



**March  
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**Definition:** Army Community Service offers a comprehensive array of programs and services dedicated to maintaining the readiness of Soldiers, Families and communities by fostering self-reliance, resilience, and stability. It is the commander's principal family readiness agency, providing comprehensive, coordinated and responsive services that support readiness of Soldiers, Civilian Employees and their Families during peace and war.



**Tagline:** Real-Life Solutions for Successful Army Living





**Mission:** *ACS assists Soldiers and Families in maintaining readiness by coordinating and delivering comprehensive, responsive services that promote self-reliance, resiliency, and stability.*

## **Mission Areas**

- Money Matters
- Home and Family Life
- Making a Move
- Work and Careers
- Learning for Life
- Army Basics
- Managing Deployment & Separations
- Getting Involved in Your Community



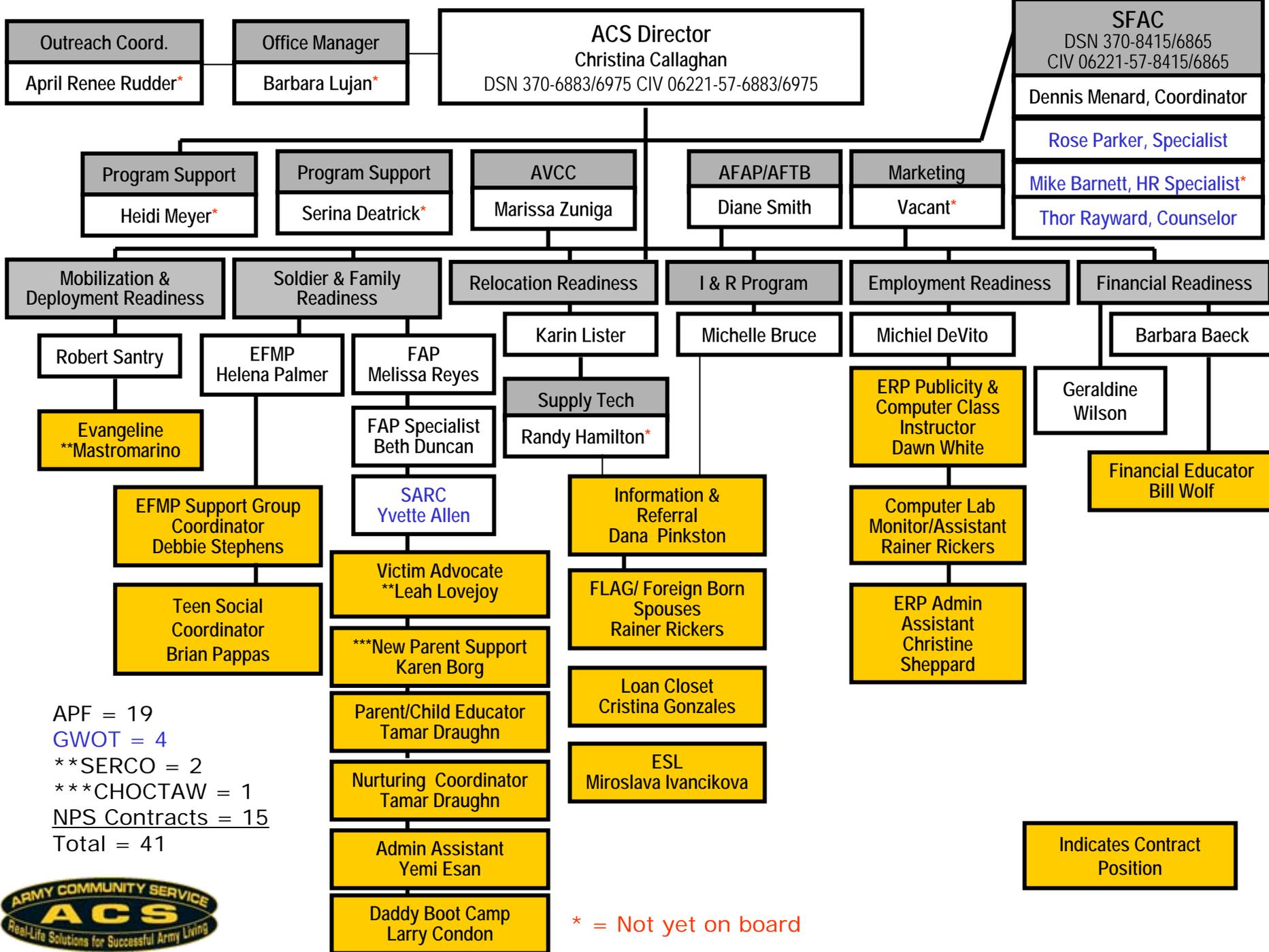
**Vision** - Self-sufficient Families, safe homes and cohesive communities, enhanced readiness



## What we can do for you

- Immediate support and intervention during deployment, mobilization and crisis situations
- Extensive education programs in the prevention of family violence
- An engaged Employment Readiness Program
- Financial Readiness for Heidelberg newcomers
- Unique relocation assistance that includes cultural adaptation, short verbal translations and customer service with telephone, utility, and internet-service providers





APF = 19  
 GWOT = 4  
 \*\*SERCO = 2  
 \*\*\*CHOCTAW = 1  
NPS Contracts = 15  
 Total = 41



\* = Not yet on board

Indicates Contract Position



## Relocation Readiness



- Welcome Packets
- In Bound and Out Bound Orientation
- Sponsorship Assistance Program
- Lending Closet
- Monthly Cultural Adaptation Program and Tour
- English as a Second Language (ESL) classes
- Foreign Born Spouses Support Group
- Military Homefront/Plan my Move Website

## Financial Readiness Program

- Army Emergency Relief (AER)
- Financial Counseling and Debt Liquidation
- Financial Management Classes for First Term Soldiers
- Emergency Food Assistance Program
- Consumer Affairs Information





## Employment Readiness Program

- Job Search Counseling
- Career Assessments
- Job Information and Referral and Placement
- Career Fairs
- Computer Resource Center (Four Work stations)
- Career Skills Training

## Mobilization and Deployment Program

- Operation READY
- Pre Deployment Briefings
- Video Teleconference to Deployed Spouse
- Morale Calls and E-mail messaging
- Web Cams to the Dessert
- Yellow Ribbon Room





## Information and Referral Program

- Information Resource File
- Central Intake and Referral



## Army Family Action Plan

- AFAP Conference
- Steering Committee Meetings
- Issue Resolution and Follow up
- FRTI Training



## Army Family Team Building

- AFTB levels 1 – 3
- Trainers Training (Masters & Volunteers)





## Exceptional Family Member Program

- Assist Families with Special Needs
- EFMP Coordinating Team
- EFMP Enrollment Assistance
- Support Groups & Recreational Groups
- Respite Care



## Army Volunteer Corp

- Recruitment and Placement
- Annual Volunteer Recognition
- Volunteer Advisory Council
- Web-based volunteer profile & hours tracking



## Family Advocacy Program

- New Parent Support Program
- Nurturing Parenting Program
- Parenting Without Partners (Single Parent Group)
- Daddy Boot Camp
- Parenting Classes
- School Support Groups (Pre-teen/Teen)
- Healthy Relationships
- Anger and Stress Management
- Victim Advocacy – Domestic Violence and Sexual Assault
- Emergency Placement Program (EPC)



## WTU Soldier & Family Assistance Center (SFAC) Serving the Heidelberg, Mannheim, Darmstadt, Stuttgart and Hanau garrisons in the Heidelberg Medical Footprint



- SFAC Coordinator manages SFAC services for all garrisons.
- SFAC Specialist interfaces with and makes appointments for WTs and their Families.
- SFAC Guidance Counselor provides educational/employment guidance.
- Human Resources Specialist provides benefits/personnel and out-processing guidance.



## ACS Unit Service Coordinator is....

- Paid staff assigned to units
- Unit/FRG liaison for ACS services
- Link to community resources
- Available for unit staff meetings, unit activities, and Family Readiness Group meetings
- Command/customer feedback mechanism





## Military & Family Life Consultants

- Brief Solution Focus Problem Solving Support
- Work in Support of and in Conjunction with Existing Military Services
- Do Not See People in the Systems
- No Record Kept
- Duty to Warn (Report) Obligation



## Military One Source

- Assistance & Information, anywhere, anytime 24/7/365
- All calls answered live
- From Germany 001-800-464-81077
- [www.militaryonesource.com](http://www.militaryonesource.com)  
User ID: army Password: onesource



## New Initiatives & Upcoming Events

- Unit Service Coordinator Program
- Soldier & Family Assistance Center – WTU
- Quarterly ACS Newsletter
- Emergency Placement Care Training
- Evening Computer Classes
- Evening AFTB Classes
- Career Fair
- Annual Child Lights Program for Child Abuse Prevention Month
- Cell Phones for Soldiers

