



ARMY COMMUNITY SERVICE (ACS)

ADVOCACY FOR SOLDIERS, FAMILIES, and COMMUNITY THROUGH STRUCTURED PROGRAMS

- ACS Welcome Center
- Information, Referral and Follow-up
- Relocation Readiness
- Financial Readiness
- Soldier and Family Readiness (EFMP and FAP)
- Deployment and Mobilization Readiness
- Employment Readiness
- Army Volunteer Corps
- Army Family Team Building
- Army Family Action Plan





ACS WELCOME CENTER

Information and Referral

- Hard Copy and Electronic Welcome Packet
- Information/Research and Computer Kiosk
- Client Assessment and Referral
- Military One Source





Military One Source

- Assistance and Information, anywhere, anytime
- 24/7
- All calls answered live
- From Germany 00-800-464-81077
- www.militaryonesource.com
- Online: User ID: army Password: onesource



Military & Family Life Consultants

- Military Family Life Consultant MFLC program utilizes professional counseling staff contracted by DOD for specific activities to address short-term problem resolution such as family adjustment issues, deployment and reunion adjustments, parent-child communications, financial issues and marital communications.
- The consultants provide support to deployment related activities, and provide a rapid response team concept to assist Soldiers, Families and civilians on or off military installations.

Confidential, No Cost, 8 a.m. – 8 p.m., Duty to Warn
call 0175-601-1985 or 0151-104-48433

ACS WELCOME CENTER *Relocation Readiness*

* Cultural Adaptation Class Families Learning About Germany (F.L.A.G)

- Newcomer's Orientation
- Foreign Born Spouse Mentoring Program
- Hearts Apart support group
- English as a Second Language (ESL)
- Lending Closet
- Relocation Assistance (In and Out Bound)
- Sponsorship Assistance Training
- <http://www.militaryhomefront.dod.mil/moving>





FINANCIAL READINESS

- Debt Liquidation
- Financial Counseling
- Consumer Advocacy
- Financial Education
- Community programs (Angel Tree)
- Includes Army Emergency Relief



ARMY EMERGENCY RELIEF

- Eligibility
- Types of assistance
- Authorized vs. non-authorized use of AER funds
- Documentation required



EXCEPTIONAL FAMILY MEMBER PROGRAM

- **INSTALLATION EXCEPTIONAL FAMILY MEMBER PROGRAM:** Provides community information, support/assistance, and ensures inclusion of EFMs in community programs.
- **MEDICAL COMMAND RESPONSIBILITIES:** Assess, document, and code special education and medical needs.
- **PERSONNEL COMMAND:** Assignment process.
- **CIVILIAN PERSONNEL ADVISORY CENTER:** Query civilians selected for OCONUS positions about family members with special medical or educational needs and coordinate with ERMC. Provide information to the civilian about availability of services in the overseas area.



SOLDIER and FAMILY READINESS FAMILY ADVOCACY PROGRAM





Family Advocacy

The primary mission is prevention of spouse and child abuse.

- Command and Troop Education
- Professional Staff Education
- Crisis Intervention
- Transitional Compensation



Family Advocacy

Heidelberg Programs

- **New Parent Support Program**
- **Nurturing Parenting Program**
- **Real Talk for Parents/Teens**
- **Parenting Without Partners (single parent group)**
- **Daddy Boot Camp**
- **Adult Relationship Classes**
- **Anger and Stress Management**
- **Victim Advocacy – Domestic Violence and Sexual Assault**
- **Emergency Placement Program (EPC)**

DEPLOYMENT and MOBILIZATION READINESS

- FRG Resource Library
- FRG Leadership Training
- Pre-deployment, Deployment, Reunion & Reintegration Briefings
- Rear Detachment & Family Readiness Leaders Training
- PDP/SRP Support
- Yellow Ribbon Room Support & Training
- Family Readiness Classes Tailored to Unit & Individual Needs



Employment Readiness Program

- Job Search Assistance
- Resume Writing
- Employment Resource Center
- Job Search Skills Classes
- Career Counseling
- Office Automation Skills Classes



Army Volunteer Corps

- *Provides training/resources
- *Link between commander, voluntary agencies and volunteers
- *Maintain database of volunteer job vacancies
- *Recruit, interview and refer volunteers to agencies
- *Maintain and report volunteer hours
- *Organize and conduct quarterly and yearly recognition events





ARMY FAMILY TEAM BUILDING

AFTB is a volunteer supported DA training program designed to help family members and others in the Army community become adept at handling any situation in their path.

- **Level I - "Learn" Army**
Military Acronyms and Terms/Chain Of Command
- **Level II - "Grow" Personal Skills**
Time Management/FRG Groups/Traditions, Customs
- **Level III - "Lead" Others**
Building Self-esteem/Leadership skills



ARMY FAMILY ACTION PLAN

- Chief of Staff of the Army Program
- Army community members can rely issues that affect well being to the leadership at the local or even DA level
- Process
Installation, MACOM, DA
- USAG Heidelberg Conference held annually

AFAP issue boxes at ACS, Commissary & Post Office or online:
www.mwrgermany.com or www.heidelberg.army.mil



**Soldier and Family Assistance Center
In support of the
Wounded Warrior Transition Unit**

**One stop location for support to Warriors in
Transition and their families.**

**Tailored and responsive core services. These
services will be provided on-site, brought forward
to the SFAC, or facilitated through priority off-site
appointment.**

**HD SFAC co-located in Bldg #3850 with ACS and
Central Processing**



SFAC STAFF

- **Ms. Rose Parker: SFAC Specialist interfaces with and makes appointments for WTs and their Families.**
- **Mr. Thor Rayward: SFAC Guidance Counselor provides Educational/employment guidance.**
- **Mr. Mike Burnett: Human Resource Specialist provides benefits/personnel and out-processing guidance**
- **Mr. Dennis Menard: SFAC Coordinator manages SFAC services for the H Medical footprint (Heidelberg, Mannheim, Stuttgart and Darmstadt).**



ACS

Useful websites

www.hqusareur.army.mil

www.myarmylifetoo.com

www.mwrgermany.com

www.heidelberg.army.mil

www.militaryhomefront.dod.mil/moving

www.heidelberg.de

Make ACS your

First Stop for Information

