



# Joint Base Lewis-McChord, WA



## ACS Operations

Telephone: (253) 967-7166, ACS is located in Waller Hall (the "Welcome Center"), Building 2140, on the corner of Liggett Avenue and 12th Street with some programs and services located at other locations as indicated below. All ACS facilities are open Monday through Friday, 7:30 a.m. to 4:30 p.m. with limited services on training holidays and closed on Federal holidays.

## Programs and Services

### Financial Readiness Program (FRP)

Telephone: (253) 967-3525, Waller Hall

- Provides Soldiers and Families budget development, education and guidance to help them achieve personal financial readiness.
- Classes on financial planning, money management, credit, insurance, and consumer issues.
- Assists with credit report concerns.
- Assists with financial concerns related to a security clearance.

### Exceptional Family Member Program (EFMP)

Telephone: (253) 967-9704, Waller Hall

- Support and assistance for Soldiers and Family Members with special needs ie. Referral to community resources and assistance
- Education, training and recreational activities
- Special Needs Accommodation Process (SNAP)
- EFMP Support Groups
- Respite Care information
- Systems Navigation

### Relocation Readiness Program (RRP)

Telephone: (253) 967-3628, Waller Hall

- Relocation planning, information and assistance
- Newcomers and Overseas orientations
- Waiting Families Support Group
- Citizenship and Immigration Services
- Computers available for use
- Loan Closet (basic household items)

### Mobilization and Deployment Program (MOB/DEP)

Telephone: (253) 967-6579 / (253) 967-9916, Bldg 2166

- Personal and Family readiness training, consultation and assistance (Family and Personal Care Plans).
- Individual and Unit pre-deployment, rear detachment, reunion and reintegration training
- Children and deployment workshops
- Care Team training

### Army Family Team Building (AFTB)/Army Family Action Plan (AFAP), Bldg 2166, corner of 12<sup>th</sup> St & Liggett

Telephone: (253) 967-AFTB / 967-2382

- Solicits suggestions annually to improve specific programs within the Army or at the installation level.
- Support for the Army Spouse through social opportunities. Provide training in Army culture, leadership and personal growth.

### Survivor Outreach Services (SOS)

Family Resource Center, Bldg 4274

Telephone: (253) 967-3672 / (253) 967-7501

- Provides long-term support to surviving Family members
- Conducts research focus groups
- Information and referral services
- Relocation support
- Financial planning-Money and debt management
- E-mail: [LewisArmySOS@conus.army.mil](mailto:LewisArmySOS@conus.army.mil)

### Army Volunteer Corps Program, (AVC)

Family Resource Center, Bldg 4274

Telephone (253) 967-2324

- Volunteer Management Information System (VMIS) – [www.myarmyonesource.com](http://www.myarmyonesource.com);
- Family Readiness Group (FRG) Training
- FRG Point of Contact Training

### Army Emergency Relief (AER)

Telephone: (253) 967-9852, Waller Hall

- Assistance with emergency financial needs: rent, utilities, no-pay due, vehicle repair, etc.
- Loans / grants
- After hours or weekend emergency assistance can be provided by the Red Cross (toll free 1-877-272-7337).

### Information and Referral Program (IRP)

Telephone: (253) 967-6399, Waller Hall

- Conducts assessments with individuals and families; provides assistance and referrals to the appropriate program or agency.
- Maintains an extensive resource file of local public, private and voluntary service agencies and organizations.
- Referral for WIC and food assistance.

### Outreach Program

Telephone: (253) 968-7199, Waller Hall

Designed to supplement center based services; this program informs, educates, supports and assists Soldiers (Active, Reserve & Guard), and their Families who are geographically or socially isolated from a military installation.

### Employment Readiness Service (ERS)

Bldg 2166, corner of 12<sup>th</sup> St & Liggett

Telephone: (253) 967-3538

- Skills assessment/job counseling
- Job application/resume assistance
- Interview skills building
- Job banks and employment referral
- Computers available for use

### Military and Family Life Consultant Program (MFLC)

Bldg. 2166, corner of 12<sup>th</sup> St & Liggett

Telephone: (253) 495-8425

- Provides confidential short term, situational and problem-solving counseling services.
- Educational presentations, briefings and services to help prepare for the issues surrounding deployment, mobilization, post-deployment, and reunion.

### Family Advocacy Program (FAP)

Telephone: (253) 967-5940, Bldg 2013-B Pendleton Ave

- Victim Advocacy and Sexual Assault Response Coordinator  
**(24/7 # 966-SAFE/7233)**
- Supports and assists Service members and their Families to strengthen Family relationships using education, information and referral.
- Communication & life skills classes.
- New Parent Support such as Play Morning and Parenting Classes and in-home support.

### Airman & Family Readiness Center (A&FRC)

Bldg 552, McChord Field

Telephone (253) 982-2695

- Information and Referral
- Personal and Family Readiness
- Family Advocacy and New Parent Support Programs
- Air Force Aid Society
- Key Spouse Program
- Air Force Wounded Warrior (AFW2) Support Services