



SOCIAL SERVICE RESOURCE DIRECTORY

12 DECEMBER 2018

Army Community Service

MOTTO

*“REAL-LIFE SOLUTIONS FOR
SUCCESSFUL ARMY LIVING”*

VISION

*Self-sufficient Families, safe homes,
Cohesive communities, and enhanced readiness*

MISSION

Facilitate commander's ability to provide comprehensive,
standardized, coordinated, and responsive services that support
Soldiers, DA Civilians and Families.

Maximize technology and resources, eliminate duplication in
service delivery, and measure service effectiveness.

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*****There is no fee for services***

AMERICAN RED CROSS

CONTACT PERSON: Demetria Williams, Regional Program Manager

ADDRESS: American Red Cross
5450 Strom Thurmond Blvd
Fort Jackson, SC 29207-0008

LOCATION: 5450 Strom Thurmond Blvd, Room 120

TELEPHONE: (803) 751-4329; (803) 751-6516; (803) 751-3032
1-877-272-7337 anytime – Case management

E-MAIL ADDRESS: FortJacksonVol@redcross.org

HOURS: 0800-1630, Monday – Friday

SERVICES: Provide emergency communications by serving as the link between soldiers/spouses and their families back home. Provides access to emergency financial assistance on behalf of Army Emergency Relief after hours for active duty/spouses. Information and referral to other support agencies. Robust volunteer program for adults and teens provide experience, resume building and networking. Volunteers are located at Moncrief Army Community Health Clinic and the Red Cross office. Pet Therapy Program is also available. Preparedness training in CPR/First Aid and disaster that is coordinated with the Red Cross Chapter. Assistance for families affected by disaster.

POPULATION SERVED: All Branches of the Military

HOW TO APPLY: Call or walk-in

ADDITIONAL COMMENTS: After Duty Hours, weekends and holidays, call toll free 1-877-272-7337 for emergencies. Family members not residing in the same household with their Soldier should also call toll free 1-877-272-7337 and ask for a military caseworker. Local Red Cross Chapter Telephone numbers are in all city directories under American Red Cross or may be found by going to website: www.redcross.org and input zip code.

ARMY EMERGENCY RELIEF (AER)

CONTACT PERSON: Wanda Redd, AER Specialist

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: usarmy.jackson.93-sig-BDE.mbx.jackson-accs@mail.mil

HOURS: 0730-1630, Monday-Friday

- After hours coverage for emergency leave purposes will be provided by the American Red Cross at 1-877-272-7337

SERVICES: Provide no-interest loans, grants, or a combination thereof for emergency financial situations.

Common Categories of assistance include but not limited to:

- Rent, mortgage, food, utilities (electric, water, gas)
- Emergency travel expenses
- Essential vehicle repairs/maintenance (repairs & repayment)
- Funeral expenses
- Medical/dental expenses
- Essential Furniture

Routine AER loan application procedures:

- Complete AER Form 700
- Call ACS at (803) 751-5256 to schedule an appointment

Required documentation:

- Military ID card
- Current end of month Leave and Earning Statement (LES) and proof of all household income
- Documents to substantiate your emergency, i.e. emergency leave papers, American Red Cross message number, eviction notice, foreclosure notice, privately owned vehicle (POV) repair estimate, and disconnection notice for utility. If under Chapter 13 Bankruptcy, Trustee approval or discharge letter.

Quick Assist Loan application procedures (Active Component Only):

- Complete AER Form 600 with signature of the Company Commander or First Sergeant

Documents to bring to the interview:

- Military ID Card
- Latest end of month Leave and Earning Statement (LES) or Orders bringing Soldier onto active duty status
- USAR & ARNG are not eligible for Quick Assist Loans
- Typical processing time is 24 hours or less

*****All Active Duty Soldiers assigned to Fort Jackson must secure Company Commander's or First Sergeants signatures on all applications.**

POPULATION SERVED: Active and retired Soldiers and their ID card dependents

COMMENTS: All Routine AER requests will be seen by appointment to ensure a staff member is readily available to assist you. Walk-ins accepted for emergency travel requests ONLY. To schedule an appointment, please call 803-751-5256 or 800-337-3445. AER applications can be downloaded at www.aerhq.org.

ARMY FAMILY ACTION PLAN (AFAP)

CONTACT: Marilynn Bailey, Army Volunteer Corps Coordinator (AVCC)

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg., 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: marilynn.s.bailey.civ@mail.mil

HOURS: 0730-1630, Monday – Friday

SERVICES: Founded by Army spouses in the 1980's, AFAP is an issue resolution process designed to improve military quality of life. Annual AFAP conferences provide community members a forum to voice concerns to Army leadership. We reap the benefits of many AFAP initiatives without realizing their origin: SGLI increase to \$400,000, the ability to transfer G.I. Bill benefits to dependents, TSP for civilian employees, paternity leave for military fathers, standardized I.D. cards for reservists, and hundreds of others.

Let your voice be heard through AFAP!

POPULATION SERVED: Anyone associated with the military to include, but not limited to, Active duty, retirees, civilian employees and Family members. No prior experience is required!

HOW TO APPLY: Visit the website: www.myarmyonesource.com/AFAP

ARMY FAMILY TEAM BUILDING (AFTB)

CONTACT: Marilynn Bailey, Army Volunteer Corps Coordinator (AVCC)

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: marilynn.s.bailey.civ@mail.mil

HOURS: 0730-1630, Monday – Friday

SERVICES: AFTB offers free online classes for Army knowledge, personal skills, and professional development. Our mission is to empower individuals through specialized training, transforming our community into a resilient and strong foundation.

AFTB Level I is our most popular course for new Army spouses and employees (contactors and DA civilians). Also called our “Army 101” course, Level I cover topics such as acronyms, rank structure, reading a LES (military pay stub), military community resources, Army protocol/customs, and much more.

POPULATION SERVED: Anyone associated with the military to include, but not limited to, Active duty, retirees, civilian employees and Family members.

HOW TO APPLY: To access online AFTB training, visit: www.myarmyonesource.com and click the link to Register“. After registering click online training” in the upper right hand corner.

ARMY PUBLIC HEALTH NURSING

CONTACT PERSON: Army Public Health Nursing

ADDRESS: Moncrief Army Community Health Clinic
Preventive Medicine Services
Attn: APHN
Fort Jackson, SC 29207-5720

LOCATION: 4500 Stuart St., 10th Floor

TELEPHONE: (803) 751-5251

HOURS: 0730-1630, Monday – Friday

SERVICES: **Epidemiology & Disease Control.** Conducts the International Travel, Tuberculosis, and Sexually Transmitted Infection Clinics. Works closely with all Fort Jackson military organizations to prevent disease and promote healthy lifestyles. Conducts surveillance and assessment of communicable disease. Participates in community health fairs, events, and national health observances. Health Promotion education available upon request. Serves as Health Consultants to Fort Jackson Child, Youth and School Services and Department of Defense Educational Activities.

Health Promotion. Provides a wide variety of health education classes including HIV, STI, Tobacco awareness, Healthy Lifestyles, Self-Care and other topics as requested. Conducts a confidential HIV Test Counseling Clinic for individuals wishing to be tested, and a Travel clinic for International travelers desiring health information regarding recommended immunizations and regional health advice. Also participates in community health fairs, events, and medical and health screenings.

Community & Consultative Services. Act as Health Consultant by conducting health inspections, training and ongoing consultation for Child Youth and School Services. Assist with scheduling health promotion classes; and distribute educational materials and referral information regarding health promotion and disease prevention in the community.

POPULATION SERVED: Active duty and retired military personnel and their Family members.

HOW TO APPLY: Call for an appointment.

ARMY SUBSTANCE ABUSE PROGRAM
(Education and Prevention Services)

CONTACT PERSON: Ernestine Richardson, Alcohol and Drug Control Officer

ADDRESS: 4310 Magruder Avenue
Fort Jackson, SC 29207-5150

LOCATION: 4310 Magruder Avenue

TELEPHONE: Education/Prevention Services (803) 751-7066
Drug Testing Program (803) 751-7949/3066
Employee Assistance Program (803) 751-4785
Risk Reduction Program (803) 751-7938/7294

E-MAIL ADDRESS: ernestine.richardson.civ@mail.mil

HOURS: 0730-1630, Monday – Friday

SERVICES: **TECHNICAL SERVICES:**

- a. Drug Testing
 - (1) Drug Testing deters soldiers from drug use and enables commands to assess unit fitness, the DTC also provides employment screening.
- b. Employee Assistance Program
 - (1) Assists civilian employees and family members to identify and resolve personal problems that may affect job performance and/or daily life.
- c. Suicide Prevention Program
 - (1) Provides resources for suicide prevention skills, intervention and follow up in effort to reduce the occurrences of suicide behavior.
- d. Prevention Program
 - (1) Provides substance use educational; and awareness programming
- e. Risk Reduction Program
 - (1) RPP collects and analyzes risk reduction data to assist commands with identifying and mitigating risks.

POPULATION SERVED: Active duty, Reserve and National Guard Soldiers, Family Members of active duty, DA Civilian employees and their Family members, military retirees and their Family members.

HOW TO APPLY: Appointment preferred.

ARMY VOLUNTEER CORPS PROGRAM

CONTACT: Marilynn Bailey, Army Volunteer Corps Coordinator (AVCC)

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: marilynn.s.bailey.civ@mail.mil

HOURS: 0730-1630, Monday-Friday

SERVICE: The AVCC is responsible for overseeing the role of volunteers on Fort Jackson, ensuring volunteer registration, recognition, recruitment and placement. Discover the world of volunteerism at Fort Jackson or in the surrounding Columbia area. Volunteerism stabilizes our Army communities by contributing to community cohesion, increasing self-reliance, and enhancing the well-being of our Soldiers and their Families. Volunteers are an integral part of making our communities and our world a better place in which to live.

POPULATION SERVED: Anyone associated with the military to include, but not limited to, Active duty, retirees, Family members and civilians.

HOW TO APPLY: Come in or call (803) 751-5256

CHAPLAIN FAMILY LIFE CENTER

CONTACT PERSON: CH (MAJ) Peter P. Aleria, Installation Family Life Chaplain
SGT Christopher Tessaro, CFLC NCOIC
Mr. Daniel Scott

ADDRESS: Chaplain Family Life Center
5460 Marion Ave.
Fort Jackson, SC 29207

LOCATION: Chaplain Family Life Center
5460 Marion Ave.
Fort Jackson, SC 29207 (behind Strom Thurmond Bldg.)

TELEPHONE: (803) 751-4966/4961/4979

E-MAIL ADDRESS: peter.p.aleria.mil@mail.mil

HOURS: Monday-Thursday, 0900-1700,
Friday, By Appointment

SERVICES: Services: The Fort Jackson Chaplain Family Life Center (CFLC) provides Chaplains and Staff Counselors trained in Community Pastoral Counseling and Marriage and Family Therapy. Our desire is to provide Help for Your Journey, enabling you to meet your personal, relational, and life goals. All counseling at the CFLC is absolutely confidential. What you say here, stays here. In fact, even your presence here is confidential. We will not release any information without your written consent. We provide a safe place to get the help you want. Come and see us.

Areas of Counseling: Spiritual/Religious/Pastoral, Pre-Marital, Marital, Blended Family, Communication & Life Skills, Divorce Care, Grief & Loss, and Trauma/PTSD (Eye Movement Desensitization & Reprocessing - EMDR) Therapies

Programs: Spiritual Development Luncheon (for Men: Mondays - 1900-2000) and (for All: Thursdays- 1130-1230), Marriage Resiliency Classes (Couples training by appointment/schedule)

POPULATION SERVED: Active Duty and Retired Military and their Family Members, DA Civilians.

HOW TO APPLY: Counseling is by appointment only. To schedule an appointment Call (803) 751-4966/4961

Department of Behavioral Health

CONTACT PERSON: NCOIC, (803) 751-2909
Front Desk (803) 751-2513/2235

ADDRESS: Moncrief Army Community Health Clinic
4500 Stuart St., 7th floor
Attn: Department of Behavioral Health
Fort Jackson, SC 29207

LOCATION: See each service for specific location

TELEPHONE: See each service for specific telephone

HOURS: 0730 hrs-1630 hrs. Monday – Friday, Closed Federal Holidays.

POPULATION SERVED: Active Duty, and Family Members on a space-available basis.

HOW TO APPLY: DBH offers scheduled patient appointments for eligible individuals. These scheduled appointments will ensure enough time with a Licensed Provider to allow full discussion of the problem.

SERVICES:

Moncrief Army Community Health Clinic (MAHC) Department of Behavioral Health

The mission of MACH's Department of Behavioral Health is to ensure the delivery of comprehensive behavioral health and Traumatic Brain Injury services of the highest quality to Active Duty Military; and family members, veterans and retirees eligible for care at MACH on a space available basis. Our vision is to meet the behavioral health needs and decrease the stigma of behavioral health care through the provision of exceptional patient centered care delivered by exceptional people to every patient, every day.

Website: <http://www.moncrief.amedd.army.mil/Clinics/BehavioralHealth.aspx>

Fees: Most DBH services are medical care covered by Tricare and other insurance programs that provide benefits for medically necessary behavioral health services

Joint Behavioral Health Services (JBHS)

4500 Stuart Street, 7th floor, Fort Jackson, SC 29207

Phone: (803) 751-2513 / 2235

Services: Comprehensive assessments, medication management, psychological testing, individual and group therapy, tele- behavioral health and substance

Intense Outpatient Program (IOP)

4500 Stuart Street, 7th floor, Fort Jackson, SC 29207

Phone: (803) 751-2664/

Hours of Operation: Monday – Friday 0800 to 1630

Services: Provides group/individual therapy, medication management, psycho-educational classes, and other adjunctive therapies/interventions. Therapy meets five hours a day for five weeks, Mon-Fri.

Programs: Marital Therapy, Family Therapy, Sexual Assault/ Rape Therapy, Psych educational Group Therapy, and Command Consultation

Target Audience: Active Duty, National Guard, and Reservists on Active Orders

Community Behavioral Health Services (CBHS)

Bldg. 4575 (inside McWethy Troop Medical Clinic, room 34), Fort Jackson, SC 29207

Phone: (803) 751-5911 / 5183

Services: Walk-ins for acute care, comprehensive assessments, medication management, psychological testing, individual/group therapy, command consultations, commander directed evaluations and substance use disorder care.

Active Duty Emergencies are screened any time Monday – Friday 0730-1600 hrs. excluding Federal Holidays.

An emergency is defined as the following:

- Current thoughts of suicide or harming yourself.
- Current thoughts of killing or harming someone else.
- Currently hearing or seeing things that others do not hear or see.
- Completed act of harming oneself or someone else.

Please call for questions regarding proper procedures for emergency referrals or further information.

During non-duty hours, Active Duty emergencies will be seen in the Urgent Care Clinic at Moncrief Army Community Hospital or the nearest emergency room. Non-active duty emergencies will be seen in the Urgent Care Clinic at Moncrief Army Community Hospital or the nearest emergency room.

Family Advocacy Program (Clinical)

4500 Stuart Street, 7th floor, Fort Jackson, SC 29207

Phone: (803) 751-2235 / 2515 / 5911

Hours of Operation: Monday – Friday 0730 to 1615

Services: Provides 24-hour/7 days a week crisis intervention services for all victims of child abuse/neglect, elderly abuse/neglect, and spouse abuse. The clinic will also respond to victims of sexual assault.

Programs: Marital Therapy, Family Therapy, Sexual Assault/ Rape Therapy, Psych educational Group Therapy, and Command Consultation

Target Audience: Active duty, retirees, and military families

Substance Use Disorder Clinical Care (SUDCC)

4500 Stuart Street, 7th floor, Fort Jackson, SC 29207

Phone: (803) 751-2513/2235

Hours of Operation: Monday – Friday 0730 to 1615

Services: Provides substance abuse evaluations, weekly group and individual counseling, referrals to inpatient treatment

Programs: Psych educational Group Therapy, and Command Consultation

Target Audience: Active duty and retirees

DEPLOYMENT AND STABILITY SUPPORT OPERATIONS

CONTACT PERSON: Deployment and Stability Support Operations Specialist (D&SSO)

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: 803-751-5256

HOURS: 0730-1630, Monday-Friday

WEB SITE: <http://www.fortjacksonmwr.com/acs>

SERVICES:

The D&SSO was established within Army Community Service to assist with community readiness in instances of deployment and emergency situations. The program is also responsible for operating an Emergency Family Assistance Center (EFAC) in the case of an all hazards event, and supporting Service Members and Families during Non-Combatant Evacuation Operations (NEO) and Repatriation as well as acting as a case manager for all requests for assistance through the Army Disaster Personnel Accountability and Assessment System (ADPAAS).

The D&SSO reaches all personnel on an installation regardless of status, and often acts as a community integrator. This includes: assisting installation programs to align with the unit deployment cycle, providing resource referrals during pre and post deployment support, and assisting unit Commanders with their Family Readiness plans and deployment support services for both Service Members and their Families. The D&SSO work closely with Chaplains, Commanders, Director of Plans, Training, Mobility, and Security (DPTMS), and the Ready and Resilient Campaign (R2C), as well as with all other ACS to ensure commanders are maintaining the Total Army Family Program (TAFP) standards.

Readiness Essentials For Army Leaders (REAL) training:

- Command Team
- FRG Leader
- FRG Informal Funds

- Family Readiness Liaison (FRL)
 - Key Caller
- Operation Ready Training Classes
- Rear Detachment Commanders training
 - Trauma in the Unit
 - Care Team
- Deployment Cycle Resilience Training
- (Post/Pre and reintegration, Soldiers, Spouse, & Leaders)
- South Carolina Inter-Service Family Assistance Committee.

POPULATION SERVED: Active, ARNG, USAR and their Family members.

HOW TO APPLY: Call or walk-in for assistance.

EMPLOYMENT READINESS PROGRAM

CONTACT PERSON: Danita W. Johnson, Employment Readiness Program Manager

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: danita.w.johnson.civ@mail.mil.

HOURS: 0730-1630, Monday – Friday

SERVICES: Provides information and referral services in the area of employment, education, training, and volunteer opportunities. Services include career counseling, resume development, job search assistance, training, etc. Resource center available for individuals to make copies of resumes, fax resumes to employers, Internet access, job postings, free computer classes and employment library. To access the ACS Employment Readiness Program Electronic Job Bank for local employer website visit: http://fortjacksonmwr.com/acs_emp/

POPULATION SERVED: Military ID card holders to include all military personnel/Family members and DoD Civilian ID Card holders.

HOW TO APPLY: Please call for an appointment.

EXCEPTIONAL FAMILY MEMBER PROGRAM

CONTACT PERSON: Ms. Brandi Palmer, EFMP Coordinator

ADDRESS: Army Community Service
9810 Lee Rod
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: brandi.a.palmer.civ@mail.mil

HOURS: 0730-1630, Monday-Friday

SERVICES: Provide information and referral to Soldiers and Family members on services for special needs.

- Exceptional Family Member Program. This is a mandated enrollment Army program that works with military and civilians agencies to provide comprehensive and coordinated medical, educational, housing, community support and personnel services to Families with special needs. An Exceptional Family Member is a Family member, regardless of age, with any physical, emotional, developmental or intellectual disorder that requires special treatment, therapy, education training or counseling.
- EFMP Support Groups – This is a great place to meet other parents in similar situations and talk about issues that concerns us all. Guest speakers are arranged periodically for topics of interest and special Family outings are planned each month. Recreational and cultural activities are also planned each month.
- Respite Care. For qualified Families, ACS EFMP will subsidize up to 25 hours of care per month, per eligible Family member. The service can be provided in the home or in Child and Youth Services hourly care center. Family members must be enrolled in EFMP to utilize respite care.
- Special Needs Accommodation Process (SNAP). A regulatory process to assess support for children/youth with special needs requesting childcare/youth supervision placement in Army CYS.

FAMILY ADVOCACY PROGRAM

CONTACT PERSON: Annette McLeod, Family Advocacy Program Manager

ADDRESS: Family Advocacy Program
9810 Lee Road
Ft. Jackson, SC 29207

LOCATION: MG John A. Renner Bldg.

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: annette.t.mcleod.civ@mail.mil

HOURS: 0730-1630, Monday – Friday

SERVICES: The U.S. Army Family Advocacy Program at Fort Jackson is an aggressive program that works to strengthen Family bonds and support healthy relationships. The program provides prevention, education and direct services in support of an informed, resilient community, free of domestic violence and child maltreatment. Services offered include:

EDUCATION AND TRAINING

- Command Education Program. Education regarding the Family Advocacy Program ensures commanders at all levels are aware of prevention programs, the nature of spouse and child abuse, policies and services available; command responsibilities in the area of identification, reporting, coordination and rehabilitation.
- Awareness & Special Events. The Family Advocacy Program sponsors events and activities during the month of April in recognition of Child Abuse Prevention Month and in October for Domestic Violence Awareness. Look for other events throughout the year that Family Advocacy Program sponsors for Families such as Child Safety Seminars and Relationship Enhancers for couples.
- Troop Education Program. Provides education for all military personnel on prevention programs such as: Stress & Anger Management, and Child Safety.

NEW PARENT SUPPORT PROGRAM

- Parenting Education and Support. Provides education and services to enhance parenting and child behavior management skills. Services are divided into two areas; parent education and new parent support.
- Parent Education includes courses designed to help parents learn techniques for effective child behavior management from ages 0-3 years.
- New Parent Support provides educational training in areas such as labor and delivery, breastfeeding, newborn care, developmental milestones, age appropriate play, potty training and behavior management.
- NPSP offers classes on:
 - Baby Basics (newborn care up to 6 weeks of age)
 - Play Group (meets weekly)
 - Parenting Skill Classes (scheduled as needed)
- The Home Visitors Program: Participation in this program is tailored completely too individual needs. A professional team of licensed social workers, and/or registered nurses, provides home visitation services from the Family Advocacy Program. These professionals provide supportive and caring services to military Families who are expecting or with children ages birth to 3 years old. Home visitors assist military Families in many ways that friends and Family do when you're back home. Office visits at NPSP can be arranged as an alternative to home visits.

VICTIM ADVOCACY PROGRAM

The Victim Advocacy Program helps empower victims of intimate partner violence (IPV) to make decisions that can improve their quality of life. Victim Advocates provide victims with information on their rights, provide emergency shelter, establish safety plans, file for protective orders, assist with child care costs, and accompany victims to court proceedings and/or meetings with lawyers, police, and command. They also make referrals to local resources for a variety of needs.

If you need information to break the cycle of abuse in your Family please call 751-5256 to reach one of our victim advocates.

- **DOMESTIC VIOLENCE AWARENESS BRIEF**

This brief educates Soldiers on the basic understanding of domestic violence. It includes: what constitutes domestic violence offenses; mandatory reporting; understanding the Family Advocacy Program; resources for victims; and, restricted and unrestricted reporting.

- **RESTRICTED REPORTING**

Allows a Soldier or Family member who is a domestic violence victim, on a confidential basis, to disclose the details of his/her abuse to specifically identified individuals, and receive medical treatment and counseling, without triggering the official investigative process. To make a restricted report a victim should report the incident to a victim advocate, chaplain, or health care provider.

- **UNRESTRICTED REPORT**

This report allows a Soldier or Family member who is a victim of domestic violence and desires medical treatment, counseling, and an official investigation of his/her allegation to use normal reporting channels to trigger the official investigative process. Details regarding the assault will be limited to only those personnel who need to know, including:

- Command
- CID or MP's
- Victim Advocacy
- Chaplain
- Health Care Provider

Victim Advocate services include providing victims of partner abuse with information including; rights as victims of domestic violence, referral to resources in both military and the civilian community; emergency shelter, respite care; legal advocacy assistance in obtaining Protective Orders, advocacy to the command structure; establishing a safety plan, and 24-hour emergency crisis (803) 429-4870.

Treatment and Counseling – FAP Clinical provides intervention, assessment, diagnosis, and treatment, counseling, and rehabilitation services to victims, offenders and Family members in Family violence situations. These experienced counselors provide individual, group, and marital therapy. Counseling stresses offender accountability, personal growth and alternative to abusive patterns or behavior.

FINANCIAL READINESS PROGRAM

CONTACT: Angela Crosland, Financial Readiness Program Manager

ADDRESS: Army Community Service
9810 Lee Road
Ft. Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: angela.r.crosland.civ@mail.mil

HOURS: 0730 - 1630, Monday-Friday

SERVICES: The Financial Readiness Program offers a wide range of services to assist active and retired Soldiers, their ID card Family members, and Army Civilian employees with their financial and consumer affairs.

PROGRAMS AVAILABLE:

- Classes in personal financial management and consumer affairs (i.e. banking and credit union services, budget development and record keeping, debt liquidation, credit, and financial planning)
- FREE Financial counseling
- Assistance with debt liquidation
- Consumer Advocacy services to help clients make educated decisions and assistance provided in the handling of consumer complaints.
- Emergency Financial Assistance in the form of interest-free loans, grants or a combination thereof through Army Emergency Relief or the Emergency Food Fund

POPULATION SERVED: All active and retired military, their ID card Family members and Army Civilian employees (financial assistance is **ONLY** available for active and retired Soldiers and their ID card dependents)

HOW TO APPLY: Call (803) 751-5256 or 1-800-337-3445 to schedule an appointment.

INFORMATION, REFERRAL AND FOLLOW-UP PROGRAM

CONTACT PERSON: Devita Hampton - Information, Referral, and Follow-Up Manager

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: devita.d.hampton.civ@mail.mil

HOURS: 0730-1630, Monday-Friday

SERVICES: Information, Referral & Follow-Up Program provides Service Members, Retirees and their Families information regarding military and civilian community resources.

POPULATION SERVED: Anyone associated with the military to include, but not limited to, Active duty, Guard, Reserve, Veterans, Retirees, and Family members.

HOW TO APPLY: Call or walk-in for assistance.

MILITARY FAMILY LIFE COUNSELOR (ADULT)

CONTACT PERSON: Madelyn Mercado, Director, Army Community Services
POC for Military Family Life Counselor

ADDRESS: Army Community Service
9810 Lee Road
Ft. Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: 165th BDE (803) 243-3524
193rd BDE (803) 636-3984
SSI & 369th (803) 636-3985
Garrison (803) 387-9467

E-MAIL ADDRESS: jacksonadultmflc@srिमflcteam.com

HOURS: 0800-2000, Monday-Friday

SERVICES: Provide low profile problem-solving support and education to Service Members and their families. We can help with: stress related to training cycle, job stress, marriage and relationship issues, single parenting challenges, parenting skills, communication skills, cultural adjustment and combat stress. This service is confidential and private, free and flexible to the schedule of the soldier. Individual and couples sessions, groups and trainings available.

POPULATION SERVED: Active duty personnel, reservists and family members.

HOW TO APPLY: Contact counselors directly at numbers above

MILITARY FAMILY LIFE COUNSELOR (CHILD and YOUTH)

CONTACT PERSON: Beverly Metcalfe, CYS Services Administrator
POC for Military Family Life Counselor

ADDRESS: Child, Youth, & School Service
3392 Magruder Avenue
Fort Jackson, SC 29207

LOCATION: Joe E. Mann Building, Room A-04

TELEPHONE: Scales Multi-Aged/Hood St: (803) 609-6939
Scales Pre-School 3 & Imboden School Aged Center: (803) 609-2447
Hood St. & Imboden St Center: (803) 609-2305
Scales/Teen Center: (803) 609-2864
Imboden & Lee Rd. Center (803) 609-5573

E-MAIL ADDRESS: beverly.p.metcalfe.naf@mail.mil

HOURS: 0800-1700, Monday-Friday

SERVICES: Non-medical counseling support, coaching, education and solution-focused consultations to Service members and their Families, children, and staff of Child, Youth, & School Services. Direct interventions in classroom, camp or Family Child Care (FCC) settings. Modeling behavioral management techniques and provide feedback to staff. Behavioral interventions to enhance coping and behavioral skills. Outreach to parents. Facilitation of psycho-educational groups at Child and Youth Programs. Trainings for staff and parents. Referrals to military social services and other resources as needed.

POPULATION SERVED: Active duty personnel, reservists, civilian personnel and Family members.

HOW TO APPLY: Contact counselors directly at numbers above

MILITARY ONE SOURCE

CONTACT PERSON: Latarsa Williams, SC MOS State Consultant

ADDRESS: 1 National Guard Road,
Columbia, SC 29201

LOCATION: National Guard Joint Forces Headquarters

TELEPHONE: (803) 873-8333 (Mon-Fri - 0800-1700)
24/7 - Call 1-800-342-9647

E-MAIL ADDRESS: latarsa.williams@militaryonesource.com

WEB SITE: www.MilitaryOneSource.mil

HOURS: 24/7 by calling 1-800-342-9647

SERVICES: Military OneSource is a free 24/7 information and referral service available by toll-free telephone and the Web to active duty, Guard, and Reserve (regardless of activation status) members and their families. The program is especially helpful to those who live at a distance from installation services or who can't easily seek assistance during traditional working hours. Our goal is to improve the quality of life of military families and the overall effectiveness of the military community.

Calls to Military OneSource are answered live by trained master's-level consultants. Support includes personalized consultations on issues such as deployment, relocation, parenting, education, special needs, and finances, as well as customized research describing community resources and appropriate military referrals. We also offer personalized online and telephonic health coaching for stress management, weight loss, and cardiovascular health; and a program for teens that provides health coaching to support weight management.

Military OneSource also provides referrals for face-to-face counseling (up to twelve sessions per issue) in the local community to service members and their families. These free non-medical, short-term, solution-focused sessions focus on issues such as normal reactions to abnormal situations (e.g. combat), couples concerns, work/life balance, grief and loss, adjustment to deployment, stress management, and parenting. Face-to-face referrals are available in CONUS as well as Hawaii, Alaska, the U.S. Virgin Islands, and Puerto Rico. Face-to-face personal financial counseling sessions are also available.

Service members in remote locations and overseas are eligible for non-medical, short-term, solution-focused telephonic (STSF-T) consultation. STSF-T consultations include up to twelve telephone sessions for issues such as stress, decision-making, and parenting. (STSF-T sessions are

not appropriate for children under age 18, couples counseling or more serious issues such as addictions, mental health conditions, and abuse or neglect.) To access STSF-T, users may call the Military OneSource toll-free number. An online option is also available.

Our interactive Web site at www.MilitaryOneSource.mil includes search and decision tools, locators for education and child care, educational materials, recordings, links to military and community resources, financial calculators, live online workshops, podcasts, discussion boards, e-newsletters, “E-mail a consultant,” and, during tax season, online preparation and filing federal and state tax returns.

Our expertly prepared educational materials (booklets, CDs, DVDs, and electronic downloads) can be ordered by phone or online. Topics include parenting and child care; deployment, return and reunion; education; finances; elder care; health and wellness; crisis support, and relocation. Materials and shipping are free to service members and families. Simultaneous language interpretation and document translation are also available.

All Military OneSource services and materials are available at no cost to service members and their families.

POPULATION SERVED: Active duty personnel, reserve and guard members of all branches and family members.

HOW TO APPLY: Call 1-800-342-9647

OPERATION HOMEFRONT OF THE CAROLINAS

CONTACT PERSON: Darden Blow-Area Director of Programs

ADDRESS: 233 South Sharon Amity Rd., Suite 101 Charlotte, NC 28211

LOCATION: Charlotte, NC

TELEPHONE: (704) 527-3063 Office Phone
(704) 740-9970 Cell Phone

E-MAIL ADDRESS: darden.blow@operationhomefront.org

Web Site: www.operationhomefront.org/carolinas

HOURS: 0900-1700, Monday-Friday

SERVICES: Operation Homefront of the Carolinas provides emergency financial and other assistance to the families of our service members and wounded warriors in the Carolinas. Through generous, widespread public support and a collaborative team of exceptional staff and volunteers, we aspire to become the provider of choice for emergency financial and other assistance to the families of our service members and wounded warriors. Where there is a need we do not provide, we will partner with others for the benefit of our military families.

POPULATION SERVED: Wounded Warrior and deployed families of the Carolinas, as well as Soldiers and families E1-E6. Exceptions can be made on a case-by-case basis and may be forwarded to one of our partners.

HOW TO APPLY: Visit www.operationhomefront.org/carolinas and fill out “Get Assistance Now” form. Local contact can assist with questions on eligibility for emergency assistance, as well as help with local, in kind assistance depending on need.

OUTREACH PROGRAM

CONTACT PERSON: Devita Hampton, Information, Referral, and Follow-Up Manager

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207-5205

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: devita.d.hampton.civ@mail.mil

HOURS: 0730-1630, Monday-Friday

SERVICES: Family services education, prevention and direct services to those Families who have the greatest level of needs, but are least likely to seek out and take advantage of ACS services. Increase community awareness about ACS services by taking those services out into the community.
Direct Services:
Briefings, information tables available upon request for FRG, Information Fairs, Support Group Meetings, etc.

POPULATION SERVED: Active duty Soldiers, Family Members of active duty, Active Guard & Reserve, Family Members of Active Guard & Reserve, DA Civilian employees and their Family members, military retirees and their Family members.

FOR ASSISTANCE: Call or walk-in for assistance (803) 751-5256

RELOCATION READINESS PROGRAM

CONTACT PERSON: Miranda Broadus, Relocation Readiness Program Manager

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: miranda.o.broadus.civ@mail.mil

WEBSITE: <https://jackson.armymwr.com/programs/army>

HOURS: 0730-1630, Monday-Friday

SERVICES: The Fort Jackson Relocation Readiness Program at Army Community Services provides a variety of services to assist active duty and retired military, their ID card family members and Department of Defense civilian employees reduce or eliminate the problems associated with frequent moves. In addition, relocation counseling, guidance and planning services are provided to assist with the move.

PROGRAMS AVAILABLE:

- Relocation Counseling
- Welcome Packets / Children Games / Maps, etc.
- Military Installation Booklet
- Sponsorship Training
- English as a Second Language (ESL) Resources/Rosetta Stone
- Citizenship and Immigration Services: Officer on-post at ACS Center, 9810 Lee Road, 1st & 3rd Wednesday, 1300-1600
- In/Out Processing of Soldiers
- AIT Soldiers Briefings
- Post Newcomer's Orientation/Newcomer Tour
- Lending Closet
- Overseas/Stateside Briefings

- Hearts Apart Support Group (assistance to Families who are living separately from their Soldier due to the Soldier being deployed or on an unaccompanied tour)
- Foreign Born Spouse Support Group

POPULATION SERVED: Active duty personnel, retirees, Department of the Defense civilian employees and Family members.

HOW TO APPLY: Call (803) 751-5256

STAFF JUDGE ADVOCATE LEGAL ASSISTANCE

CONTACT PERSON: Legal Assistance Paralegal
Legal Assistance Office

ADDRESS: Office of the Staff Judge Advocate
2600 Lee Road
Fort Jackson, SC 29207-5045

LOCATION: Building 2600 Lee Road
Corner of Lee and Washington

TELEPHONE: (803) 751-4287
*outgoing informational message only, no voice mail

HOURS: 0900-1115 and 1230 – 1600, M/T/W/F
1230-1600 Thursday
Closed Federal and Training Holidays
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SERVICES: Walk in services for notaries and basic powers of attorney. Other services by appointment, including Wills, Family Law advice, Landlord Tenant concerns, Consumer Law issues, military administrative matters including OER and NCOER rebuttals, letters of reprimand, and other general civil law matters.

POPULATION SERVED: Active duty Service Members and their eligible Family Members, with valid ID card, are eligible for walk in and attorney services. Retirees and eligible Family Members with valid ID cards are eligible for notary services and basic powers of attorney.

HOW TO APPLY: For general information and to schedule an appointment, stop by the office or call (803) 751-4287 during duty hours.

SURVIVOR OUTREACH SERVICES (SOS)

CONTACT PERSON: Kelly Estep, Survivor Outreach Services Support Coordinator

ADDRESS: Army Community Service
9810 Lee Road
Fort Jackson, SC 29207

LOCATION: MG John A. Renner Bldg. 9810

TELEPHONE: (803) 751-5256

EMAIL kelly.a.estep2.civ@mail.mil

HOURS: 0730-1630, Monday – Friday

SERVICES: The primary long term goal of the Survivor Outreach Service program is to fulfill the Army's commitment to Families of Fallen Soldiers and to be continually linked to the Army Family for as long as they desire. Develop and make contact with the Survivor and establish a long-term relationship for as long as client desires.
Act as advocate and provide immediate information and referral services based on the needs of the Survivor.
Facilitate contact with federal and non-federal agencies and assist with working with the military community that may not be familiar with the SOS program.
Provide links to Support groups either local or online groups that focus on grief & loss, resilience and coping skills.
Provide life skills education to Survivors and Family members.
Assist with long-term planning and evaluates services addressing money management.
Provide immediate financial information, guidance, and administrative support and referral services.

POPULATION SERVED: Spouses and Family members of Fallen Soldiers; Active, National Guard and Reserve on active duty status at time of death.

HOW TO APPLY: Please call for appointment 751-5256

WIC PROGRAM (WOMEN, INFANT, CHILDREN)

CONTACT PERSON: Vivian Brown, Administrative Specialist
Kayla Lyles, Nutritionist, CLC

ADDRESS: Attn: WIC Program
4500 Stuart St.
Columbia, SC 29207

LOCATION: Moncrief Army Health Clinic, 8th Fl, Rm.8-38

TELEPHONE: (803) 751-5281 (Office)
(803) 751-5637 (Fax)
(855) 472-3432 (Appointment Line)

HOURS: 0800-1630, 1st & 3rd Mon, 2nd & 4th Tues, 1st Wed, every Thursday,
1st-3rd Friday
Lunch 1230-1330

SERVICES: WIC Program is a supplemental and nutrition educational program for Women, Infants and Children. WIC provides nutritious foods, counseling, breastfeeding support and referrals for other health care facilities. To be eligible you must be pregnant, breastfeeding, just had a baby, or have an infant or a child under 5 years old. To be eligible, you must meet the income requirement, be a nutritional risk and be a resident in South Carolina.

POPULATION SERVED: Active duty and reservists on active duty military families.

HOW TO APPLY: Call the WIC Program office (803) 751-5281, Fort Jackson, SC or for an appointment 855-472-3432 or you can walk-in during the posted office hours.

ADDITIONAL COMMENTS: To qualify for WIC you will need to bring to the first appointment: Proof of residence, Military ID, proof of income for all household members (LES-within last 30 days, or Medicaid, or copies of last pay stubs within 30 days). Bring children ages (1-5) with proof of identification, and child's shot records to appointment. We welcome breast feeders.

In accordance with Federal Law and U.S. Department of agriculture policy, this institution is prohibited from discriminating on the basis of race, color national origin, sex, age or disability.



TOTAL ARMY STRONG

The strength of the Nation is built on the readiness and resilience of every member of the premier all-volunteer Total Army - every Soldier, civilian and Family member.

We will uphold the Army's responsibility
to provide benefits and high-quality services that are components
of a professional force dedicated to the Army for the long term.



The Army remains steadfast in its commitment to:

- ★ Maintain the trust between Leaders and their Soldiers, Families and civilians
- ★ Foster an environment that promotes adaptability and self reliance
- ★ Promote physical, emotional, social, Family and spiritual strengths
- ★ Honor the service and sacrifices of those who serve our Nation

Raymond F. Chandler III
Raymond F. Chandler III
Vice Chief of Staff

Raymond T. Odierno
Raymond T. Odierno
General, United States Army
Chief of Staff

John M. McHugh
John M. McHugh
Secretary of the Army



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