

Alexandria, VA 22332

**Phone number:** 866-878-6378

**Website:** <https://www.aerhq.org>

### Navy-Marine Corps Relief Society

875 N. Randolph St., Suite 225

Arlington, VA 22203-1757

**Phone number:** 800-654-8364

**Website:** <http://www.nmcrs.org>

### Air Force Aid Society

241 18th St., Suite 202

Arlington, VA 22202

**Phone number:** 703-972-2650

**Website:** <http://www.afas.org>

## Resources for children

### Bereavement camps, activities and programs

**Website**: <https://www.militaryonesource.mil/family-relationships/gold-star-surviving-family/understanding-grief/bereavement-camps-a-place-to-grieve-and-heal/>

### Sesame Street for Military Families

Sesame Street offers resources for young children coping with the death of a parent.

**Website:** Grief | Sesame Street: Explaining Death to Children at <https://sesamestreetformilitaryfamilies.org/topic/grief/?ytid=3ihSoLsakiE>

### Sesame Street’s Little Children, Big Challenges (book)

**Website:** <https://www.militaryonesource.mil/products/sesame-streets-little-children-big-challenges-resilience-educators-guide-64/>

### Tutoring

* **DOD MWR Libraries offers Tutor.com
Website**: <https://www.militaryonesource.mil/recreation-travel-shopping/recreation/libraries/morale-welfare-and-recreation-digital-library/>
* **Sugar Bear Foundation U.S. Marine Corps Long Term Assistance Program Office
Website:** <https://www.thesugarbearfoundation.org/>

## Resources for survivors after a suicide

### After a suicide

**Website:** <https://www.militaryonesource.mil/health-wellness/mental-health/suicide/helping-you-and-your-family-survive-a-suicide/>

### American Foundation for Suicide Prevention

**Phone number:** 888-333-AFSP (2377)

**Website:** <https://afsp.org/>

### Tragedy Assistance Program for Survivors®

**Phone number:** 800-959-TAPS (8277)

**Website:** <https://www.taps.org/>

## Service casualty offices

### Army

**Phone:** 888-ARMYHRC (888-276-9472), Ext. 4

**Website:** [https://www.hrc.army.mil/content/Casualty%20and%20Mortuary%20Affairs%20Operations%20Division%20(CMAOD)](https://www.hrc.army.mil/content/Casualty%20and%20Mortuary%20Affairs%20Operations%20Division%20%28CMAOD%29)

### Marine Corps

**Phone number:** 800-847-1597

**Email:** casualty.section@usmc.mil

**Website:** <https://www.hqmc.marines.mil/Agencies/Casualty-MFPC/>

### Navy

**Phone number:** 800-368-3202

**Email:** casualtysurvey.fct@navy.mil

**Website:** <https://www.mynavyhr.navy.mil/Support-Services/Casualty/>

### Department of the Air Force (includes Space Force)

**Phone:** 800-433-0048

**Email:** afpc.casualty@randolph.af.mil

**Website:** <https://www.afpc.af.mil/Airman-and-Family/Casualty-Operations/>

### Coast Guard

**Phone number:** 866-772-8724 (Use prompt No. 1 once you reach the phone tree)

**Website:** <https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Pay-and-Personnel-Center-PPC/>

## Survivor benefits — education

### Fry Scholarships (Marine Gunnery Sergeant John David Fry)

Fry scholarships are for children and spouses of a service member who died in the line of duty on or after Sept. 11, 2001, while serving in one of the armed forces, or was a member of the selected reserve who died from a service-connected disability.

**Website:** <https://www.va.gov/education/survivor-dependent-benefits/fry-scholarship/>

### Montgomery GI Bill®/Veterans Educational Assistance Program

The GI Bill® and VEAP are available if the deceased service member was entitled to education assistance under the Montgomery GI Bill® program.

**Phone number:** 888-GIBILL-1 (888-442-4551)

**Websites:** <https://www.va.gov/education/about-gi-bill-benefits/>

* Active duty**:** <https://www.va.gov/education/about-gi-bill-benefits/montgomery-active-duty/>
* Reserve: <https://www.va.gov/education/about-gi-bill-benefits/montgomery-selected-reserve/>

### Post-9/11 GI Bill (Chapter 33)

If you served on active duty after Sept. 10, 2001, you may qualify for the Post-9/11 GI Bill to help you pay for school or job training. Or, if your service member transferred their Post-9/11 GI Bill benefits to you (the child or spouse), you may be eligible.

**Phone number:** 888-442-4551

**Website:** <https://www.va.gov/education/about-gi-bill-benefits/post-9-11/>

### Scholarship Opportunities for Surviving Family Members

**Website:** <https://www.militaryonesource.mil/family-relationships/gold-star-surviving-family/support-after-loss/scholarship-opportunities-for-surviving-family-members/>

### Survivors’ and Dependents’ Educational Assistance (Chapter 35)

If you’re the child or spouse of a veteran or service member who died, was captured or is missing, or has disabilities, you may be able to get help paying for school or job training through the DEA program.

**Website:** <https://www.va.gov/education/survivor-dependent-benefits/dependents-education-assistance/>

## Survivor benefits — monetary

### Defense Finance and Accounting Service

DFAS provides information about military pay and benefits. Look under “Retired Pay” for information on survivor benefits.

**Phone number:** 800-321-1080, then press 2 or 3, depending on your need

**Website:** <https://www.dfas.mil/>

### MilTax

Eligible service members, spouses and survivors have access to Military OneSource MilTax, a suite of free military tax services that includes easy-to-use software, in-person help with tax preparation, military-specific information, answers to your questions and assistance filing tax extensions.

**Website:** <https://www.militaryonesource.mil/financial-legal/tax-resource-center/miltax-military-tax-services/>

### Office of Servicemembers’ Group Life Insurance

Service members are automatically insured under SGLI unless they choose to reduce the amount or cancel. If the service member selects to have Family SGLI as well, the same office can assist. Also, if Traumatic Injury Protection was selected, the same office can help.

**Phone number:** 800-419-1473

**Websites:**

* Servicemembers’ Group Life Insurance: <https://www.va.gov/life-insurance/options-eligibility/sgli/>
* Family Servicemembers’ Group Life Insurance: <https://www.va.gov/life-insurance/options-eligibility/fsgli/>
* Traumatic Injury Protection: <https://www.va.gov/life-insurance/options-eligibility/tsgli/>

### Online Survivor Benefits Report

A DS logon premium account may be created through the DMDC website, <https://www.dmdc.osd.mil/identitymanagement/consent?continueToUrl=%2Fidentitymanagement%2Fauthenticate.do%3Fsignature%3D%26reauthUrl%3D>. After creating your account and choosing a password, email MFOSBR@magellanfederal.com or call the family assistance support team at 877-827-2471 to have the DS logon user ID linked to your record or ask any questions.

**Fact sheet:** <https://download.militaryonesource.mil/12038/MOS/Factsheets/FactSheet_InteractiveSurvivorBenefitsReport.pdf>

To log in and view the Online Survivor Benefits Reports, select the appropriate branch of service below and follow the instructions on the site.

* **Army** – <https://myarmybenefits.us.army.mil/custom/casualty>
* **Marine Corps** – <https://www.hqmc.marines.mil/hrom/Benefits/Survivor-Benefits/>
* **Navy** – <https://myarmybenefits.us.army.mil/prebuilt/usn/Casualty/login.aspx>
* **Department of the Air Force** **(includes Space Force)** – <https://www.myairforcebenefits.us.af.mil/Benefit-Calculators/Survivor-Benefits>
* **Coast Guard** – <https://myarmybenefits.us.army.mil/prebuilt/uscg/Casualty/login.aspx>

Survivors may also contact the Family Assistance Support Team at 877-827-2471 or at MFOSBR@magellanfederal.com to have their report sent to them or for answers to their questions regarding their report.

### Social Security Administration

Social Security benefits may be available to the spouse and/or children of deceased service members.

**Phone numbers:** 800-772-1213 or 866-777-7887

**Website:** <https://www.ssa.gov/>

### Thrift Savings Plan

The TSP is a defined contribution plan that passes to designated beneficiaries or according to precedence required by law.

**Phone number:** 877-968-3778

**Website:** <https://www.tsp.gov/>

### Understanding the Survivor Benefit Plan

**Website:** <https://www.militaryonesource.mil/family-relationships/gold-star-surviving-family/survivor-finances-and-legal/understanding-the-survivor-benefit-plan/>

### VA Dependent Indemnity Compensation for spouses, dependents and parents

**Website:** <https://www.va.gov/disability/dependency-indemnity-compensation/>

## Survivor support

### American Gold Star Mothers Inc.

This organization is for mothers who have lost a son or daughter in the service of our country.

**Phone number:** 202-265-0991

**Website:** <https://www.goldstarmoms.com/>

### The Days Ahead, Essential Papers (English)

**Website:** <https://www.militaryonesource.mil/products/the-days-ahead-essential-papers-english-version-33/>

### The Days Ahead, Essential Papers (Spanish)

**Website:** <https://www.militaryonesource.mil/products/the-days-ahead-essential-papers-spanish-version-35/>

### Gold Star Dads of America

Gold Star Dads of America is a mechanism to help dads heal and, at the same time, benefits our returning service members.

**Email:** freedom@goldstardads.org

**Website:** [https://nrd.gov/resource/detail/14117603/Gold+Star+Dads+of+America](https://nrd.gov/resource/detail/14117603/Gold%2BStar%2BDads%2Bof%2BAmerica)

### Gold Star Wives of America Inc.

This organization provides services to the active-duty and service-connected military widows and widowers.

**Phone number:** 888-751-6350

**Website:** <https://www.goldstarwives.org/>

### National Military Family Association

**Phone number:** 800-260-0218

**Website:** <http://www.militaryfamily.org/>

### Operation Homefront

This program offers financial assistance.

**Phone number:** 800-722-6098

**Website:** <https://operationhomefront.org/>

### SECO

**Website:** <https://myseco.militaryonesource.mil/portal/>

**Website:** <https://www.militaryonesource.mil/confidential-help/interactive-tools-services/spouse-education-and-career-opportunities/career-counseling-helps-military-spouses-move-ahead/>

### Tragedy Assistance Program for Survivors®

**Phone number:** 800-959-TAPS (8277)

**Website:** <https://www.taps.org/>

## Wellness apps

Download the following apps from <https://www.militaryonesource.mil/health-wellness/recommended-wellness-apps/> to your smartphone to benefit from these resiliency and wellness programs (available in iOS and Android).

### For adults

### Breathe2Relax

Learn the “belly breathing” technique to help improve your overall mental health.

### Chill Drills

Keep calm with these guided relaxation audio exercises.

### CoachHub: A Mobile Coach for Your Life

Bring your own life coach with you wherever you go.

### COVID Coach

Discover supportive tips for self-care and overall mental health during the COVID-19 pandemic.

### MoodHacker

Track, understand and improve how you are feeling with this resource.

### My Military OneSource

Access your MilLife resources from your phone with this convenient app.

### Sen$e

Use this personalized financial education app with tips to help you live your best MilLife.

### Virtual Hope Box

Find peace in an app that helps you with coping, relaxation, distraction and positive thinking.

## For children

### Big Moving Adventure

Create your own Sesame Street Muppet friend and help them through the moving process.

### Breathe, Think, Do

Laugh and learn as you help a Sesame Street monster friend calm down and solve challenges.

### For teens

### Chill Drills

Keep calm with these guided relaxation audio exercises.

### Virtual Hope Box

Use this app to fill with moments, music, photos and reminders of reasons for living.

**If you need help finding anything else, contact Military OneSource at 800-342-9647.**