

Flexible appointment times

Flexible meeting locations

Off Post in Copperas Cove,

Killeen & Harker Heights

Confidential

No Records Kept

FREE

*\* Duty to warn does apply in cases of threat to self, others, and any reportable abuse issues.*



Office: 254-288-0400

(254) 383-2571 (254) 383-3684  
(254) 383-1631 (254) 383-4412  
(254) 630-6218 (254) 630-6240  
(254) 493-7321 (254) 383-2845

Store Front Program

(254) 493-9465 (254) 383-1298  
Copperas Cove, Killeen & Harker Heights



## Military and Family Life Consultants



## Need To Talk To Someone?

Military and Family Life Consultants (MFLC) provide solution-oriented consultations to individuals, couples, families, and groups.

Oveta Culp Hobby  
Soldier & Family Readiness Center  
Bldg 18000 Battalion Avenue.  
Fort Hood, TX 76544

## *Military and Family Life Consultants*

The Military and Family Life Consultant (MFLC) Program is designed to provide support and assistance to active duty Soldiers, National Guard & Reserves, military family members and civilian personnel. Military and Family Life Consultants can help people who are having trouble coping with concerns and issues of daily life.



## Some Examples of Issues Include:

Adjustment/Transition

Stress

Marital/couples

Anxiety/Sadness

Deployment Cycle Issues

Communication

Aggression

Work, parenting

Grief/loss



**On & Off Post Consultations**

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**Free Service**

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## ***MFLC***

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Store Front Community  
Outreach Program  
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- Mobilization & Deployment Program 288-2794 or 288-5156, provides guidance, resources and training for Family Readiness Group members & Rear Detachment Officers providing
  - "CARE Team" Training
  - "Coping with Separation" and reunion briefs along with pre-deployment information & materials to Soldiers & Family members of deploying units.
- Army Family Action Plan, 287-AFAP, gives Soldiers & Family members the opportunity to provide feedback on well-being issues important to the Total Army Family.
- Army Family Team Building 286-6600 provides classes to empower Army Families to be self-sufficient. Classes are also offered in Spanish.
- Oveta Culp Hobby Soldier & Family Readiness Center, 287-9793, the mission is to provide a safe and Family friendly environment with timely support to Soldiers and Family members.
- Military and Family Life Consultants (MFLC) 288-0400 - provide solution-oriented consultations to individuals, couples, Families, and groups.
- Family Life Coaches (FLC) 288-0416, social workers reaching out to the needs of Army Families and Soldiers experiencing grief and loss issues.

### **Soldier and Family Assistance Center (SFAC) Bldg. 36042, 286-5768**

A one-stop location to provide essential services vital to a Warrior's recovery.

- Mission – Provide compassionate, coordinated services to Warriors in Transition and their Family members. Foster dignity and independence, while assisting the Warriors in their transition either back to duty or to service as vital members of the community.

- The Fort Hood SFAC is fully staffed with trained professionals who can provide nurturing assistance in the following essential areas: Military personnel benefits and services; Substance abuse counseling and information; Information and referral; Financial counseling; Transition and employment assistance; Education counseling; Child care and youth services; Pastoral services; Legal assistance; Outreach assistance; and Donation management.

### **Survivor Outreach Services (SOS)**

Rivers Building 288-3655

The SOS program will serve as a holistic multi-agency and multi-component strategy to centralize casualty operations and decentralize programs and services. The SOS is designed to provide support services to survivors of Soldiers who have fallen in combat as well as support to the survivors of all Soldiers who have passed while on duty. The SOS program will provide short term and long-term case management, (network of providers); benefits counseling; financial planning; legal assistance; personalized and integrated web-based support; one-stop service provider; service delivery based on specific individual needs; support as long as the Family member wants/needs support. In addition, the SOS support coordinator will provide awareness education to the military community about the needs of survivors and maintain linkage between survivor and the Army.

#### **Building Locations**

- **Bldg 121** • Rivers Building, 761st Tank Battalion Avenue
- **Bldg 284** • ACS Modular Building Battalion Avenue just off 37th Street
- **Bldg 4220** • Civilian Personnel Advisory Center 77th Street, just off Tank Destroyer
- **Bldg 16005** • Lane Volunteer Center on the corner of T.J Mills & Old Ironsides
- **Bldg 18000** • Oveta Culp Hobby Soldier & Family Readiness Center, Battalion Avenue beside the Copeland Soldier Service Center

<b>ACS Front Desk ( Rivers Building 121)</b>	<b>287-4ACS</b>
<b>If you do not know who to call</b>	
ACS Volunteer Program	287-8657
Army Emergency Relief (AER)	288-5003
Army Family Action Plan (AFAP)	287-AFAP
Army Family Team Building (AFTB)	286-6600 287-2327
Army Volunteer Corps	287-VOLS
Child & Spouse Abuse 24/7 Hotline	287-CARE
Consumer Affairs Office	287-CITY
Employment Readiness Branch (ERB)	288-2089
Exceptional Family Member Program (EFMP)	287-6070
Family Advocacy Program (FAP)	286-6774
Family Assistance Center (FAC)	288-7570
Financial Management Classes	287-8979
FRG/RDO Classes	288-2794
Lending Closet	287-4471
Military Family Life Consultants (MFLC)	288-0400
Military Family Life Coaches	288-0416
Mobilization & Deployment	288-2794
New Parent Support Program (NPSP)	287-2286
Parenting Classes	618-7443
Relationship Enrichment Program (REP)	618-7584
Relocation Readiness Program	287-4471
Soldier and Family Assistant Center	286-5768
Stress/Anger/Conflict Management Classes	286-5338 286-6774
Survivors Outreach Services	618-7829
Victim Advocate Crisis Line	702-4953



**Rivers Building (Bldg 121)**  
**T.J. Mills Blvd & 761st Tank Bn**  
**Hours of Operation**  
**Monday thru Friday**  
**0730-1630**  
**Closed Training and**  
**Federal Holidays**



*ACS will assist 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.*

*"Providing Real-Life Solutions for Successful Army Living"*

**287-4ACS**  
**www.hoodmwr.com/acs**

## Advocacy and Prevention Branch

- 287-CARE (2273) is the installation 24/7 Hotline to report spouse & child abuse.
- Command/Unit Training; desk side briefs; Stress, Anger & Conflict Management Program; Parenting Education Program, and Family Life Education Programs.
- Single Soldier Parents Support Group, Child Safety Activities also available. Call 254-288-2863/2269
- New Parent Support Program provides in-home visitation, therapeutic support, free Play Mornings & resource assistance to Army Families.
- Relationship Enrichment Program introduces couples to resources & offers an opportunity to develop skills to enhance their marital relationship. 618-7584
- Victim Advocacy Program works cooperatively with military and civilian agencies as advocates & liaisons for victims of spouse abuse.

Provides coordination and oversight of the Fort Hood Sexual Assault Prevention and Response Program (SAPRP) educating commanders and Soldiers on the prevention of sexual assault, as well as providing resources and assistance in the event of an incident of sexual assault. Victims of sexual assault also receive supportive services through the Sexual Assault Response Coordinator (SARC), Family Advocacy Victim Advocacy Program (FAVAP), and Unit Victim Advocates. To report an incident or to request additional information, please call 702-4953.

## Community Information Services

Rivers Building , 553-1593

- Maintains and updates the ACS website. [www.hoodmwr.com/acs](http://www.hoodmwr.com/acs)
- Monthly ACS Calendar of Events, available in all ACS facilities. Posted on the ACS website,
- The Community Services Council - a monthly community-wide forum that brings about awareness of Fort Hood and area community events & activities.

- Leaders Referral Guide to Human Services - a guide to human services in the Central Texas area available on the ACS website.

## Exceptional Family Member Program

Rivers Building, 287-6070 - a mandatory enrollment program that works with other military & civilian agencies to provide comprehensive & coordinated community support, education, housing, personnel & medical services to Families with special needs.

- EFMP Orientation
- Support Groups
- Educational Advocacy
- Recreational & Cultural Activities
- Respite Care
- Swim Program
- Resource Library
- Special Needs Resource Team

## Employment Readiness Branch

Civilian Personnel Advisory Center, Bldg. 4220 & Bldg 284, 288-2089 and 286-6684  
[www.hoodmwr.com/acs/erb.html](http://www.hoodmwr.com/acs/erb.html)

Hood.dmw.acs.erb.distro@conus.army.mil  
A full range of employment related services & assistance is available to help expedite career seekers job search & career development. A variety of employment workshops are available.

- Employment Skills Building
- Resume Development
- Career Planning & Self-Assessments
- Application Forms
- Interview Techniques
- Effective Job Hunting

**Relocation Readiness**, Rivers Building, 287-4471 - offers programs and services designed to ease the transition of PCS moves.

- Lending Closet - basic household good items available to Soldiers and Family members until household goods arrive.
- Hood Howdy "Texas Style" Newcomers Information Fair

- Unit Sponsorship Training - designed to integrate Soldiers and Family Members into the military unit and community. Unit Sponsorship training is available upon request.
- Sponsor a Spouse Sponsorship Program - answers the spouse's questions and assists in settling-in at Fort Hood.
  - In-processing Checklist
  - Welcome Packet
  - Employment
  - Financial Assistance
  - Foreign-Born Spouse
  - Exceptional Family Member
  - Schools
  - Community information

To request a sponsor contact the Relocation Readiness Program.

- Military Spouse Orientation - Meets every 2nd Thursday of the month  
Welcome Packets, ACS Program Overview, Military Spouses' Guide
- Departure Services - PCS on the Go CD, Plan My Move Booklets, Moving Checklist, International Drivers Manual, Moving Tips, Individual/Group Counseling
- Plan My Move - Installations, addresses, directions, weather, planning calendars, checklists and Fort Hood Welcome Packet CDs [www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil)
- International Spouses' Support Group- Every 3rd Thursday of the month, English as a Second Language Class Schedule, Citizenship & Immigration Seminars
- Waiting Families Support Group -provides services to Families living separately from the military sponsor due to unaccompanied tours, extended temporary duties, or field training exercises.
- ACS Outreach Mobile Information Station - a traveling information booth set up at many locations around the local area. Provides ACS Overviews, Information Displays and ACS Outreach Packets.

## Financial Readiness Branch

Rivers Building

- Consumer Affairs Office 287-CITY provides educational briefings, pre-purchase information & advice, complaint resolution & requests for assistance.
- Consumer Affairs & Financial Assistance Program 287-8979. Basic personal financial management and consumer education classes that target specific issues such as;
  - Saving & Investing
  - Budget/Debt Management
  - Credit Reports
  - ID Theft
  - Credit report review by appointment
- Command Financial/Family Advocacy Specialists Program is a command program designed to provide financial education, training, counseling, & referral procedures.
- Army Emergency Relief 288-5003 is a non-profit organization whose sole mission is to collect & hold funds to relieve financial distress of Soldiers & their Family Members.
- Family Subsistence Supplemental Allowance (FSSA) questions call 287-8500

## Soldier & Family Readiness Branch

Lane Volunteer Center & Oveta Culp Hobby Center 288-3566

- Army Volunteer Corps 254-287-VOLS, is the center of volunteer recruitment, referral & recognition. Volunteers are placed in a variety of positions throughout the on & off-post communities. Through volunteer service, individuals can learn or enhance skills, get to know the community & meet new people, build their resumes & more.
- Make a Difference Day "National Day of Doing Good" 4th Saturday of October.
- Military Spouse Appreciation Day celebrated in May, on the Friday before Mother's Day, to honor all Military spouses.

*Loss comes in many forms. Family Life Coaching is designed as a resource to help Army Families cope with the impact of grief/loss and bereavement.*

- ❖ **Have you experienced a deployment-related loss, loss of a family member, loss of resources, etc?**
- ❖ **Do you feel alone in your loss?**
- ❖ **Do you or your children need someone to talk to?**
- ❖ **Could you use help connecting to resources?**



**FAMILY LIFE COACHING  
BROUGHT TO YOU BY  
THE DEPARTMENT OF DEFENSE AND  
ARMY COMMUNITY SERVICE**

**SUPPORT IS ONLY A PHONE CALL  
AWAY...**



**Contact Family Life Coaches:**

**Army Community Service  
Oveta Culp Hobby  
Soldier & Family Readiness Center  
18000 Battalion Rd  
Fort Hood, TX 76544**

**Office: (254) 288-0416  
(254) 383-2791  
(254) 258-3411**



## **FAMILY LIFE COACHES (FLC)**

*Family Life Coaches are licensed clinical social workers reaching out to the needs of Army Families and Soldiers experiencing grief and loss issues by providing multiple interventions.*

*We Are Here To Help...*



*Support and referral services are provided on a **\*confidential basis** at no charge to Army sponsors, spouses, adolescents, and children to assist Families in coping with death, grief, and major losses.*

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## FAMILY LIFE COACHES

Family Life Coaching is built on the observation that oftentimes people do not need intensive counseling during grief and loss but benefit from a community of sustained, caring support—family, friends, neighbors, faith communities, Family Readiness Groups, peer support groups, and others.

Therefore, Family Life Coaches are committed to providing assistance to these existing support networks by offering:

- ❖ *Training and education for Army and community groups on a variety of issues surrounding grief and loss*
- ❖ *Education for Families facing or living with deployment regarding common reactions to real and feared losses*
- ❖ *Briefings for Army and community groups providing more information on how we can assist them in caring for Army Families*

Services are provided by licensed clinical social workers who focus on compassionate care, non-medical counseling, education, and practical assistance. Family Life Coaches honor each Family's unique strengths, needs, and goals as they journey through grief and find hope for the future. Services include:

- ❖ *Confidential, non-medical counseling and emotional support*
- ❖ *Educational and supportive groups*
- ❖ *Referrals to other resources as needed*



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