



ARMY COMMUNITY SERVICE/FAMILY READINESS CENTER
P-4330 CONWAY ROAD ~ FORT DRUM, NEW YORK 13602
ACS HOURS: 0730-1630 MON-FRI
TEL: 315-772-6556/6557, FAX: 315-772-6965

ACS DIVISION CHIEF – 315-772-4979

ACS INFORMATION & REFERRAL (I&R) – FRONT DESK SERVICES: 315-772-6556 / 800-826-0886

- Information, Referral & Follow Up Assistance
- Fax and Copy Service
- Fully Stocked Kitchen
- Coupon Program

ARMY FAMILY ACTION PLAN (AFAP): 315-772-9229

Objective: To improve the standard of living for army spouses by identifying and acting on any issue received. All issues are viewed, monitored and tracked until a solution is found.

- Army-wide initiative with annual local forums
- Monthly forums
- Identifying issues to improve standard of life for Families
- Critical issues are presented to senior Army leadership for resolution

ARMY FAMILY TEAM BUILDING (AFTB): 315-772-9229

Objective: To enhance awareness and educate members of the total Army Family Members (Active Duty, reserve, and National Guard). Participants learn to adapt to Army life, manage change, accept challenges and strengthen self-reliance through knowledge of military terms and procedures.

- AFTB Workshops
 - Level K – Military Knowledge
 - Level G – Personal Growth and Resilience
 - Level L – Leadership Development
 - ACS Instructor, Briefer, and Facilitator Training

ARMY VOLUNTEER CORPS COORDINATOR (AVCC): 315-772-2899 - www.myarmyonesource.com

Objective: To recruit, screen and place volunteers in agencies on the Fort Drum installation. To maintain records of volunteer's registration and hours and to plan recognition events for volunteers.

- Assist Fort Drum in its many community organizations and programs
- Gain or keep valuable job skills
- Make new friends
- Free childcare (For certain Fort Drum Programs)

EMPLOYMENT READINESS PROGRAM (ERP): 315-772-9611

Objective: To assist Family members in their employment search by providing current information on available positions, resume techniques and application information.

- One-on-One employment counseling
- Employment classes and workshops
- Job listings
- Resume and cover letter writing
- Federal employment system
- Interviewing skills
- Computers, internet, fax & copy machines

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP): 315-772-5476

Objective: To provide assistance in locating resources and services for Family members with special medical or educational needs.

- Support group meetings
- Respite Care for qualifying individuals
- Special Needs Accommodation Process (SNAP) ensuring most appropriate CYSS placement of children with special needs
- System Navigators

FAMILY ADVOCACY PROGRAM (FAP): 315-772-6929

Objective: To prevent/reduce incidence of domestic violence, child abuse/neglect and spouse abuse, and promote healthy Families. This program provides community awareness, parenting courses, stress and anger management classes, crisis intervention, and referral services.

- Stress and Anger Management Workshops
- Parent Education Workshops
 - 4th Trimester/Newborn Safety
 - Terrific Toddlers
 - Middle Years
 - Active Parenting Teens
 - Creating a Kid Friendly, Healthy & Safe Living Environment
 - Parenting After Separation or Divorce (PASD)
 - Scream Free Parenting
 - Infant Massage
- Playgroups for children birth – age 3
- New Parent Support Program
 - Support services for expectant parents and parents of children 0-3 years of age.
 - Child Safety Prevention and Education
 - Confidential and FREE home visits
- Domestic Violence Prevention Education and Reporting Options
 - Victim Advocates – support for victims of domestic violence
 - **Vitim Advocacy 24 hour/7 day Hotline 315-955-4321**

MOBLIZATION & DEPLOYMENT READINESS (MOB/DEP): 315-772-2848/0509/0470

Objective: To provide training and support for Family Readiness Groups, Family Readiness Group Leaders, and Commanders on Family support issues for deployment.

- Deployment and Reunion Briefings for adults, children and teens
- Resilience Training
- CARE Team Training
- Family Readiness Group Leader Training
- Informal Funds Training/Treasurer
- Key Caller Training
- OPSEC and Social Network training for Family members

OUTREACH SERVICES: 315-772-5374

Objective: To provide information and referral to on and off post resources that promote well-being and quality of life by supporting the needs of Fort Drum Soldiers and Families through education and prevention, direct services, and organizing support networks to encourage self-help and cultivate a sense of ownership with the military community.

- ACS Overview Briefs
- ACS Information Tables
- Attendance at Unit Functions by request
- ACS Special Events

RELOCATION READINESS PROGRAM (RRP): 315-772-6566

Objective: To assist relocating Soldiers and Family members by providing them with the tools they need to ensure a smooth relocation process.

- Newcomers Get Together
- Lending Closet
- Drum Welcome Tour
- Installation Welcome Packets
- Overseas PCS Briefing
- Pre-departure CONUS Briefing
- PMM/MI website for PCSing to CONUS or OCONUS installations: <http://www.militaryonesource.mil>
- Citizen and Immigration Liaison Assistance
- International Spouse Support
- Hearts Apart

SEXUAL HARRASSMENT ASSUALT REPSONSE & PREVENTION (SHARP) – Garrison: 315-774-0158

SHARP 24 hour/7 day Hotline 315-767-6128

Objective: To reduce with an aim toward eliminating sexual offenses within the Army through cultural change, prevention, intervention, investigation, accountability, advocacy/response, assessment, and training to sustain the All-Volunteer Force.

- Advocacy and support for victims of sexual harassment or assault
- Prevention education briefings and trainings

ACS SERVICES LOCATED AT ACS ANNEX: M435A MWR Drive

ARMY EMERGENCY RELIEF (AER): 315-772-6560

Objective: To provide financial assistance to service members and their Families whose resources are not sufficient to meet unavoidable or unforeseen financial emergencies.

- No interest loans and/or grants to Soldiers and Families for verifiable emergency needs.
 - Initial rent and security deposit
 - Pro-rated rent to accept on-post housing
 - Prevention of utility disconnections
 - Prevention of eviction or foreclosure
 - Emergency food assistance
 - Emergency travel
 - Vehicle repair
- AER College Scholarship Program – www.aerhq.org
 - Dependent children scholarship program
 - Stateside Spouse Scholarship assistance program

FINANCIAL READINESS PROGRAM (FRP): 315-772-5196

Objective: To help Soldiers and their Families develop and maintain a realistic budget, improve their credit, reduce outstanding debts, resolve consumer complaints, and screening for Family Supplemental Subsistence Allowance (FSSA).

- Individual financial planning and counseling
- Budgeting and account management classes
- Debt liquidation assistance
- Consumer advocacy/complaint resolution
- Family Subsistence Supplemental Allowance (FSSA) pre-screening and counseling

ACS SERVICES LOCATED AT SFAC: 11042 MOUNT BELVEDERE (ACROSS FROM GUTHRIE CLINIC)

SOLDIER AND FAMILY ASSISTANCE CENTER (SFAC): 315-772-0805

Objective: To support our Warriors in Transition (WTs) and their Family Members as they transition either back to their unit or to a productive civilian workforce. SFAC provides a warm and inviting atmosphere providing support services promoting the healing and well being of our WTs: mentally, physically and spiritually.

- Army Career and Alumni Program
- CYSS Specialist
- Army Wounded Warrior (AW2) Program
- Education Specialist
- Financial Counselor
- Human Resources/Military Benefits Specialist
- Information, Referral and Outreach Coordinator
- Social Services Assistance
- Traumatic Service Members' Group Life Insurance
- Veteran's Benefits Counseling
- US Department of Labor
- Additional Support