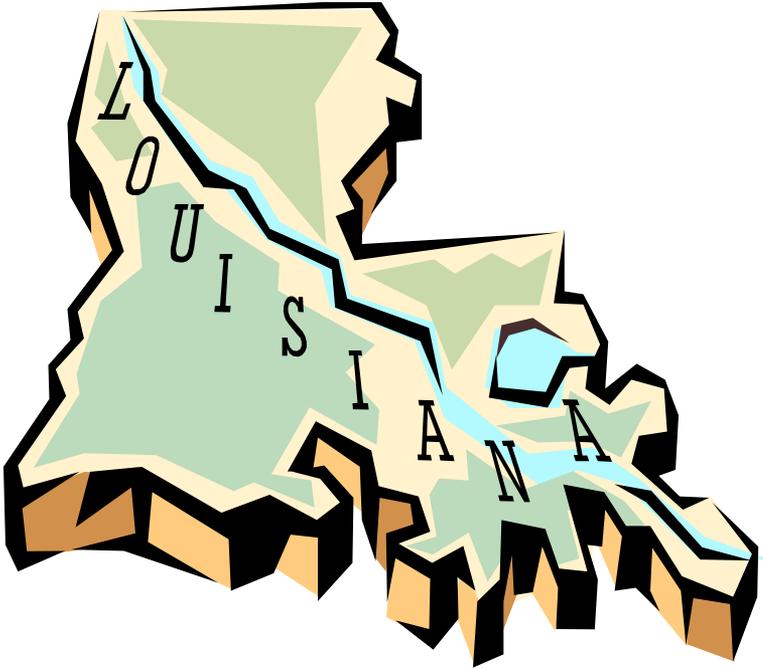




Army Community Service Information Guide

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 or the Soldier and Family Assistance Center, 1778 3rd Street, Building 220.

**OPERATING HOURS FOR ALL ACS PROGRAMS ARE:
Monday-Friday 0800-1630.**

Programs are closed on Federal Holidays.

THINK ACS FIRST!

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ACS Volunteer Program

**BLDG 920
531-4999**

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
- New Parent Support Program

Lend your talent and time to ACS today!

Information and Referral (I&R)

**BLDG 920/924/220
531-1941/9426/2362**

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

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 Counselors (MFLC)

**BLDG 920
337-397-2647**

Military Family Life Counselors (MFLC) are available to help Service members, spouses, Family members, and children. Counseling services include confidential intervention for grief, loss, anger, depression, marital and Family issues or everyday stressors.

Counseling 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.

Family Member Resiliency Training (FMRT)

BLDG 920
531-0772/1941

The Family Member Resiliency Training (FMRT) teaches skills that enable Family members to become more self-aware, connected, and optimistic which increases their resiliency.

The first two training modules of Resiliency training are taught to Family members over 3 days. ACS will also teach modules of training to Family Readiness Groups upon request.

Module 1: Resiliency

Module 2: Building Mental Toughness

Module 3: Building Character Strengths

Module 4: Building Strong Relationships



Army Family Action Plan (AFAP)

**BLDG 924
531-4999**

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 affect 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 920
531-2840**

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.

Army Family Team Building (AFTB)

**BLDG 924
531-9421**

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

Level I "Military Knowledge"

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 and understand the goal and impact of the Army mission.

Level II "Personal Growth and Resiliency"

Helps Family members grow personally through self-development modules. Learn how to improve communication skills, personal relationship and stress management skills. Acquire knowledge about Army traditions, customs and courtesies and techniques to maneuver successfully through challenging situations.

Level III "Leadership Development"

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 through concept blocks.

Free childcare provided during classes for children registered with Child ,Youth and School (CYS) Services

Mobilization and Deployment Readiness (MDR)

**BLDG 924
531-9743**

The MDR 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 MDR 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.

Free childcare provided during classes for children registered with Child ,Youth and School (CYS) Services

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.

Services

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

The FAP staff is available for briefings to fulfill each unit's annual requirement. Call for a briefing..... **531-0636**

Prevention Education Classes

Free childcare for children registered with Child ,Youth and School (CYS) Services

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.

Prevention & Relationships Enhancement Program (PREP)

A 4-week class for couples who are interested in learning communication and conflict resolution skills.

Date Night

A night set aside to give the married couple the opportunity to enjoy each other's company.

Prevention Education Classes (continued)

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.

ScreamFree Marriage

A 3-week marriage education class for couples that teaches how to GROW through conflict by learning to calm down, grow up, and get closer to your spouse. Learn how to develop an honest, intimate relationship that turns common conflicts into a deeper, lifelong connection.

Anger Management

A lunch-hour workshop designed to define anger, its causes and effects. Participants will develop an anger management plan.

Stress Management

A lunch-hour workshop designed to help understand what stress is, its symptoms and its causes. Participants will examine ways to reduce stress and learn valuable tips on time management, lifestyle changes, relaxation techniques, diet and exercise.

ScreamFree 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.

New Parent Support Program (NPSP)

**BLDG 920
531-7065/4070**

The New Parent Support Program (NPSP) provides support to Families through a comprehensive combination of services for parents of children prenatal to three years of age and is aimed at increasing parental skills. The NPSP offers parent education services which include educational programs, home visits, information, and referrals to other programs. The NPSP provides home visits to Families for the purpose of role modeling and mentoring, pregnancy and parent education, skill building and referral to military and civilian agencies.

Services

Baby Center

A program to provide necessities such as diapers, formula, wipes, cereal, and hygiene items for children 0–3 years to qualified Families.

Classes

Play Morning

Parents and children play together in a group setting. Activities include: story time, crafts, music, and more.

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.

Parenting with Love-N-Logic

A six-week program which offers, parents the skills and knowledge for effective parenting. Classes include parent/child interactive activities. This program is for Families who have children between the ages of birth to six year.

Victim Advocacy Program (VAP)

**BLDG 920
531-6333**

The Victim Advocacy Program (VAP) 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.

**TO REPORT CASES OF SUSPECTED
CHILD ABUSE/NEGLECT AND
SPOUSE/INTIMATE PARTNER ABUSE**

CALL 531-HOPE (4673)

24-hour reporting line, 7 days per week

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 community. Relocation Readiness addresses the cultural aspects and driving habits of the overseas assignment.

Newcomer-Reentry Orientation

Provides newly arriving personnel and Family members the opportunity to acquaint themselves with the Fort Polk community. Representatives from various agencies provide information on Fort Polk and their services. A free children's group 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.

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 upon request. Information on e-sponsorship is also available.

Relocation Readiness Program continued

Multicultural Services

English-As-A-Second Language

(Four levels of classes are offered)

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.

Citizenship and Immigration Service

Assists Soldiers and Family members with the green card and naturalization process.

Waiting Families Services

'Hearts Apart' Support Group

A group designed for Family members of Soldiers who are temporarily separated from their Family due to career requirements. Examples include, Soldiers on unaccompanied tours, temporary duty assignments and/or locations with unavailable Family housing.

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 Child, Youth and School (CYS) 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.

Financial Readiness Program (FRP)

**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 (DMP). 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 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

Army Emergency Relief 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
American Red Cross 1-877-272-7337**

Command Referral Program

The AER program has a positive influence on Soldier's morale by giving Commanders an important asset in helping them accomplish their basic command responsibility for morale and welfare of their Soldiers 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.

Employment Readiness Program (ERP)

**BLDG 924
531-6922**

Employment Readiness was established to aid in reducing the stress associated with 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.

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.

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**

The Survivor Outreach Services Program provides long-term support to Family members of 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 maintain a connection 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.

QUICK REFERENCE GUIDE

ARMY COMMUNITY SERVICE _____	531-1941
ACS VOLUNTEER PROGRAM _____	531-4999
ARMY EMERGENCY RELIEF _____	531-1957
ARMY FAMILY ACTION PLAN _____	531-4999
ARMY FAMILY TEAM BUILDING _____	531-9421
ARMY VOLUNTEER CORPS _____	531-2840
CONSUMER ADVOCACY _____	531-1957
EMPLOYMENT READINESS PROGRAM _____	531-6922
EXCEPTIONAL FAMILY MEMBER PROGRAM _____	531-2840/6650
FAMILY ADVOCACY PROGRAM _____	531-1938/4653
FAMILY MEMBER RESILIENCY _____	531-0772/1941
FAMILY READINESS CENTER _____	531-9426
FINANCIAL READINESS _____	531-1957
INFORMATION AND REFERRAL _____	531-1941
MILITARY FAMILY LIFE COUNSELORS _____	397-2647
MOBILIZATION/DEPLOYMENT READINESS _____	531-9743
NEW PARENT SUPPORT PROGRAM _____	531-7065
RELOCATION READINESS PROGRAM _____	531-6923/6952
SOLDIER AND FAMILY ASSISTANCE CENTER _____	531-2362/1637
SURVIVOR OUTREACH SERVICES _____	531-1965
UNIT SERVICE COORDINATOR _____	531-0772
VICTIM ADVOCACY PROGRAM _____	531-6333

