



# **SOCIAL SERVICE RESOURCE DIRECTORY**

**1 September 2015**

**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:** Wilfredo Solis, Station Manager

**ADDRESS:** American Red Cross  
P.O. Box 10008  
Fort Jackson, SC 29207-0008

**LOCATION:** 4512 Stuart Ave, Fort Jackson, SC 29207

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

**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 Hospital 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:** Fort Jackson Active Duty, Retirees, Family Members residing in the same household, Moncrief Army Community Hospital patients and WTU soldiers and their families.

**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](http://www.redcross.org) and input zip code.

## **ARMY EMERGENCY RELIEF (AER)**

**CONTACT PERSON:** Angela Crosland, AER Specialist

**ADDRESS:** Army Community Services / AER  
5450 Strom Thurmond Blvd. Room 120  
Fort Jackson, SC 29207-5205

**LOCATION:** Strom Thurmond Bldg. 5450, ACS Room 120

**TELEPHONE:** (803) 751-5256

**E-MAIL ADDRESS:** [usarmy.jackson.93-sig-BDE.mbx.jackson-ac@mail.mil](mailto:usarmy.jackson.93-sig-BDE.mbx.jackson-ac@mail.mil)

**HOURS:** 0730-1600, Monday-Friday

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

**SERVICES:** Provide zero percent interest loans, grants, or a combination thereof for emergency financial situations.

### **Help with emergency financial needs for:**

- Food, rent, mortgage, utilities (electric, water, gas)
- Emergency travel expenses
- Vehicle repairs/maintenance
- Funeral expenses for immediate Family
- Medical/dental expenses
- Personal needs when pay is delayed or stolen

### ***Regular AER loan application procedures:***

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

### **Documents to bring to the interview:**

- Military ID card
- Latest 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, letter from Trustee or discharge letter.

***Commander's Referral loan application procedures:***

- Complete AER Form 600

**Documents to bring to the interview:**

- Latest end of month Leave and Earning Statement (LES) or Orders bringing Soldier onto active duty status.
- Bring AER Form 600 and end of month LES (or Orders) to ACS for processing. Typical processing time is 24 hours or less.
- **Only Regular Army Soldiers are eligible for Commander's Referral loans** (USAR & ARNG are **not** eligible)

**\*\*\*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 Non-Commander's Referral AER requests will be seen via an 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](http://www.aerhq.org).

## **ARMY FAMILY ACTION PLAN (AFAP)**

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

**ADDRESS:** Army Community Services  
Attn: AVCC  
4512 Stuart Avenue  
Fort Jackson, SC 29207

**LOCATION:** Family Readiness Center, 4512 Stuart Avenue, Fort Jackson, SC

**TELEPHONE:** (803) 751-5444

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

**HOURS:** 0730-1600, 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:** Come in, call, or visit our webpage:  
[www.fortjacksonmwr.com/acs\\_afap](http://www.fortjacksonmwr.com/acs_afap)

## **ARMY FAMILY TEAM BUILDING (AFTB)**

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

**ADDRESS:** Army Community Services  
Attn: AVCC  
4512 Stuart Avenue  
Fort Jackson, SC 29207

**LOCATION:** Family Readiness Center, 4512 Stuart Avenue, Fort Jackson, SC

**TELEPHONE:** (803) 751-5444

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

**HOURS:** 0730-1600, 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:** Come in, call, or visit our webpage:  
[www.fortjacksonmwr.com/acs\\_aftb](http://www.fortjacksonmwr.com/acs_aftb)

To access online AFTB training, visit: [www.myarmyonesource.com](http://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 Hospital  
Preventive Medicine Services  
Attn: APHN  
Fort Jackson, SC 29207-5720

**LOCATION:** Bldg.4555 Scales Avenue, 1<sup>st</sup> Floor

**TELEPHONE:** (803) 751-5251

**HOURS:** 0730-1615, 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:** 9810 Lee Road  
Attn: IMFJ-HRS  
Fort Jackson, SC 29207-5150

**LOCATION:** 9810 Lee Road

**TELEPHONE:** Education/Prevention Services  
(803) 751-5007  
Drug Testing Program (803) 751-7949/3066  
**Army Substance Abuse Program - Clinical**  
**(803) 751-6597**

**E-MAIL ADDRESS:** Ernestine.Richardson@us.army.mil

**HOURS:** 0730-1630, Monday – Friday

**SERVICES:** **TECHNICAL SERVICES:**

- a. Outpatient Treatment.
  - (1) Individual Counseling
  - (2) Group Counseling
  - (3) Family Counseling
  - (4) Command Consultation
- b. Crisis Intervention.
  - (1) Crisis counseling as needed
  - (2) Coordination with Suicide Prevention Team, Spouse/Child Abuse Team, and other treatment centers.
  - (3) Coordination with Self-Help Groups (i.e., Alcoholics Anonymous, Narcotics Anonymous, Ala-non, Ala-teen, etc.)
- c. Coordination for Inpatient Treatment.
  - (1) Military Programs
  - (2) Civilian Program
- d. Drug Testing
  - (1) Minimum 16% a month for all permanent party. Commanders also have discretion to test 100%
  - (2) 100% testing of all AIT once prior to graduation.
  - (3) 100% Post-Exodus testing of SITs
  - (4) Rehabilitation testing

- (5) Random drug testing of Department of Army Civilians occupying Testing Designated Positions.
- e. Employee Assistance Program
  - (1) Information, assessment, and referral program for all mental health issues (including substance abuse)
  - (2) Completely confidential and voluntary; no cost unless the client seeks services off post
  - (3) Available for DACs and FMs, and retirees
  - (4) Follow up provided to ensure appropriate referral
- f. Suicide Prevention Program
  - (1) Monitoring of training programs provided by chaplains
  - (2) Post-wide and community awareness programs
  - (3) Quarterly prevention team meets to discuss high-risk behaviors
  - (4) Post-Suicide Task Force meets in the event of suicide
  - (5) Gestures, attempts, and suicides reported to TRADOC and ACSAP
- g. Violence in The Workplace Program
  - (1) Training available for supervisors and employees
  - (2) Guidance regarding handling difficult employees
  - (3) Threat Management Team meets in the event of an incident

**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 Services  
Attn: AVCC  
4512 Stuart Avenue  
Fort Jackson, SC 29207

**LOCATION:** Family Readiness Center, 4512 Stuart Ave. Fort Jackson, SC

**TELEPHONE:** (803) 751-5444

**E-MAIL ADDRESS:** Marilynn.s.Bailey.civ@mail.mil

**HOURS:** 0730-1600, 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) 151-5444

**CHAPLAIN FAMILY LIFE CENTER**  
**“Help for your Journey”**

**CONTACT PERSON:** Family Life Chaplin

**ADDRESS:** Installation Chaplain’s Office  
Family Life Chaplain  
Attn: ATZJ-ICO-FL  
5460 Marion Ave.  
Fort Jackson, SC 29207

**LOCATION:** Chaplin Family Life Center  
Bldg. 5460, turn off Marion, look left up the parking area between  
Strom Thurmond and Department of Emergency Services

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

**HOURS:** Mon 0900-1700,  
Tues-Wed 0730-1600,  
Thurs 0900-1500, Fri CLOSED  
After duty hours, contact EOC, (803) 751-4966

**SERVICES:** Provides marriage and Family counseling, individual counseling, and pre-marital counseling. Conducts, coordinates, and hosts spiritual and family resiliency training events. Provides training to unit chaplains on issues pertaining to marriage and Family. Assists unit chaplains in providing marriage and parenting training to military personnel and their Family members. Referrals to other helping agencies as necessary.

**POPULATION SERVED:** Active duty and retired military members 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, SFC Matthew, Nelson (803) 751-2909  
ANCOIC, SGT Sampson, Samantha (803) 751-3005

**ADDRESS:** Commander  
Moncrief Army Community Hospital  
Attn: Department of Behavioral Health  
Fort Jackson, SC 29207-5720

**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.

**NOTE:** Not accepting new Family Members at this time.

**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 Hospital (MACH) 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, 7<sup>th</sup> floor, Fort Jackson, SC 29207

Phone: (803) 751-2513 / 2235

**Services:** Psychopharmacology; individual and group counseling using a variety of evidenced-based treatments; in-depth psychiatric assessments; therapeutic yoga; and psychological testing.

#### Community Behavioral Health Services (CBHS)

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

Phone: (803) 751-5911 / 5183

**Services:** Emergency evaluations for active duty, trainees and TDY personnel in student status between 0730 and 1600, Monday-Friday (excluding Federal Holidays); Psychopharmacology;

individual and group counseling using a variety of evidenced-based treatments; in-depth psychiatric assessments; biofeedback; mental health evaluations; command consultations; psychological testing; and tobacco cessation.

***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, 7<sup>th</sup> floor, Fort Jackson, SC 29207

Phone: (803) 751-2216 / 2235 / 2513 / 0598

Hours of Operation: Monday – Friday 0730 to 1630

**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

## **EMPLOYMENT READINESS PROGRAM**

**CONTACT PERSON:** Barbara Martin, ERP Manager

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd., Room 223  
Fort Jackson, SC 29207-5205

**LOCATION:** Bldg. 5450 Strom Thurmond, Room 223

**TELEPHONE:** (803) 751-5256 DSN: 734-5256  
FAX: 751-9978

**E-MAIL ADDRESS:** barbara.L.martin10.civ@mail.mil.

**HOURS:** 0730-1600, 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/](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:** Cheryl Jackson-Leysath, EFMP Manager

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd. Room 120  
Fort Jackson, SC 29207-5205

**LOCATION:** 5450 Strom Thurmond Bldg. #120  
Fort Jackson, SC 29207

**TELEPHONE:** (803) 751-5256 DSN: 734-5256

**FAX:** (803) 751-5528 DSN: 734-5528

**E-MAIL ADDRESS:** Cheryl.F.Leysath.civ@mail.mil

**HOURS:** 0730-1600, 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 topic of interests and special Family outings are planned each month. Recreational and cultural activities are also planned each month.
- Respite Care. For qualified Families, the ACS EFMP will subsidize up to 40 hours of care per month, per eligible Family member. Determination of number of hours is based on the Family Needs Assessment and Family Matrix completed by the ACS EFMP staff. The service can be provided in the home or in other settings such as special-needs camps and enrichment programs. Family members must be enrolled in EFMP to utilize respite care.



## **FAMILY ADVOCACY PROGRAM**

**CONTACT PERSON:** Annette McLeod

**ADDRESS:** Family Advocacy Program  
5450 Strom Thurmond Blvd., Room 216  
Fort Jackson, SC 29207-5205

**LOCATION:** Bldg. 5450 Strom Thurmond, # 216

**TELEPHONE:** (803) 751-6325 DSN: 734-6325

**FAX:** (803) 751-6356 DSN: 734-6356

**E-MAIL ADDRESS:** Annette.t.Mcleod.civ@mail.mil

**HOURS:** 0730-1700, Monday – Friday

**SERVICES:** The U.S. Army Family Advocacy Program is an aggressive program that works to strengthen Family relationships and prevent child abuse and spouse maltreatment. Provides prevention, education and direct services to assist Families with abuse issues these programs include:

### **EDUCATION AND TRAINING**

**POC, Mr. Charles Lewis @ (803)751-6335**

- 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. Family Advocacy Program sponsors events and activities in April for Child Abuse Prevention Month and in October for Domestic Violence Awareness Month. 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 Abuse.

### **NEW PARENT SUPPORT PROGRAM**

**POC, Ms. Annette Miller@ (803)751-9035**

- Parenting Education and Support. Provides education and services to enhance parenting and child management skills. Services are divided into two areas; parent education, new parent support mainly through home visitation.

- Parent Education includes courses designed to help parents learn techniques for effective child management from young children to teenagers.
- New Parent Support Program provide maternal counseling in areas such as breastfeeding, labor and delivery, newborn care, developmental milestone, age appropriate play, potty training, and behavior management. Each new parent who enrolls in NPSP Services receives a “Welcome Home Baby Bundle” of gifts for the new mother and baby. NPSP offer classes on:
  - Baby Basic Workshop
  - Play Group
  - Parenting Skill Classes
- The Home Visitors Program: Participation in this program tailored completely to your 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 with children ages birth to 3 years old. This program is individualized and developed to assist military Families in many ways that friends and Family do when you’re back home.

## **VICTIM ADVOCACY PROGRAM**

**POC, Ms. Kamala Henley @ (803) 751-6316**

The Victim Advocacy helps empower victims of partner abuse to make decisions that can improve their quality of life. They 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 751-6325 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 and penalties; 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:** Position Vacant

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd, Room 120  
Fort Jackson, SC 29207-5205

**LOCATION:** Strom Thurmond Bldg. 5450, ACS Room 120

**TELEPHONE:** (803) 751-5256

**E-MAIL ADDRESS:** Madelyn.Mercado@us.army.mil

**HOURS:** 0730 - 1600, 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 Department of Defense civilian employees with their financial and consumer affairs.

### **PROGRAMS AVAILABLE:**

- Classes in personal financial management readiness and consumer affairs (banking and credit union services, budget development and record keeping, debt liquidation, credit, consumer rights and obligations, insurance, personal financial readiness, checkbook maintenance, and financial planning)
- FREE & Confidential Financial counseling
- Pre-screening and counseling for Soldiers who qualify for the Family Subsistence Supplemental Allowance (FSSA)
- 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
- Emergency assistance for food

**POPULATION SERVED:** All active and retired military, their ID card Family members and Department of Defense 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.

**ADDITIONAL** **Appointments highly recommended to ensure a financial counselor is available to meet with you.**

## **INFORMATION, REFERRAL AND FOLLOW-UP PROGRAM**

**CONTACT PERSON:** Roosevelt Harp - Information, Referral and Follow-up Manager

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd, Room 120  
Fort Jackson, SC 29207-5205

**LOCATION:** Strom Thurmond Bldg. 5450, Room 120

**TELEPHONE:** (803) 751-6153

**E-MAIL ADDRESS:** roosevelt.harp.civ@mail.mil

**HOURS:** 0730-1600, 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, Disabled Veterans, Retirees, and Family members.

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

## **MILITARY FAMILY LIFE COUNSELOR (ADULT)**

**CONTACT PERSON:** Madelyn Mercado, Financial Readiness Director  
POC for Military Family Life Counselor

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd.  
Ft. Jackson, SC 29207

**LOCATION:** Family Readiness Center  
4512 Stuart Ave.  
Ft. Jackson, SC 29207

**TELEPHONE:** 165<sup>th</sup> BDE (803) 608-4052  
193<sup>rd</sup> BDE (803) 206-8411  
171<sup>st</sup> BDE (803) 394-9327  
General Post (803) 605-5965

**E-MAIL ADDRESS:** madelyn.a.mercado.civ@mail.mil  
**HOURS:** 0800-1700, 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:** Call (803) 608-4052, (803) 605-5965, (803) 206-8411, (803) 394-9327

## **MILITARY FAMILY LIFE COUNSELOR (CHILD and YOUTH)**

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

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

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

**TELEPHONE:** (803) 608-3896  
(803) 608-3929  
(803) 456-7289

**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:** Call (803) 608-3896, (803) 608-3929, (803) 456-7289

## 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](mailto:latarsa.williams@militaryonesource.com)

**WEB SITE:** [www.MilitaryOneSource.mil](http://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](http://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

## **MOBILIZATION AND DEPLOYMENT**

**CONTACT PERSON:** Frederica Norman

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd, Room 120  
Fort Jackson, SC 29207-5205

**LOCATION:** Family Readiness Center (FRC)  
Bldg. 4512 Stuart Street  
Fort Jackson, SC 29207

**TELEPHONE:** 1-800-337-3445 Toll Free  
(803) 751-1106 DSN: 734-1106

**FAX:** (803) 751-7101 DSN: 734-7101

**E-MAIL ADDRESS:**

**HOURS:** 0730-1600  
Soldier Readiness Process: 0800-1130 & 1330-1600, Mon & Wed

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

### **SERVICES:**

- Mobilization and Deployment – ACS is your Family Assistance Center preparing Soldiers and Family members to cope with separations caused by deployments, extended TDY's, remote assignments, repatriation and natural disasters. Assistance and education in establishing Family Readiness Groups, linking Soldiers and Family members to military and community services and resources. Liaison between Family members and commanders concerning problems situations, training classes, coordination with National Guard and Reserve to provide appropriate services:
  - Operation Ready Training Classes
  - Pre-Deployment and On-Going Readiness
  - Homecoming and Reunion
  - Read Detachment Training
  - Family Readiness Groups
- South Carolina Inter-Service Family Assistance Committee - Support network to provide information and services with community agencies, service members and Families in South Carolina.

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

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

## **OPERATION HOMEFRONT OF THE CAROLINAS**

**CONTACT PERSON:** Darden Blow-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:** [Alana.Youngblood@operationhomefront.net](mailto:Alana.Youngblood@operationhomefront.net)

**LOCAL CONTACT :** **Alana Youngblood-SC Community Liaison**  
**(803)465-1494**

**Web Site:** [\*\*www.operationhomefront.net/carolinas\*\*](http://www.operationhomefront.net/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.net/carolinas](http://www.operationhomefront.net/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:** Outreach Program Manager, Roosevelt Harp contact main ACS

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd, Room 120  
Fort Jackson, SC 29207-5205

**LOCATION:**

**TELEPHONE:** (803) 751-5256

**E-MAIL ADDRESS:**

**HOURS:** 0730-1600, 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  
Friend us on Facebook: [facebook.com/FTJACKSON.ACS.OUTREACH](https://www.facebook.com/FTJACKSON.ACS.OUTREACH)  
Follow us on Twitter: FtJacksonACS

## **RELOCATION READINESS PROGRAM**

**CONTACT PERSON:** Miranda Broadus, Relocation Program Manager

**ADDRESS:** Army Community Services  
5450 Strom Thurmond Blvd, Room 223  
Fort Jackson, SC 29207-5205

**LOCATION:** Strom Thurmond Bldg. 5450, Room 223

**TELEPHONE:** (803) 751-1124/5256

**E-MAIL ADDRESS:** Miranda.O.Broadus.civ@mail.mil

**WEBSITE:** [www.fortjacksonmwr.com/acs\\_relo/](http://www.fortjacksonmwr.com/acs_relo/)

**HOURS:** 0730-1600, 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 Army 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) Classes/Resources
- Citizenship and Immigration Services
- In/Out Processing of Soldiers
- AIT Soldiers Briefings
- Post Newcomer's Orientation
- 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) 751-1124/5256

## **STAFF JUDGE ADVOCATE LEGAL ASSISTANCE**

**CONTACT PERSON:** Mr. Anthony Jackson, Legal Clerk  
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 message only, no voice mail

**HOURS:** 0900-1600 Monday –Friday  
Open during lunch.

**SERVICES:** Walk in services for notaries and basic powers of attorney. Other services by appointment, including Wills, Family Law matters, Landlord Tenant, Consumer Law, OER and NCOER rebuttals, and other general civil law matters.  
**NOTE: Tuesdays and Thursdays from 1330 – 1530, walk in services** provided for General Durable Powers of Attorney, Living Wills and Advance Medical Directives.

**POPULATION SERVED:** Active duty and retired Service Members and their eligible Family Members, with valid ID card.

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

## **SURVIVOR OUTREACH SERVICES (SOS)**

**CONTACT PERSON:** Leslie Smith, Survivor Outreach Services Support Coordinator  
Christine Julius, Survivor Outreach Services Financial Counselor

**ADDRESS:** Army Community Services  
5450 Storm Thurmond, Room 223  
Fort Jackson, SC 29207-5205

**LOCATION:** Strom Thurmond Bldg. 5450, ACS Room 223

**TELEPHONE:** (803) 751-4867/5256  
1-800-337-3445

**EMAIL** [Leslie.S.Smith@us.army.mil](mailto:Leslie.S.Smith@us.army.mil)  
[Christine.Julius@us.army.mil](mailto:Christine.Julius@us.army.mil)

**HOURS:** 0730-1600, Monday – Friday

### **SERVICES:**

The primary long term goal of the Survivor Outreach Services 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 751-4867/5256



## **WIC PROGRAM (WOMEN, INFANT, CHILDREN)**

**CONTACT PERSON:** Cindy Pinckney, Administrative Specialist  
Quintasha Knox, Nutritionist, CLC

**ADDRESS:** Attn: WIC Program  
4555 Scales Ave  
Columbia, SC 29207

**LOCATION:** Bldg. 4555 Scales Ave  
Preventive Medicine (MEDDAC)

**TELEPHONE:** (803) 751-5281 (Office)  
(803) 751-5637 (Fax)

**HOURS:** 0800-1630, 1<sup>st</sup> & 3<sup>rd</sup> Mon, 2<sup>nd</sup> & 4<sup>th</sup> Tues  
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 800-868-0404 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 (EOM LES), children (1-5), and child's shot records. 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.

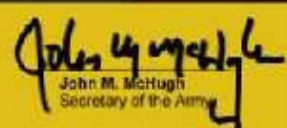


**The Army remains steadfast in its commitment to:**

- ★ 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  
 Sergeant Major of the Army

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

  
 John M. McHugh  
 Secretary of the Army

