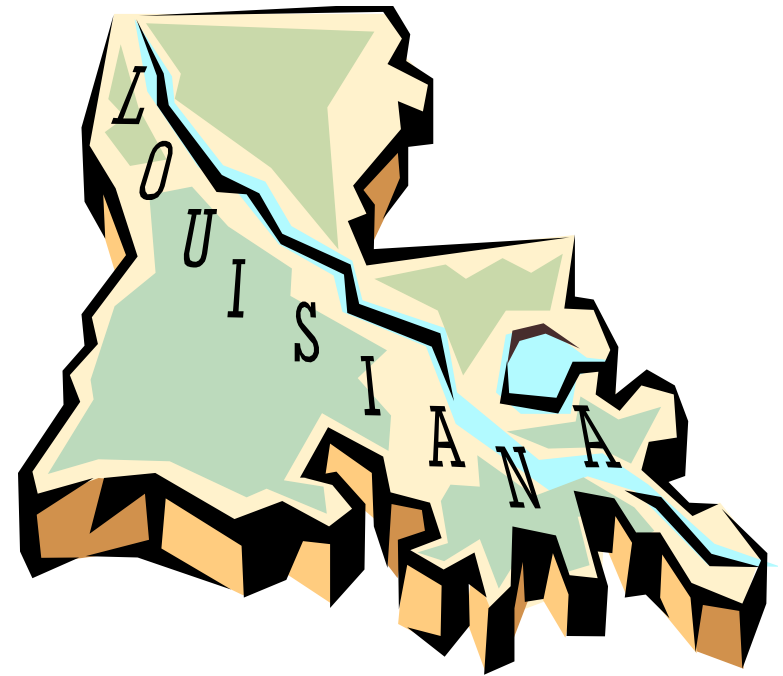




# Army Community Service Information Guide

## JRTC & Fort Johnson



# ARMY COMMUNITY SERVICE (ACS) (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.

**All ACS Programs are located at:**

**Army Community Service  
1591 BellRichard Avenue, Building 920  
Fort Johnson, LA 71459**

**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      |
| ACS VOLUNTEER PROGRAM _____             | 531-1895      |
| ARMY EMERGENCY RELIEF _____             | 531-1957      |
| ARMY FAMILY ACTION PLAN _____           | 531-1895      |
| ARMY FAMILY TEAM BUILDING _____         | 531-1895      |
| ARMY VOLUNTEER CORPS _____              | 531-1895      |
| CONSUMER ADVOCACY _____                 | 531-1957      |
| EMPLOYMENT READINESS PROGRAM _____      | 531-6922/9190 |
| EXCEPTIONAL FAMILY MEMBER PROGRAM _____ | 531-2840/6650 |
| FAMILY ADVOCACY PROGRAM _____           | 531-1938/4653 |
| FAMILY MEMBER RESILIENCY _____          | 531-1895      |
| FAMILY READINESS CENTER _____           | 531-9426      |
| FINANCIAL READINESS _____               | 531-1957      |
| INFORMATION AND REFERRAL _____          | 531-6066      |
| MILITARY FAMILY LIFE COUNSELORS _____   | 318-592-9601  |
| MOBILIZATION/DEPLOYMENT READINESS _____ | 531-9743      |
| NEW PARENT SUPPORT PROGRAM _____        | 531-9573      |
| OUTREACH SERVICES _____                 | 531-1895      |
| RELOCATION READINESS PROGRAM _____      | 531-6923/6952 |
| SURVIVOR OUTREACH SERVICES _____        | 531-1941      |
| UNIT SERVICE COORDINATOR _____          | 531-7087      |
| VICTIM ADVOCACY PROGRAM _____           | 531-6333      |

# Survivor Outreach Services Program (SOS)

**BLDG 924/920  
531-1941**

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.

## INDEX

|   |    |
|---|----|
| ARMY EMERGENCY RELIEF (AER) _____                 | 19 |
| ARMY FAMILY ACTION PLAN (AFAP) _____              | 7  |
| ARMY FAMILY TEAM BUILDING (AFTB) _____            | 8  |
| ARMY VOLUNTEER CORPS (AVC) _____                  | 7  |
| CONSUMER ADVOCACY _____                           | 18 |
| EMPLOYMENT READINESS PROGRAM (ERP) _____          | 21 |
| EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP) _____    | 17 |
| FAMILY MEMBER RESILIENCY _____                    | 6  |
| FAMILY ADVOCACY PROGRAM (FAP) _____               | 10 |
| FINANCIAL READINESS PROGRAM _____                 | 18 |
| INFORMATION AND REFERRAL (I&R) _____              | 4  |
| MILITARY FAMILY LIFE COUNSELORS (MFLC) _____      | 5  |
| MOBILIZATION AND DEPLOYMENT READINESS (MDR) _____ | 9  |
| NEW PARENT SUPPORT PROGRAM _____                  | 12 |
| OUTREACH SERVICES _____                           | 5  |
| RELOCATION READINESS PROGRAM (RRP) _____          | 14 |
| SURVIVOR OUTREACH SERVICES _____                  | 22 |
| UNIT SERVICE COORDINATOR (USC) _____              | 4  |
| VICTIM ADVOCACY PROGRAM (VAP) _____               | 13 |
| ACS VOLUNTEER PROGRAM _____                       | 4  |

## ACS Volunteer Program

**337-531-1895**

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

- English as a Second Language Instructors
- Lending Locker Assistants
- Army Family Team Building Instructors
- Information and Referral Assistants

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

### Information and Referral (I&R)

**337-531-6066**

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)

**337-531-7087**

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.

## Employment Readiness Program (ERP)

**BLDG 924  
531-9190**

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

- Federal Application Assistance
- Referrals—Job Bank of Local Employment Opportunities
- Resume Assistance
- Application Assistance
- Career Counseling & Guidance
- Computer Lab
- Resource Materials
- Volunteer & Educational Opportunities

### Workshops

- 10 Steps to a Federal Job
- Resume Writing
- Interviewing Techniques
- Job Search Strategies
- Dress for Success

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

**Facebook: Fort Polk Employment-Readiness**

## Outreach Services

### 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
- 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**

#### CDR/1SG Quick Assistance 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 \$2,000 when a Soldier has a valid emergency need.

**337-531-1895**

The Fort Polk ACS Outreach Program has been designed to link Soldiers and Families of the Fort Polk community to activities and resources on and off the installation.

### Military Family Life Counselors (MFLC)

**318-592-9601**

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.

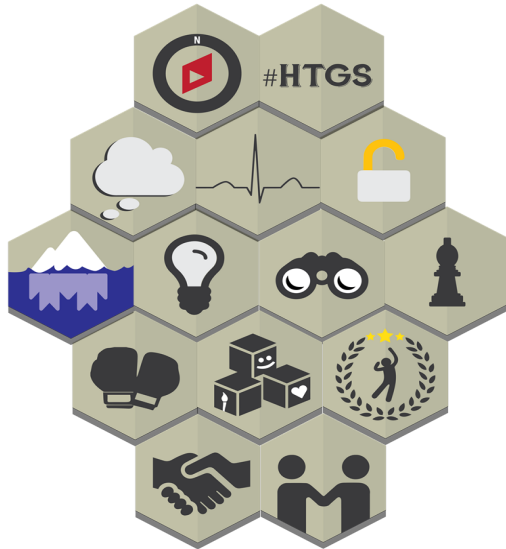
# Family Member Resiliency Training (FMRT)

337-531-7087

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

One skill is taught each month. Training is offered at lunch time and in the evening to accommodate different schedules. Army Community Service will also teach modules of training to Family Readiness Groups upon request.

- Module 1: Resilience
- Module 2: Building Mental Toughness
- Module 3: Building Character Strengths
- Module 4: Building Strong Relationships



# 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, including Diagnosis, fillings, crowns, root canals, extractions, sealants and emergency care to alleviate pain
- \$ Basic Furniture Needs including beds, cribs, sofas, chairs and table
- \$ POV payments or repairs
- \$ 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 Program (FRP)**

**BLDG 920  
531-1957**

### **Prevention Education**

#### **Training for First-Term Soldiers**

This is an 4-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, credit awareness, car buying skills and bank account reconciliation. Reservations are required.

### **Services**

#### **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 In Charge Debt Solution Debt Management Program (DMP). Clients requesting In Charge 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)**

**337-531-1895**

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)**

**337-531-1895**

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)**

**337-531-1895**

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**

## **Exceptional Family Member Program (EFMP)**

**BLDG 920  
531-2840/7456**

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.

**For EFMP Screening call appointment line: 337-531-3011**

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: Heather Matson-337-531-3002**

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.



## 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 once or twice a week for approximately 2 hours. The goal of this program is to teach non-English speaking individuals how to read, write, speak and understand the English language and the American culture.

### **Waiting Families Services 'Hearts Apart' Support Group**

This program is designed for Spouses and Family members who have Soldiers serving on a deployment, unaccompanied tour, in the field, or TDY for any length of time. Waiting Spouses lets Spouses and Families members know that they are not alone.

**We offer crafts, arts and FREE CHILDCARE.**

**Children must be registered with CYS Services.**

**This program does not replace Family Readiness Groups.**

## **Mobilization and Deployment Readiness (MDR)**

**337-531-7087**

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)

337-531-1938/4653

The Family Advocacy Program provides prevention services for domestic violence, through crisis intervention and victim advocacy services; child abuse and child neglect, through the New Parent Support Program; and a variety of educational classes focused on marriage, parenting, anger management and stress management, to support Families or individuals, and to enhance their coping skills, in an effort to prevent abuse and neglect.

### Services

#### Transitional Compensation

A congressionally mandated program, which authorizes temporary financial support and other benefits for Family members who are victims of child abuse/neglect or spouse abuse. **531-6333**

#### Dynamics of Family Violence

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

### Prevention Education Classes

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

#### Prevention & Relationship 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.

#### Parent's Night Out

A night for the parents to destress from their children.

#### Lending Locker

Provides temporary loan of small household items needed until household goods and hold baggage arrive.

#### CONUS

Per DA Regulation 608-1, Relocation Readiness offers state side orientations every Second and forth Tuesday of the month to military personnel and Family members. It is a **mandatory** brief for all first term Soldiers.

#### Mandatory Overseas Orientation (OCONUS)

Per DA Regulation 608-1, Relocation Readiness offers overseas orientations every second and forth Tuesday of the month 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. This is a **mandatory** training for all Service members.

Please call **531-6952/6941** to schedule an appointment.

#### Newcomer—Reentry Orientation

This is an information session for incoming Soldiers and Families that is held every Thursday. The orientation is held at ACS, BLDG 920 from 0800-1300. Provides newly arriving personnel and Family members with an 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 and CYS. **Please bring your child's shot record if he/she is not registered with Child, Youth and School (CYS) 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 (RRP)

337-531-6941

## **Relocation Readiness Program (RRP)**

Relocation Readiness provides information, guidance and assistance to help minimize the impact of moving on Families and Soldiers in the Army. We offer a variety of services that can assist whenever you need it.

### **Relocation Counseling**

Provides tools for a structured, organized move for transitioning service and/or Family members. Relocating from one installation to another can be a chaotic time. This program is designed to help with newly arriving or departing personnel and their Family members to get through the stressful situations of relocating.

### **Military One Source:**

Military Installations— An automated system with information on installations throughout the world. This is the joint service database where information is regularly updated.

<https://installations.militaryonesource.mil/>

Plan My Move— An automated calendar system to help reduce the stress of moving by helping Service and Family Members plan ahead.

<https://planmymove.militaryonesource.mil/>

### **Pre-Move Assistance:**

Just got orders for a new duty assignment? RRP provides information with pre-move briefings with information moving options and entitlements.

### **Post-move Assistance**

Provides welcome information packets about Fort Polk and the surrounding community.

## Prevention Education Classes (continued)

### **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.

**TO REPORT CASES OF SUSPECTED/KNOWN  
CHILD ABUSE/NEGLECT AND  
SPOUSE/INTIMATE PARTNER ABUSE  
CALL 531-HOPE (4673)**

**24-hour reporting line, 7 days per week**

## **New Parent Support Program (NPSP)**

**337-531-9573 / 7040 / 4170**

The New Parent Support Program is a free, voluntary service that offers education and support to our Fort Polk families about pregnancy, labor and delivery, newborn care, and parenting. Our team understands the stressors of parenting and the unique challenges of raising a family in the military. The NPSP staff provides encouragement, enthusiasm, and education for parents expecting a baby or with a child under the age of three

### **Home Visitation**

- Parenting information and support in the comfort of your home
- Some topics include: pregnancy, newborn care, breastfeeding, development, baby/toddler proofing your home, sleep issues, and potty training
- Infant Massage is also available during home visits
- Home visits are within a 50 mile radius of Fort Polk

### **Baby Boot Camp**

- One day class to learn about; feeding, bathing, diapering, and soothing your baby
- For expecting parents in the 1st, 2nd, or 3rd trimester
- Please call to register

### **Infant Massage**

- Parents learn techniques which help calm their baby, encourage bonding, and promote baby's growth
- Infant Massage can help with digestion, constipation, and crying
- Please call to register

**Facebook: Fort Polk New Parent Support Program**

## **Victim Advocacy Program (VAP)**

**337-531-6333**

The Victim Advocacy Program (VAP) provides clients with information on their rights as victims of domestic violence through establishing an immediate and on-going safety plan, helping clients' access medical care, locate safe lodging, emergency transportation, and relocation, obtaining civilian and military protection orders, and representing clients' interests at Family Advocacy Case Review Committee meetings. The VAP also provides legal advocacy, to include, upon the request of a client accompaniment 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.

### **Transitional Compensation**

A congressionally mandated program, which authorizes temporary financial support and other benefits for Family members who are victims of child abuse/neglect or spouse abuse. **531-6333.**

**TO REPORT CASES OF SUSPECTED/KNOWN  
SPOUSE/INTIMATE PARTNER ABUSE**

**CALL 337-424-7494**

**24-hour reporting line, 7 days per week**