

# SOLDIER & Family Programs



(910) 396-8683/8682  
Soldier Support Center, 3rd Floor  
Bldg. 4-2843, Normandy Drive  
Fort Bragg, North Carolina



**ACS MAIN OFFICE:**  
Soldier Support Center  
3rd Floor, Normandy Drive  
(910) 396-8683/8682



@FortBraggACS

[Bragg.ArmyMWR.com/Programs/ACS](http://Bragg.ArmyMWR.com/Programs/ACS)

Virtual options are available for many of our one-on-one services as well as classes and workshops! Find us online or call for more details!

[www.Facebook.com/FortBraggACS](http://www.Facebook.com/FortBraggACS)  
(910) 396-8683/8682

## Survivor Outreach Services (SOS)

Soldier Recovery Center  
(910) 396-0384

The Survivor Outreach Services mission is to advocate on behalf of all Families who have suffered the loss of a Soldier and to educate the community about the SOS program. The program strives to build a unified support system which embraces and reassures Survivors that they are continually linked to the Army Family for as long as they desire. SOS also acts as a liaison between the surviving Family and the units to enable communication and information for special memorials and events. We connect Families to resources including support groups, newsletters, information briefs, and social activities.



Army Community Service offers a variety of services, classes and other resources to help you and your Family face the challenges of military life.

### You:

Active Duty (from all branches),  
National Guard, Reserve, Retiree,  
Civilian Employee, Married or Single.

### Your Family:

Your spouse, your children, your  
parents – here or abroad.

The Army Community Service mission is to facilitate a Commanders' ability to provide comprehensive, coordinated, and responsive services which support readiness of Soldiers, Civilian employees and their Families.



**MILITARY ONE SOURCE  
HELPLINE**  
1-800-342-9647  
[www.militaryonesource.com](http://www.militaryonesource.com)

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## OTHER LOCATIONS:

**Soldier and Family  
Readiness Group Center (SFRGC)**  
Bldg. 236, Interceptor Street, Pope Army Airfield  
(910) 432- FRGC (3742)

**Lending Closet and Airborne Attic**  
Bldg. 8-7006, Ord and Letterman Streets  
Fort Bragg  
(910) 396-6013/907-2842

**Cumberland County Courthouse**  
117 Dick St, Fayetteville  
(910) 465-3169

**Survivor Outreach Services (SOS)**  
Bldg. 4-2133, Normandy Drive  
Soldier Recovery Center  
(910) 396-0384

**Military and Family Life Counseling (MFLC)**  
Locations vary including ACS Main Office,  
SFRGC and more. Call for details.  
(910) 432-3742

**Are you new to the area (or PCSing elsewhere) and looking for information on schools, employment, housing, etc.?**

**Information and Referral**  
(910) 396-8682/8683

- Confidential referral information
- Answers Unlimited and other resource materials
- One Stop Information - (910) 907-INFO (4636)

**Relocation Readiness Program**  
(910) 396-8682/8683

- The Lending Closet can assist if you need small household items while waiting for yours to arrive
- Do you need larger furniture items (E-4 or below), but can't afford it? Contact the Airborne Attic and ask about items donated from the community
- Welcome packets, area maps and local resources available to assist with settling into the area
- Hearts Apart and Multi-Component Programs provide information to Families geographically separated from the service member or installation
- World-wide military installation information and resources available
- Newcomer's Orientations and Bus Tours
- PCS/relocation counseling available
- Notary services are offered on a space-available basis - call for details

**Multicultural Readiness Program**  
(910) 396-6120/8683

- Information, referral and access to services for Family members who speak other languages or come from other countries
- Assist with integration into the community
- Special events designed to bring together people of different cultures
- Immigration/citizenship information *(Note: this information is not in lieu of legal advice that may be necessary or required to process paperwork)*

**Employment Readiness Program**  
(910) 396-2390/1425

- Job search and resume writing assistance
- Interview preparation
- Military Spouse Employment Partners (MSEP)
- Military Spouse Career Advancement (MyCAA)
- One-on-one appointments encouraged and workshops available
- Certified Federal Job Search Trainers and Certified Federal Career Coaches
- Professional Boutique provides free clothing for your job search or interview (items are from community donations)
- Business Center provides use of computers, fax machine and copier/scanner

**Is your spouse going to be away due to mission, training or TDY??**

**Mobilization, Deployment and Stability Support Operations**  
(910) 432-3742

- Training to assist Soldiers and Families prepare for separations due to mission requirements
- Request briefings and trainings online
- Soldier & Family Readiness Group (SFRG) training for Commanders, Senior Advisors and SFRG volunteer leadership
- Pre-deployment, reunion and information fairs
- Set up and maintain an effective SFRG

**Soldier & Family Readiness Group Center**  
(910) 432-FRGC (3742)

- Equipped with computers, internet connection, printer, fax machine, copier and VTC
- Rooms available for meetings, events & trainings
- Military Family Life Counselor (MFLC) Program provides short-term, situational, problem-solving and confidential counseling services to service members and Families

**Want to get the most out of your pay?**

**Financial Readiness Program**  
(910) 396-2507/7289

- One-on-one financial counseling
- Blended Retirement System (BRS)/Thrift Savings Plan (TSP)
- Educational workshops on money management, proper use of credit, insurance and investing for Soldiers and Family members
- On-post Home-Based Business approvals
- Solicitation permits
- Consumer complaints

**What can you do in a financial emergency?**

**Army Emergency Relief** (910) 396-2507/7289  
**After hours through the American Red Cross**  
1-877-272-7337

- Financial assistance in the form of no-interest loans, grants, or combination loan-grant
- Types of emergencies include, but are not limited to: non-receipt of pay, medical or funeral expenses, emergency travel, rent, food and utilities
- Each application is processed on a case-by-case basis and emergency travel has priority
- Commanders and 1SGs can approve up to a \$2,000 loan under the Commander and First Sergeant Quick Assist Program
- Applications can also be found online
- Soldiers can sign their own application using "Direct Access". *Must meet qualifications*

**Want to improve your parenting skills or communication with your partner? Want to learn better ways to deal with stress or anger?**

**Family Advocacy Program**  
(910) 396-5521

- Classes and workshops to help cope with the demands of Family life
- Couples Communication, Stress & Anger Management, and parenting classes
- Counseling and treatment program information
- Resources for unit leaders to assist their Soldiers and Families: FAP overviews, FAP annual trainings and CMD deskside briefs

**Domestic Violence Victim Advocate Program**  
(910) 322-3418  
(24/7 Family Abuse Hotline)

- Are you a victim of partner abuse? You can call for help from a Victim Advocate through the hotline or use a variety of other resources such as:
  - Care Center (shelter): (910) 677-2532
  - Military Police: (910) 396-0391
  - National Domestic Violence Hotline: 1-800-799-7233
- Concerned about your privacy? Don't give your name. We can still help

**New Parent Support Program**  
(910) 396-7951

- Available to parents of children 0-36 months
- Free, voluntary and confidential
- Classes and resources covering infant care and safety, ages and stages of development, building strong bonds and Family readiness to help parents become nurturing and skillful caregivers
- Home visits (on/off post) including education about prenatal and infant care, home and infant safety, safe sleep, child development, stress management and local community resources
- Story and play mornings

**Exceptional Family Member Program**  
**Soldier Support Center, 4th Floor**  
(910) 643-9642

- Information, referral and education for Exceptional Family Members
- Monthly recreational activities and/or parent education workshops
- Guidance regarding deferments, deletions, Family care plans and exceptions to policy for housing
- Respite care is available for enrolled Exceptional Family Members who meet certain criteria
- Systems Navigators for in/out processing and newly diagnosed EFMP Families

**Want to get the most out of this thing called "military life"?**

**Installation Volunteer Services**  
(910) 396-3393

**Army Family Team Building**

- Classes designed to provide Family members information and tips about Army life
- Quarterly social events to promote networking
- Instructor certification training available

**Master Resilience Training**

- Think more optimistically
- Build connections with others
- Learn to manage everyday challenges

**Army Volunteer Corps**

- A link to volunteer opportunities
- Central registration info for installation volunteers
- Provides guidance and training for volunteer coordinators/managers
- Processes installation and higher level awards
- Installation proponent for web-based DA Volunteer Management Information System (VMIS)
- Assists Soldiers with documentation required for MOVSM
- Coordination of installation-level awards and ceremonies
- Incentive Program

**Army Family Action Plan**

- Submit issues via  
[Bragg.ArmyMWR.com/Programs/ACS](http://Bragg.ArmyMWR.com/Programs/ACS)

**Are you away from the Fort Bragg area? There are many resources available!**

**Multi-Component Family Support Network**  
(910) 396-8683/8682

- Information and referral to programs nationwide
- Army Family support base-line services provided world-wide
- Comprehensive multi-agency approach to community support