



**ARMY COMMUNITY SERVICE/FAMILY READINESS CENTER**  
**P-4330 CONWAY ROAD ~ FORT DRUM, NEW YORK 13602**  
**ACS HOURS: 0730-1700 MON-FRI**  
**TEL: 772-6556/6557, FAX: 772-6965**

**ACS DIVISION CHIEF – 315-772-4979**

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

- Information and Referral
- Family Lounge and Kitchen Area

**ARMY EMERGENCY RELIEF: 315-772-6560**

**[drum.armyemergencyre@conus.army.mil](mailto:drum.armyemergencyre@conus.army.mil)**

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

**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 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): 315-772-6710**

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
  - Level III Leadership Skills
  - Instructor Training

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

**[www.myarmyonesource.com](http://www.myarmyonesource.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)

**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

**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 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
- Domestic Violence Prevention Education and Reporting Options:  
Fort Drum Sexual Assault, Prevention and Response Program -  
Soldier-based program with reporting options

**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

**MOBILIZATION & 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
- Resilience Training
- CARE Team Training

- Family Readiness Group Leader Training
- Informal Funds Training
- Key Caller Training
- OPSEC and Social Network training for Family members

**OUTREACH SERVICES: 315-772-5374**

Objective: To enhance readiness by bring an overview of ACS services out into the community and into individual units. Also, improves the quality ACS services by performing needs assessments with unit commanders to ensure that ACS is continually meeting the needs of Soldiers and Families.

- ACS Overview Briefs and Information Tables
- Clothing Give away (April and November)
- Community-wide garage sales
- Spouse Appreciation Day recognition

**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

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