



# Army Community Service Information Guide

## JRTC & Fort Polk



# ARMY COMMUNITY SERVICE (ACS) 1-800-241-1071 (337) 531-1941

<http://www.jrtc-polk.army.mil/ACS/index.htm>

Army Community Service is a social service agency that assists commanders in maintaining readiness of individuals, Families and communities within America's Army by developing, coordinating, and delivering services, which promote self-reliance, resiliency and stability during war and peace.

**The ACS Programs are located in the Army Community Service Center, 1591 BellRichard Avenue, Building 920 or the Family Readiness Center, 7960 Mississippi Avenue, Building 924.**

**OPERATING HOURS FOR ALL ACS PROGRAMS ARE:  
Monday-Friday 0800-1630.  
Programs are closed on Federal Holidays.**

## THINK ACS FIRST!

### QUICK REFERENCE GUIDE

ARMY COMMUNITY SERVICE _____	531-1941
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SURVIVOR OUTREACH SERVICES _____	531-1965/1174
UNIT SERVICE COORDINATOR _____	531-0772
VICTIM ADVOCACY PROGRAM _____	531-6333

## Soldier and Family Assistance Center (SFAC)

**BLDG 220**  
**531-2362/1637**

The Soldier and Family Assistance Center (SFAC) mission is to provide a safe haven that promotes healing and provides a Family of services dedicated to the needs of Warriors in Transition and their Families.

## Survivor Outreach Services Program (SOS)

**BLDG 924**  
**531-1965/1174**

The Survivor Outreach Services Program is here to provide long-term support to Family members of our Fallen Soldiers by offering assistance, providing information, and connecting Family members to outreach organizations both inside and outside the Department of Defense.

The SOS Support Coordinator (SC) provides long term support for Survivors and helps to maintain a connectedness to the Army for as long as the Family member desires.

The SOS Financial Counselor (FC) works closely with the Support Coordinator to ensure the needs of the Survivor are met. The FC provides financial advice on Individual Money Management Counseling, Financial Education and Training and Information and Referral.

Survivor Outreach Services are offered to Family members of Fallen Soldiers who reside in the states of Louisiana and Mississippi and nine counties in Texas to include: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk and Tyler.

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## ACS Volunteer Program

**BLDG 920**

**531-4999**

**Email: polk.ACS@conus.army.mil**

The **ACS Volunteer Program** supports and lends strength to ACS programs by providing volunteer services to the installation community. Examples of volunteer positions available include the following:

- English as a Second Language Instructors
- Administrative Assistants
- Office Receptionists
- Lending Locker Assistants
- Skill Development Class Instructors
- ACS Trainers
- Relocation Instructors/Clerks
- Army Family Team Building Instructors
- Information and Referral Assistants
- Victim Advocates
- Welcoming Baby

**Lend your talent and time to ACS today!**

## Information and Referral (I&R)

**BLDG 920/924**

**531-1941**

**Email: polk.ACS@conus.army.mil**

Provides information to Soldiers and their Family members, regarding military and civilian resources available to address a wide range of clients' requests.

## Employment Readiness Program (ERP)

**BLDG 924**

**531-7268**

Employment Readiness is established to aid in reducing the stresses associated in obtaining employment (paid and non-paid) and pursuing educational and training opportunities. Spouses are offered assistance in acquiring skills, networks and resources that will allow them to participate in the work force and to develop a career/work plan. In order to accomplish this mission, various services and workshops are offered, as follows:

### Services

- Referrals—Job Bank of Local Employment Opportunities
- Resume Assistance
- Application Assistance
- Career Counseling & Guidance
- Computer (available by appointment only)
- Resource Materials
- Volunteer & Educational Opportunities

### Workshops

- Self Assessment
- Resume Writing
- Interviewing Techniques
- Job Search Strategies
- Tips on Completing an Application
- Image for Success

Services are available to all Military ID cardholders, DoD civilians and their Family members.

## **Army Emergency Relief (AER) continued**

### **Conditions unauthorized for AER assistance**

- Article 15 court-martial, forfeitures
- Bad checks, tickets, attorneys' fees, bonds, fines or any court related fees
- Taxes of any kind
- POV payments or accident repairs
- Credit card bills, debt consolidation
- Marriage, divorce or adoptions
- Ordinary leave or vacations

**After Duty Hours, Weekends and Holidays call  
Armed Forces Emergency Services 1-877-272-7337**

### **Command Referral Program**

The AER program has a positive influence on Soldier's moral by giving Commanders an important asset in helping them accomplish their basic command responsibility for morale and welfare of their Soldier's and Families. The Commanders' Referral category affords immediate Commanders another tool to affect a positive impact on their Soldiers by giving them authority for an instant emergency financial loan up to \$1,500.00 when a Soldier has a valid emergency need.

## **Unit Service Coordinator (USC)**

**BLDG 920  
531-0772**

The Army Community Service, Unit Service Coordinator serves as a link between ACS and the Unit, Soldiers and Families.

The USC provides subject matter "expertise" on Family support issues and services. They increase Unit awareness of services and facilitate contact with ACS staff in order to provide greater access to programs.

### **Military Family Life Consultants**

**BLDG 920  
531-1941**

Military Family Life Consultants (MFLC) are available to help Service members, spouses, Family members, children and civilian staff. Consultant services include confidential intervention for grief, loss, anger, depression, marital and Family issues or everyday stressors. Consultation and trainings are FREE and ANONYMOUS. NO RECORDS ARE KEPT.

After hours and weekend appointments are available.

Group or off site meetings can be arranged.

## Community Action Council

**BLDG 924**

**531-1897**

**Email: cac@conus.army.mil**

The purpose of the CAC is to improve the quality of life of the Fort Polk community by providing timely information and offering a forum for the community to address and raise issues of concern.

The CAC is held the first Wednesday of each month with the exception of January and July.

The CAC is held at the Warrior Community Center from 0900-1030.

To submit issues for CAC, go on line at <http://www.jrtc-polk.army.mil/ACS/CACForm.htm>, e-mail at [polk.cac@conus.army.mil](mailto:polk.cac@conus.army.mil) or call 531-CAC1 (2221).

### **Goals:**

- Generate community spirit and pride by encouraging involvement in community activities, projects and programs.
- Inform the community of services available.
- Provide a community atmosphere that fosters a total community involvement, which aids in the retention of good Soldiers.

## Army Emergency Relief (AER)

**BLDG 920**

**531-1957**

AER provides financial assistance to Soldiers (active and retired) during periods of valid emergencies, playing an important and unique role in helping the Army "take care of its own." AER is a private non-profit organization whose sole mission is to collect and hold funds to relieve financial distress to Soldiers and their Family members. AER exists solely for the Soldier and belongs to all Army people, active and retired, and to the spouses and orphans of deceased Soldiers.

Approval of an AER loan is based on a need created by an emergency situation beyond the control of the Soldier. AER assistance is provided after all other means of assistance (personal funds, Finance, ACS, helping agencies, etc.) have been explored without success. The primary areas of assistance are:

- \$ Essential travel expenses when verified by an American Red Cross (ARC) message denoting serious illness/death
- \$ Payment of rent to prevent eviction when substantiated by an eviction notice from landlord
- \$ Assistance with utilities to prevent termination of services
- \$ Assistance for the purchase of food
- \$ Non-receipt of pay when substantiated by LES or Finance
- \$ Loss of funds-after the unit, military or local police have been notified
- \$ Family Dental Care for OCONUS only, including Diagnosis, fillings, crowns, root canals, extractions, sealants and emergency care to alleviate pain
- \$ Basic Furniture Needs including beds, cribs, sofas, chairs and tables.
- \$ Assistance for a rental vehicle for emergency leave or when the primary vehicle is in for repairs, normally for 7-10 days
- \$ Assistance for a replacement Vehicle when the cost of repairing the primary vehicle exceeds the value of the vehicle. Limited to no more than \$4,000

## Financial Readiness

**BLDG 920**  
**531-1957**

### Prevention Education

**Training for First-Term Soldiers:** This is an eight-hour block of instruction on financial planning for all Soldiers whose first duty station is Fort Polk.

**Basic Prevention Education Program:** Financial Planning classes are available to units, Family Readiness Groups or individuals, upon request. Personal Financial Management classes are conducted the third Tuesday of each month. The class is designed to develop budgeting skills and bank account reconciliation. Reservations are required.

### Services

**Family Subsistence Supplemental Allowance (FSSA).** ACS Financial Counselor will assist Soldier with the application process.

**Emergency Food Voucher Program:** Emergency food vouchers may be provided for up to three days of food. Donations of cash are accepted in support of this program.

**Budget Counseling:** Counselors help the client develop a realistic budget and maintain proper financial records.

**Debt Management Referrals:** Clients seeking debt management will be referred to InCharge Debt Solution Debt Management Program. The Department of Defense (DoD) has established a Memorandum of Understanding (MOU) with InCharge Institute of America, Inc. Clients requesting InCharge Debt Solutions DMP will be instructed to provide the completed debt management packet and will be scheduled for a second appointment within five business days from the initial session.

### Consumer Advocacy

**Consumer Affairs and Complaint Resolution:** Information is provided on how to resolve complaints, rights/obligations, and consumer protection laws. Assistance is provided to clients when sending complaint letters and contacting agencies or businesses.

## Army Family Action Plan (AFAP)

**BLDG 924**  
**531-8753**  
**Email: polk.AFAP@conus.army.mil**

The Army Family Action Plan (AFAP) Conference is conducted annually. This conference provides a forum for America's Army (active duty, reserve component, retirees, DOD civilians and Family members) to identify concerns that effect the quality of life, not only at Fort Polk but throughout the Army. It determines actions necessary to resolve and improve existing Family programs, benefits and entitlements for the total Army Family. Some AFAP successes include the BOSS Program, the Thrift Savings Plan (TSP), and the Army Family Team Building (AFTB) Program.

## Army Volunteer Corps Coordinator (AVCC)

**BLDG 924**  
**531-1897**  
**Email: polk.ACS@conus.army.mil**

The Army Volunteer Corps Coordinator links volunteers to programs throughout Fort Polk. Installation volunteers have flexibility of hours, build self-confidence, gain leadership skills and provide a service that is needed and appreciated. By volunteering your time, you are helping to assist Soldiers, retirees and their Family members. To talk about your interests, skills, hobbies and to find out what positions are available, please call to schedule an appointment.

## Deployment and Mobilization Readiness (DMR)

**BLDG 924  
531-9743**

The DMR program is designed to support active and reserve component Soldiers and their Families prior to and during periods of extended separation. Pre-planned Family assistance and support services ensure a comprehensive effort and coordinated assistance delivery system is in place prior to military operations. The objective of DMR is to provide guidance and assistance to unit commanders, Soldiers and Family members. This program actively promotes self-development for Family members in volunteer leadership positions and fosters teamwork in Family Readiness Groups.

**Installation Family Readiness Group (FRG) Training** is conducted for spouses of Company/Troop Commanders, First Sergeants, and Family Readiness Group Leaders. Some topics covered are the role of the Leader Spouse, community resource panel, briefing on FRGs, information on fundraising, FRG newsletters, effective communication, active listening techniques and crisis intervention. Participation facilitates networking opportunities for new FRG Leaders. Point of Contact (POC) training and Treasurer Training is also offered.

**Operation R.E.A.D.Y. (Resources for Educating About Deployment and You)** training is a must for military Families. Installation training is conducted periodically throughout the year. Training includes Coping with Separation, Homecoming/Reunion, Reintegration, Care Team Training and much more. If you are unable to attend the training, Family members may check out deployment videos and receive age-appropriate children's workbooks to assist toddlers through teens to cope with the stress of military separations.

## Outreach Services

**BLDG 924  
531-1895**

The Outreach Program offers a wide variety of social, educational and recreational classes and activities at no cost. Special Classes and Activities are planned periodically and are usually geared to the interest of the Family members.

### Classes and Activities Provided:

**Children's Arts and Crafts Classes** are held on Monday and Wednesday for children ages 2-4 from 1000-1100. This class/activity is designed to provide the child with a special activity to share with Mom or Dad. You do not need to register and there is no charge for these classes.

**Toddler Play Time Group** meets on Monday, Wednesday and Friday from 0900-1100, and is an activity/play time for parents and children, ages birth to 5 years. Parents can talk to each other while the children learn to play together.

**Sewing Class** is held each Wednesday from 1:00-3:00. Sewing machines are available or you may bring your own. Beginners through intermediate level instruction is provided.

**English-As-A-Second Language** classes are taught on four levels. Anyone wishing to enter these classes should call for an appointment to be tested for class level evaluation. Each class meets twice a week for approximately 2 hours. The goal of this program is to teach foreign-born individuals how to read, write, speak and understand the English language and the American culture.

**Special Health and Safety Classes** are presented by subject matter experts.

**Information:** Outreach "Smiley" packets are provided for newly arriving Families.

## Exceptional Family Member Program (EFMP)

**BLDG 920**  
**531-6650/2840/7456**

The Exceptional Family Member Program is outlined in AR 608 -75 and works in concert with other military and civilian agencies to offer a comprehensive, multidisciplinary approach for medical, social, educational, community support or services for Soldiers and their Family members with special physical, emotional or intellectual needs and chronic illnesses.

Army Community Service EFMP components include information, referral, client advocacy, Family-find activities, monthly support meetings, respite care, and recreational and cultural programs when the need has been assessed. The program coordinates and facilitates the weekly Special Needs Accommodation Process (SNAP) with Youth Services for any child with special needs.

The ACS Center maintains a directory of military and civilian special education and information and referral services for special needs Families. Information is also available on educational rights of children with disabilities under local and federal laws. Family-find activities are targeted at identifying and locating Family members who may be in need of this program's specialized services. Once identified, the EFMP Manager refers Families to Bayne Jones Army Community Hospital for screening, evaluation and participation in the EFMP. POC for enrollment: Patty Overton 337-531-3046.

A Resource Library for special needs Family members and installation professionals is available. The library contains books, audio and videotapes to sign out to assist parents, educators, caregivers and others in helping children and youth with disabilities.

## ARMY FAMILY TEAM BUILDING (AFTB)

**BLDG 924**  
**531-9421**  
**Email: polk.AFTB@conus.army.mil**

**AFTB** is a volunteer driven program that provides knowledge and empowerment to Army Families. The training leads to skills, abilities and behaviors that will prepare the Army Family to adapt successfully to the Army lifestyle.

**Level I “Learn” (Army):** Helps Family members learn about the Army life and how to maneuver through daily challenges by discovering how to decipher Army acronyms, utilize community resources, attain better financial readiness and understand the goal and impact of the Army mission.

**Level II “Grow” (Personal Skills):** Helps Family members improve personal skills through the development courses of leadership and management in conjunction with the FRG, Community agencies, or other military and civilian organizations.

**Level III “Lead” (Others):** Helps Family members develop advanced leadership skills and enhances participant's organizational skills in the Army and civilian life.

AFTB is a flexible modular training program. All classes can be taught separately for an FRG meeting or a unit briefing.

**Concept Blocks** are 1.5 to 6 hour blocks of instruction that are topic specific or they can be a fun way to cover a large variety of topics. A sampling of Concept Block trainings are:

Dress Blues or Tennis Shoes?	2-hours
I Now Pronounce You an Army Spouse	2.5-hours
Got Lemons? Let's Make Lemonade!!	1.5-hours
Did You Hear What I Think I Said?	2- hours
Alphabet Soup and Condiments	2-hours
Teams — The Tools to Build Them	6-hours

# Family Advocacy Program (FAP)

**BLDG 920  
531-1938/4653**

The Family Advocacy Program provides information and education on marriage, parenting, new parent support services, crisis intervention and victim advocacy services, to support Families or individuals and to enhance their coping skills.

## Programs and Services

**VICTIM ADVOCACY PROGRAM.** Provides services to victims of domestic violence to include: Crisis intervention, options counseling, safety planning, legal advocacy, access to emergency transportation and relocation. .... **531-6333**

**NEW PARENT SUPPORT PROGRAM.** A program staffed with social workers and registered nurses that provide home visits, support groups, mentoring and role-modeling for parents with children ages three and under. .... **531-7065**

**BABY CENTER.** A program to provide necessities such as diapers, formula, wipes, cereal, and hygiene items for children 0–3 years to qualified families. .... **531-7065**

**TRANSITIONAL COMPENSATION.** A congressionally mandated program, which authorizes temporary financial support and other benefits for Family members who are victims of child or spouse abuse. .... **531-0636**

**DYNAMICS OF FAMILY VIOLENCE FOR TROOPS AND COMMAND.** The FAP staff is available for briefings to fulfill each unit's annual requirement. Call for a briefing. .... **531-0636**

**Newcomer Orientation:** Provides the newly arriving personnel and Family members an opportunity to acquaint themselves with the Fort Polk community whether on or off post. This orientation is designed to let the audience address questions and concerns to on post agency directors and representatives of the Fort Polk Garrison Command. A free group for the children is provided by Army Community Service. ***Please bring your child's shot record if he/she is not registered with Child Youth and School Services.***

**Reentry and Special Workshops:** This workshop is offered on a monthly schedule and addresses the logistical, financial and psychological adjustments that must often be made, when returning from an overseas assignment. Local on and off post information is offered as well as State of Louisiana information. Appointments may be made on an individual basis.

**Sponsorship Support:** Relocation Readiness staff provides guidance and materials for military personnel appointed as sponsors within the military units. Sponsorship Training and workshops are done on request through the unit representative or by individual request. Information on e-sponsorship is also available.

**Services to Multicultural and Waiting Families:** Multicultural services include providing support and assistance tools free-of-charge to foreign-born individuals desiring to learn about the English language and American culture. The 'Hearts Apart' Support Group is designed for Family members of a Soldier who is temporarily separated from the Family due to military or career requirements. Examples of separations are; Soldiers on unaccompanied tours, temporary duty assignments and/or unavailable family housing.

**Citizenship and Immigrations Service:** We assist Service and Family members with Green Card and Naturalization issues. Get help navigating the system from those who have gone before you.

# Relocation Readiness Program (RRP)

**BLDG 920**  
**531-6952/6923/6941**

Relocation Readiness provides information, guidance and assistance to help minimize the impact on Families during Permanent Change of Station (PCS) moves, Soldier unaccompanied overseas tours and Soldiers exiting the Army.

**Relocation Counseling:** Provides tools for a structured, organized move for the transitioning service and/or Family members throughout the chaos of relocation. Area information is offered, as is a relocation plan, an automated information system, a checklist and a relocation calendar. This program is designed to help with newly arriving or departing personnel and their Family members to get through the stressful situations of relocating to or departing from a military post or the civilian community. This is offered in conjunction with other classes and services offered by Relocation Readiness.

**Pre-arrival Information:** MilitaryHomefront.com is a joint service (Army, Air Force, Navy, Marines, Coast Guard) database where information is updated quarterly. The Relocation Readiness staff assists units in conducting pre-move briefings and training workshops for persons designated as sponsors.

**Post-move Assistance:** Provides information packets on Fort Polk and the surrounding community, in cooperation with special post-move orientation briefings.

**Lending Locker:** Provides temporary loan of small household items needed until household goods and hold baggage arrive.

**Mandatory Overseas Orientation:** Per DA Regulation 608-1, Relocation Readiness offers overseas orientations bi-weekly to military personnel and Family members relocating to an overseas assignment. This orientation is designed to help familiarize departing personnel with their new overseas duty station and the off post community they will soon be living in. Relocation Readiness addresses the cultural aspects as well as the driving habit and capabilities of the new overseas assignment.

## Classes

**PRACTICAL APPLICATION OF INTIMATE RELATIONSHIP SKILLS (PAIRS).** An intensive 6-week program for couples. Topics and techniques taught include communication skills, self-esteem, dealing with conflict and nurturing the couple bond.  
.....**531-1938**

**PREVENTION AND RELATIONSHIP ENHANCEMENT PROGRAM (PREP).** A 4-week class for couples who are interested in learning communication and conflict resolution skills.  
.....**531-1938**

**DATE NIGHT.** A night set aside to give the married couple an opportunity to enjoy each other's company.  
..... **531-0636/1938**

**CHILDREN COPE WITH DIVORCE SEMINAR.** A seminar in which separating and/or divorcing parents learn more about the effects of divorce on children. This is conducted one on one.  
.....**531-1938**

**FAMILY WELLNESS.** A 6-week program that teaches both parents and their children ages 7 and older, how to create good solid foundations and how to keep everyday problems from escalating into more serious ones.  
.....**531-1938**

**ANGER/STRESS MANAGEMENT.** Two separate lunch hour workshops designed to define anger, its causes and effects; to help understand what stress is, its symptoms, and its causes; and to learn ways to reduce the effects of both.  
..... **531-0636/1938**

# Victim Advocacy Program

## Classes Continued

**ATTENTION DEFICIT HYPERACTIVITY DISORDER (ADHD).** This is a program designed for parents and children with ADHD to help them recognize, understand and accept the condition.  
..... **531-2840**

**PLAY MORNING** Parents and children play together in a group setting. Activities include: story time, crafts, music, and more.  
..... **531-7065**

**INFANT MASSAGE** Learn the age old art of infant massage techniques used to aid in relaxation, bonding and growth for infants ages 3 weeks to 12 months.  
..... **531-7065**

**1-2-3 Magic** This award winning program provides practical and easy-to-learn parenting techniques for children two to 12 that actually work. It will help you control obnoxious behavior, encourage good behavior and strengthen your relationship with your children. .... **531-1938**

**SCREAM FREE PARENTING** A Family systems-based approach that is inspiring parents everywhere to truly revolutionize their families. Moving beyond many of the child-centered approaches, The Screamfree way compels you to focus on yourself. By staying both calm and connected with your children, you begin to operate less out of fear and more out of your values, becoming a leader in your Family and improving your relationships. Free childcare for those registered with CYSS.  
..... **531-1938**

**BLDG 920  
531-6333**

The Victim Advocacy Program provides clients with information on their rights as victims of domestic violence by: Establishing an immediate and on-going safety plan, helping clients access medical care, locate safe lodging and emergency transportation and relocation, obtaining civilian and military protection orders, representing clients' interests at Family Advocacy Case Review Committee meetings. The VAP also provides legal advocacy to include: Accompanying clients to court proceedings, hearings/court-martial trials, meetings with lawyers, police and/or command.

Advocates work to provide these services aimed at supporting clients and to empower them to make and carry out decisions to improve the quality of life for themselves and their children.

## 24 HOUR HELP LINE:

*Victim Advocacy Program*  
**(337) 531-6333**

**TO REPORT CASES OF SUSPECTED CHILD ABUSE/NEGLECT AND SPOUSE/INTIMATE PARTNER ABUSE CALL 531-HOPE (4673). This is a 24-hour reporting line, 7 days per week.**

- DeRidder* **(337) 462-0609**
- Leesville* **(337) 239-HELP**
- Parents Help line* **1-800-348-KIDS**
- June Jenkins Women's Shelter* **1-800-54-ABUSE (542-2873)**