



ARMY COMMUNITY SERVICE/FAMILY READINESS CENTER
P-4330 CONWAY ROAD
FORT DRUM, NEW YORK 13602
ACS HOURS: 0730-2100 MON-FRI
0900-1900 WEEKENDS AND HOLIDAY
TEL: 772-6556/6557, FAX: 772-6965

ACS DIVISION CHIEF – Jolly Miller: 315-772-4979

ACS FRONT DESK SERVICES: 315-772-6556 / 800-826-0886

- Information and Referral
- Loan Closet
- Baby Bundles
- Fax and Digital Service
- Family Lounge and Kitchen Area
- WIC and Food Stamps

COMMUNICATION CENTER AND MEDIA CENTER: 800-826-0886

- POC Front Desk Staff, 772-6556/6557
- Computers with one available webcam; free Internet

RELOCATION READINESS: 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.

- Drum Family and Community Connection Newcomers' Orientation
- Overseas Orientation Briefing
- PMM/MI website for PCSing to CONUS or OCONUS installations:
<http://www.militaryhomefront.dod.mil/>
- Installation Welcome Packets
- Citizen and Immigration Assistance
- International Spouse Support
- Hearts Apart
- Lending Closet
- Drum Family Welcome Tour

MOBLIZATION & DEPLOYMENT READINESS: 315-772-2848

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
- Battle mind Training for spouses

ACS FACT SHEET: ENGLISH

- Coping with Separation
- Family Readiness Group Leader Training
- Informal Funds Training
- Key Caller and Care Team Building
- Free child care available during classes

FAMILY ADVOCACY PROGRAM: 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.

- Parent Education Workshops
- Baby Basics:
 - Parenting the Middle Years:
 - Parent and Teen Dating Safety
- For-Fathers-Only:
- Stress and Anger Management Workshops
- New Parent Support Program
 - Support services for expectant, adoptive or parents of newborns or toddlers up to age 3
 - Child Safety Prevention and Education
 - Confidential and FREE home visits
- New Parent Support Program
- Domestic Violence Prevention Education and Reporting Options:
Fort Drum Sexual Assault, Prevention and Response Program:
Soldier-based program with reporting options

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 placement of children with special needs

FAMILY READINESS SUPPORT ASSISTANT: 315-772-2658

Objective: To assist service members (married and single) and their families (immediate and extended) to get connected with the unit's FRG.

- Program of mutual support and assistance
- Network of communication among family members, chain of command and community resources

ARMY FAMILY TEAM BUILDING (AFTB): 315-772-6710

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 I ABC, 123, Army Life & Me
 - Level II Survival Skills

ACS FACT SHEET: ENGLISH

- Level III Leadership Skills
- Instructor Training
- Free child care available during classes

ARMY FAMILY ACTION PLAN (AFAP): 315-772-6710

Objective: To improve the standard of living for army spouses by identifying and acting on any issue received. All issues are reviewed. 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
- Community Life Activities
 - Clothing Give away (April and November)
 - Facilitator Training
 - Community-wide garage sales

ARMY VOLUNTEER CORPS COORDINATOR (AVCC): 315-772-2899

www.myarmylifetoo.com

Objective: To recruit, screen and place volunteers in agencies on the Fort Drum installation. To maintain records of volunteers' 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)

ACS PROGRAMS AT CONSOLIDATED SOLDIER & FAMILY SUPPORT CENTER (CLARK HALL):

ACS FRONT DESK SERVICES: 315-772-1806

- Information and referrals
- Provides general office clerical support
- Reviews and distributes incoming mail

FINANCIAL READINESS PROGRAM: 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

ARMY EMERGENCY RELIEF: 315-772-6560

drum.armyemergencyre@conus.army.mil

ACS FACT SHEET: ENGLISH

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
 - Dependent children scholarship program
 - Stateside Spouse Scholarship assistance program

EMPLOYMENT READINESS PROGRAM: 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

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 USO type atmosphere providing 11 support services promoting the healing and well being of our WTs: mentally, physically and spiritually.

- Army Career and Alumni Program
 - Job search support
 - Resume/employment workshops
 - Job Fairs
- Army Wounded Warrior (AW2) Program
 - Advocate for wounded soldiers
 - Benefits Advisors
 - Military transition
 - Career and education guides
- Child and Youth Service Specialist
 - Childcare and Youth Service Liaison
 - Resource Assistant
- Education Specialist
 - GOArmyEd enrollment Assistance
 - Montgomery GI Bill
 - Army civilian testing
 - Educational and Guidance Counseling
- Financial Counselor
 - Budget Development Assistance

ACS FACT SHEET: ENGLISH

- Financial Crisis Counseling
 - Financial Counseling for the Future
- Human Resources/Military Benefits Specialist
 - Updating Records, SGLI, ID Cards and DEERS
 - Forwards Documents to the Soldiers OMPF
 - Processing DD214, Separation, and Retirement Orders
 - Answers all Human Resource Related Questions
- Information, Referral and Outreach Coordinator
 - In and Out Processing for New Soldiers and Families
 - Conducts Needs Assessments
 - Information Research as Requested
 - Provides Up to Date Information on Issues Affecting Soldiers and Families
- NCOIC
 - Liaison Between SFAC and WTU
 - Military Issues POC
 - Provides Support and Guidance to Soldiers
- Social Services Assistance
 - Assistance Finding Solutions to Life Problems
 - Stress Management and Marriage Counseling
 - Substance Abuse and Re-Adjustment Counseling
 - Assists with Issues Related to Social Welfare
- Traumatic Service Members' Group Life Insurance
 - Application Information and Assistance
 - Claims Guidance and Referral
 - Assists with CRSC Packets
- Veteran's Benefits Counseling
 - Assists in Preparation and Submission of Veteran's Compensation and Pension Claims
 - Reviews NARSUM and 199 for Accuracy
 - Referrals to Local Veteran's Services
- US Department of Labor
 - Career Counseling
 - Job Search Support
 - Resume and Employment Workshops
 - Job Fairs
- Additional Support
 - Defense Finance and Accounting - Assists with retirement and separation entitlement payments and provides pay related assistance.
 - Legal Services - Assistance with a wide range of legal matters.
 - Pastoral Services - Provides spiritual guidance, emergency assistance and coping activities.