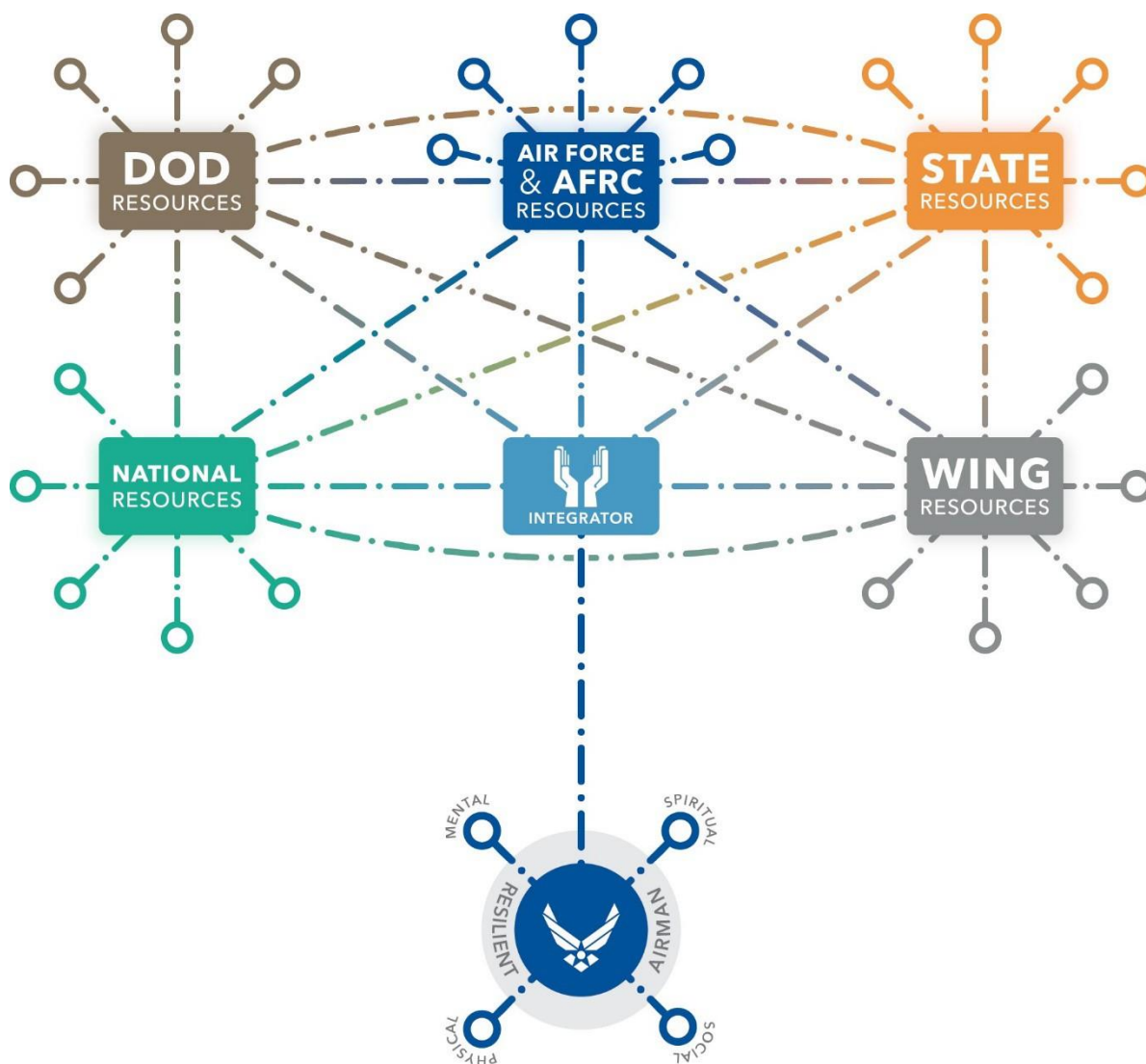




CONNECT THE NETWORK **GUIDE**

DISCLAIMER

Note: The Developing Resilient Leaders (DRL) team strived to make the information in this guide as timely and accurate as possible through coordination with Air Force Reserve Command personnel and program managers. We will conduct periodic review of this document to ensure accuracy.

For information or corrections contact: AFRC/A1ZS at DSN 497-0257; COMM 478-327-0257
HQAFC.DRL.StrategicPriority2@us.af.mil

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NATIONAL HOTLINE NUMBERS

NATIONAL SUICIDE PREVENTION LIFELINE

(800) 273-8255

<https://suicidepreventionlifeline.org/>

The National Suicide Prevention Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. We're committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

CRISIS TEXT LINE

Text HOME to 741741

<https://www.crisistextline.org/>

Free 24/7 support at your fingertips.

How it Works: text **HOME** to 741741 from anywhere in the United States, anytime. Crisis Text Line is here for any crisis. A live, trained Crisis Counselor receives the text and responds, all from our secure online platform. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.

NATIONAL DOMESTIC VIOLENCE HOTLINE

(800) 799-7233

<https://www.thehotline.org/>

Every contact to The Hotline is personal. Some people who reach out to us identify as survivors of abuse, some as concerned friends or family members, some as abusive partners seeking to change themselves. While every contact is unique, our advocates are guided by The Hotline's **Consent and Ethics policy** and will emphasize several key points throughout your conversation.

VETERANS CRISIS LINE

(800) 273-8255, PRESS 1

Text 838255

<https://www.veteranscrisisline.net/>

Connect with the Veterans Crisis Line to reach **caring, qualified responders** with the Department of Veterans Affairs. Many of them are Veterans themselves.

NATIONAL GRAD CRISIS LINE

(877) 472-3457

<https://gradresources.org/crisis/>

The National Grad Crisis Line helps graduate students reach free, confidential telephone counseling, crisis intervention, suicide prevention, and information and referral services provided by specially-trained call-takers. Caring, professional staff and well-trained volunteers answer around the clock.

All counselors have completed training to understand the unique issues faced by graduate students. In addition to listening to and empathizing with a caller's concerns, counselors assess the caller's lethality risk, counsel, and offer various local support services and mental health resources for follow-up.

NATIONAL HOTLINE NUMBERS

NATIONAL SEXUAL ASSAULT HOTLINE

(800) 656-4673

<https://www.rainn.org/>

RAINN's telephone hotline services provide trained sexual assault hotline staff 24/7, in English and Spanish, to support communities with crisis intervention, empathetic listening, and warm handoffs to designated local service providers.

CHILDHHELP NATIONAL CHILD ABUSE HOTLINE

(800) 422-4453

<https://childhelpline.org/>

Free 24/7 support at your fingertips.

The topic of child abuse is a tough one. You don't have to figure this out alone. We are here to help 24/7.

CDC NATIONAL HIV AND AIDS HOTLINE

(800) 232-4636

<https://www.cdc.gov/hiv/library/hotlines.html>

CDC's national health information hotline, providing answers to your questions regarding HIV, how to protect yourself, and where to get an HIV test.

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION NATIONAL HELPLINE

(800) 662-4357

<https://www.samhsa.gov/find-help/national-helpline>

SAMHSA's National Helpline, (also known as the Treatment Referral Routing Service) is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information.

NATIONAL EATING DISORDERS ASSOCIATION (NEDA) HELPLINE

(800) 931-2237

<https://www.nationaleatingdisorders.org/>

Available Monday through Friday, the NEDA Helpline offers phone and chat support for yourself or a loved one coping with an eating disorder and quick access to a crisis text line if needed.

LGBT NATIONAL HOTLINE

(888) 843-4565

<https://www.glbthotline.org/>

With hours Monday through Saturday, the LGBT National Hotline provides one-to-one peer support and a confidential, safe space for anyone to discuss issues with coming out, gender or sexual identity, relationship concerns, bullying, self-harm, and more.

NATIONAL HOTLINE NUMBERS

THE TREVOR PROJECT

(866) 488-7386 or Text “START” to 678678
<https://www.thetrevorproject.org>

With phone, chat, and text options, The Trevor Project is a national organization providing 24/7 crisis intervention to LGBTQ young people.

NATIONAL RUNAWAY SAFELINE

(800) Runaway (1-800-786-2929)
<https://www.1800runaway.org>

Available 24/7, the National Runaway Safeline is a crisis hotline, online service, and judgment-free safe space for runaways and homeless young people.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI) HELPLINE

(800) 950-NAMI (6264)
<https://www.nami.org>

The NAMI Helpline is a nationwide peer-support service, *not* a crisis line. Still, it does provide information, resource referrals, and community support if you or someone you know are living with a mental health condition.

NATIONAL HUMAN TRAFFICKING HOTLINE

1-888-373-7888

The Trafficking Hotline’s mission is to connect human trafficking victims and survivors to critical support and services to get help and stay safe. The Trafficking Hotline offers round-the-clock access to a safe space to report tips, seek services, and ask for help.

ALCOHOLICS ANONYMOUS

<https://aa.org/>

NARCOTICS ANONYMOUS

<https://na.org/>

GAMBLERS ANONYMOUS

<https://www.gamblersanonymous.org/ga/>

CABs, CATs, AND CAPs

COMMUNITY ACTION BOARDS (CABs) AND COMMUNITY ACTION TEAMS (CATs)

Community Action Boards (CABs) and Community Action Teams (CATs) IAW AFI 90-5001, Integrated Resilience, serve as dedicated, integrated forums to build holistic inter-agency collaborations that ensure Airman, family, and community mission readiness, resilience, and violence prevention. The Comprehensive Airman Fitness (CAF) framework is the foundation of the CAB/CAT efforts to meet these goals.

CABs and CATs serve function at all levels, tenant unit or standalone wing, HQ AFRC, and DAF to inform leaders of concerns and to identify solutions. Each CAB/CAT forum works in concert with military and civilian community leaders and prevention stakeholders to optimize the access and usage of resources and data informed actions.

CAB Information:

- Wing, HQ AFRC, or DAF levels – Senior leaders at the meeting level; Related CAT leadership; Senior representatives from agencies outlined in Table 4.1 of AFI 90-5001; A1Z Chief; Invited Senior Spouse Representatives (nonvoting)
- Chaired by level Commander or Vice Commander
- CAT Chair is CAB Executive
- CABs meet at least semi-annually

CAT Information:

- Wing, HQ AFRC, or DAF levels – Command Chief; Representatives from community-related functional agencies such as A1, A1Z, Violence Prevention Integrator, Sexual Assault & Response Program, Airman and Family Readiness, Diversity & Inclusion, Equal Opportunity, Psychological Health, Medical Services, Safety, Public Affairs, Legal, and others as invited or determined by CAB Chair; Invited Senior Spouse Representatives or Key Spouse Mentors (nonvoting)
- CAT Chair is determined locally with the recommendation it be senior SME from A1Z, DPH, A&FR, D&I, EO, SAPR or VPI
- CATs meet a minimum of 10 times per year, preferably every month

COMMUNITY ACTION PLANS (CAPs)

Community Action Plans (CAPs) are the key component to the Air Force prevention system. A CAP identifies locally needs-assessment-identified resilience and violence prevention issues then addresses those issues with actionable, data-driven courses of action. CAPs are CAT-created and reviewed/revise bi-annually.



AF / AFRC			Childcare	Counseling Services	Discrimination / Harassment	Employment	Family Deployment Support	Finance	Health & Welfare	Information Referral	Legal	Life Events	Local Community	Medical	Relationships	Resilience Support	Sexual Assault	School / Education	Spiritual Support	Suicide Initiation / Prevention	Violence / Abuse	
DOD																						
STATE																						
LEGEND  C = Clinical NC = Non-Clinical RP = Resource Provider																						
NC	AF / AFRC RESOURCES	Air Force Deployment Transition Center (DTC)		✓			✓								✓	✓						
RP		AF Personnel Accountability & Assessment Sym (AFPAAS)								✓												
RP		DirectSTEP							✓	✓	✓			✓				✓				
NC		Employee Assistance Program (EAP)	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓			
NC/C		Psychological Health Advocacy Program (PHAP)		✓			✓			✓			✓			✓	✓					
RP		Sleep Hygiene							✓								✓					
RP		Spouse Resiliency Tool Kit					✓										✓					
RP	DOD RESOURCES	Area Defense Counsel (ADC)		✓						✓	✓											
RP		Blue Star Families						✓		✓		✓			✓							
RP		Defense Equal Opportunity Management Institute			✓					✓												
RP		DOD SkillBridge Program				✓				✓												
RP		Human Performance Resources by CHAMP (HPRC)					✓		✓						✓	✓						
NC		inTransition		✓						✓												
RP		Military Child Care	✓							✓												
RP		Military OneSource	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓	✓	
RP		Tricare												✓								
RP	STATE RESOURCES	American Legion						✓	✓	✓			✓									
RP		Career OneStop				✓																
RP		Carson's Village										✓			✓	✓						
RP		Consumer Financial Protection Bureau						✓		✓	✓											
RP		Department of Labor				✓				✓												
RP		Disabled American Veterans (DAV)								✓			✓									
C		Emergency Room (ER)		✓					✓					✓				✓			✓	✓
RP		Employer Support of the Guard and Reserve (ESGR)				✓	✓			✓			✓									
RP		Hearts Apart					✓			✓												
RP		Patriot Guard Riders												✓		✓	✓					

NATIONAL RESOURCES

LEGEND

C = Clinical
 NC = Non-Clinical
 RP = Resource Provider

		Childcare	Counseling Services	Discrimination / Harassment	Employment	Family Deployment Support	Finance	Health & Welfare	Information Referral	Legal	Life Events	Local Community	Medical	Relationships	Resilience Support	Sexual Assault	School / Education	Spiritual Support	Suicide Initiation / Prevention	Violence / Abuse
RP	American Red Cross					✓	✓				✓	✓								
RP	FEMA						✓	✓	✓		✓	✓								
RP	FINRA Foundation						✓													
RP	Hiring Our Heroes				✓				✓											
RP	Military Child Education Coalition (MCEC)								✓								✓			
RP	Military Spouse Programs - USO								✓			✓								
RP	Mindfulness Coach - VA														✓					
RP	National Military Family Association				✓			✓	✓		✓				✓					
RP	National Resource Directory								✓											
RP	No Barriers Organization														✓					
RP	Operation Homefront					✓	✓		✓		✓	✓		✓	✓					
RP	PenFed Foundation						✓													
RP	PTSD Coach - VA														✓					
RP	Reserve Organization of America								✓											
RP	Recovery Care Coordinator (RCC)							✓	✓		✓	✓								
RP	Salvation Army				✓				✓			✓		✓	✓			✓		
RP	Transition Employment Assist. / Mil. Spouses / Caregivers				✓															
RP	USAJobs / NAFJobs				✓															
RP	U.S. Dept Health & Human Services - Community Services						✓	✓												
RP	U.S. Dept Health & Human Services - Family Assistance						✓	✓												
RP	United Way 2-1-1								✓			✓								
RP	Veteran Affairs (VA)		✓		✓		✓	✓	✓		✓	✓	✓	✓	✓	✓			✓	✓
C	Vet Center				✓				✓						✓					
RP	Veterans Benefits Administration (VBA)								✓											
RP	VFW - Unmet Needs						✓					✓		✓	✓					
RP	Virtual Hope Box - VA														✓					



AIR FORCE AID SOCIETY

The Air Force Aid Society is a private organization that provides emergency financial assistance, educational support and community programs to USAF Airmen and their dependents.

<https://www.afas.org>

AIR FORCE WOUNDED WARRIOR (AFW2) PROGRAM

This program provides information, support, resources and referrals for wounded warriors and their families. It works in conjunction with Recovery Care Coordinators (RCCs) who manage medical aspects.

<https://www.woundedwarrior.af.mil/>

AIRMEN & FAMILY READINESS (A&FR)

A&FR Program's mission is to provide targeted support and services by contributing to mission readiness, and the well-being of the AF community. It provides oversight to a multitude of program areas, including employment assistance, AFAS, EFMP, Deployment Support, Voting Assistance, Information and Referral, Casualty Assistance, Personal Work Life, Financial Readiness, Key Spouse, AF Families Forever, Crisis Response, Relocation and Transition Assistance.

CIVILIAN HEALTH PROMOTION SERVICES (CHPS)

CHPS provides free resources and classes to help individuals maintain and improve their health and well-being. It's available to APF, AD, NAF and contractors are not eligible for screenings.

DIRECTOR OF PSYCHOLOGICAL HEALTH (DPH)

Air Force Reserve Directors of Psychological Health provide services in the AFR community to maintain readiness and maximize psychological health, resilience and wellbeing. Services include problem solving, supportive counseling, crisis response and providing expertise on mental health topics that impact the wing, squadron and individual member. DPHs enable members and their families to meet the unique challenges of being a Reserve Citizen Airman.

DIVERSITY & INCLUSION (D&I)

The Air Force Reserve has developed a comprehensive Diversity and Inclusion initiative to enhance the all-volunteer Total Force, to include Air Force Reserve military and civilian personnel.

DRUG DEMAND REDUCTION (DDR)

DDR assists leadership in enhancing mission readiness and fostering a drug-free environment through a comprehensive program of education, prevention, deterrence and community outreach in support of the President's National Drug Control Strategy and the Department of Defense (DoD). They participate in on and off-base prevention, drug education/awareness and deterrence activities targeted to DoD family members, retirees, civilians and contractors.



EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

The goal of the EFMP Program is to help a family with special needs thrive in military life. EFMP is the work of three components: identification and enrollment, assignment coordination, and family support. The EFMP family support works with the family to identify tools, resources and services available to support the family.

<https://www.militaryonesource.mil/family-relationships/special-needs/exceptional-family-member>

FITNESS AND HEALTH PROMOTION MANAGER (FHPM)

The FHPM designs, implements and reports a comprehensive physical fitness/sports medicine program, fitness and health assessment, education and intervention program aimed at enhancing combat readiness of AF Reserve members, Individual Mobilized Augmentees (IMAs), active duty assigned and overall fitness/health promotion of dependents, Department of Defense (DoD) civilians and retirees.

FAMILY ADVOCACY PROGRAM

This is a military program that provides education and support regarding personal/family dynamics and crisis intervention in cases of abuse and neglect. It includes the New Parent Support Program where nurses visit families with new babies.

FIRST SERGEANTS

The most important role of a First Sergeant is taking care of Airmen. First Sergeants are the eyes and ears of a squadron and serves as a commander's critical link for all matters concerning enlisted members. First Sergeants are responsible for providing sound advice to the commander on a wide range of topics including the health, esprit de corps, discipline, mentoring, well-being, career progression, recognition and professional development of all assigned enlisted members. First Sergeants are accountable to respond to the needs of Airmen 24 hours a day.

FORCE DEVELOPMENT

Force Development is the career-long (military or civilian) pursuit of education, training, experiences, and assignments that produce Reserve Citizen Airmen who possess the requisite skills, knowledge, and professional motivation to lead and execute the full spectrum of Air Force Reserve missions. Each Reserve Citizen Airman is encouraged to seek out opportunities and experiences to remain professionally relevant throughout the course of their career regardless of status.

For the latest information about Civilian and Reserve military developmental opportunities, visit <https://myPers.af.mil/> click the Force Development link from the Civilian employee, Reserve officer, or enlisted landing pages or select the Civilian employee, Reserve officer, or enlisted category from the dropdown menu and search "force development".



INSPECTOR GENERAL (IG)

The Inquiries and Complaints Division manages the Air Force Inspector General Complaints and Fraud, Waste, and Abuse programs for AFRC. It develops policies and procedures affecting investigations, inquiries and review of complaints. It is designated as the appointing authority to initiate and approve investigations and to release/denial authority for IG investigations requested under the Freedom of Information Act and Privacy Act for all investigations finalized at AFRC and subordinate units. The division serves as the liaison between DoD/IG, SAF/IG, and AFRC on all investigative matters.

KEY SPOUSE PROGRAM

The Air Force Key Spouse Program (KSP) is an official AF Unit Family Readiness Program designed to enhance readiness, personal/family resiliency and establish a sense of AF community. Key Spouses are commander-appointed and serve as a vital resource to command teams in an effort to support AF families.

MASTER RESILIENCE TRAINING/RESILIENCE TRAINING ASSIST. (MRT/RTA)

Master Resilience Trainers (MRT) and Resiliency Trainer Assistants (RTA) lead the way in delivering targeted resilience messaging at their installations. They serve as excellent assets to reinforce both Community Action Team and Community Action Board Comprehensive Airman Fitness initiatives throughout the wing to the benefit of military members, civilians and dependents.

MILITARY/EQUAL OPPORTUNITY (MEO/EO)

The Equal Opportunity (EO) office provides a forum for civilian employees (current, former and applicants) and military personnel to address allegations of unlawful discrimination and/or harassment. The EO office offers a wide range of support services to assist leaders with maintaining positive human relations climates and restoring units to mission focus.

MILITARY FAMILY LIFE CONSULTANT (MFLC)

The Military and Family Life Counseling Program provides confidential, non-medical, short-term counseling services. The non-medical counseling approach is psychoeducational, which helps participants learn to anticipate and resolve challenges associated with military life. Support is aimed at preventing the development or exacerbation of mental health conditions that may detract from military and family readiness.

MILITARY PAY OFFICE

Whether your questions involve basic pay, one of the many special pays, benefits, tax planning, or retirement preparation, the Military Pay Office is a great place to start. Each month, the tool available to all military members is the Leave and Earning Statement. This single-page report will inform a member of the information the systems use to process their pay, details about the pay and allowances they are eligible for, payroll deductions, as well as leave balance.

<https://www.dfas.mil/militarymembers/payentitlements/aboutpay/>



MORALE, WELFARE, AND RECREATION (MWR) PROGRAMS

MWR offers a set of services and opportunities for military personnel, veterans, retirees and their families to engage in solo or group activities like trips, events and outdoor adventures.

OFFICE OF SPECIAL INVESTIGATIONS (OSI)

Of 18,000 law enforcement agencies, OSI is the only federal investigative agency with both law enforcement (LE) and counterintelligence (CI) authorities and mission sets executed by a military-civilian work force, giving the Department of the Air Force the expertise and agility it needs for the future.

PROFESSIONAL FINANCIAL COUNSELOR (PFC)

PFCs assist members and their families with tools, education and counseling to achieve their financial goals and successfully overcome financial challenges.

CHAPLAIN/RELIGIOUS AFFAIRS

The Chaplain Corps provides spiritual care and advisement to Airmen and their families. This is accomplished by conducting religious observances, providing pastoral care and giving advice to leaders on spiritual, ethical, moral, morale, core values and religious accommodation issues.

R4R PROGRAMS

Recharge for Resiliency (R4R) is the capstone for resiliency programming across the Air Force. R4R provides resources that foster unit cohesion, culture, mission and a sense of community among Airmen and their families. R4R comprises four components: **Single Airmen Program Initiative (SAPI), RecOn, Deployed Affected Program (DAP), and Unite**. Each part is designed to reach a specific targeted audience.

SAFETALK SUICIDE PREVENTION COURSE

This is a training program that teaches how to recognize and engage persons who might be suicidal as well as how to connect those persons to suicide intervention community resources. It is usually offered through the Chapel and provides multiple online resources to access trainers/training.

SARC / VICTIM ADVOCATE

The Sexual Assault Response Coordinator, or SARC, manages the installation Sexual Assault Prevention and Response (SAPR) Program. The SARC serves as the subject matter expert to all echelons of installation leadership, and coordinates 24/7 victim care and case management for adult sexual assault victims from initial reporting through legal disposition and resolution of issues related to the victim's health and well-being. The SARC reports directly to the installation or host wing leadership.



SCHOOL LIAISON OFFICER (SLO)

SLOs serve as the primary point of contact for preK-12th grade school-related matters. The SLO offers an array of services and resources to support students, parents, installation leadership, schools and the surrounding community.

SECURITY FORCES

Security Forces provide armed response and controls entry to installations and protection-level resources. They detect and report the presence of unauthorized personnel and activities and implement security reporting and alerting system. They enforce standards of conduct, discipline and adherence to laws and directives. They direct vehicle and pedestrian traffic, investigate motor vehicle accidents, minor crimes and incidents, and operate speed measuring, drug and alcohol, and breath test devices. They secure crime and incident scenes, apprehend and detain suspects, search persons and property, and collect, seize and preserve evidence. They conduct interviews of witnesses and suspects, obtain statements and testify in official judicial proceedings and respond to disaster and relief operations and participate in contingencies.

SUPERVISOR

The supervisor's overall role is to communicate organizational needs, oversee employees' performance, provide guidance, support, identify development needs, and manage the reciprocal relationship between staff and the organization so that each is successful.

UNITE

UNITE is supported by appropriated funds (APF) and non-appropriated funds (NAF). APF dollars are designated to offset participation costs, either directly (purchasing/renting bulk program support equipment) or individually (buying down overhead costs associated with transportation). NAF dollars are used for the purchase of food and beverages in support of UNITE programs.

VIOLENCE PREVENTION INTEGRATOR (VPI)

The Violence Prevention Program focuses on non-clinical prevention of interpersonal and self-directed violence by stopping it before it occurs. It collaboratively identifies, implements and assesses public health-informed and evidence-based prevention policies, practices and processes to eliminate interpersonal and self-directed violence. The installation Violence Prevention Integrator (VPI) is the installation program manager and in charge of the annual training platforms.

YELLOW RIBBON PROGRAM

The Yellow Ribbon Program is a cooperative network of military services, veteran services, state governments departments and other agencies that provide information, resources, referral services and proactive outreach to service members and their loved ones throughout all phases of the deployment cycle. Training is conducted in various locations throughout the country and year.



WING CAREER ASSISTANCE ADVISOR (CAA)

Air Force Reserve Wing and Group Career Assistance Advisors work to retain quality Airmen to meet the Air Force Reserve's multiple missions. Career Assistance Advisors (CAA's) provide career counseling and champion enlisted force development initiatives. Additionally, they are responsible for the Selective Reenlistment Process (SRP) and can re-enlist and extend enlistments for Airmen, and process enlisted and officer bonuses and incentives.



AIR FORCE DEPLOYMENT TRANSITION CENTER (DTC)

The DTC provides critical reintegration skills and decompression opportunities for targeted redeployers.

AIR FORCE PERSONNEL ACCOUNTABILITY AND ASSESSMENT SYSTEM (AFPAAS)

AFPAAS provides emergency assistance and support for leaders, personnel and families during a declared disaster or crisis. It also assesses relative safety of personnel and their families and provides one-on-one support assistance, as requested.

<https://afpaassupport.af.mil>

Total Force Service Center, 800-525-0102

DIRECTSTEP

DirectSTEP provides e-courses to instruct Air Force support and medical practitioners, educators serving military students, and military families on legal requirements and best practices to support special-needs (physical, mental, behavioral) military students.

Register for access code at <http://usafefmp2021-ds.lrp.com>

EMPLOYEE ASSISTANCE PROGRAM (EAP)

EAP is a voluntary, confidential program that helps employees (including management) work through various life challenges that may adversely affect job performance, health and personal well-being to optimize an organization's success. EAP services include assessments, counseling and referrals for additional services to employees with personal and/or work-related concerns, such as stress, financial issues, legal issues, family problems, office conflicts, and alcohol and substance use disorders.

PSYCHOLOGICAL HEALTH ADVOCACY PROGRAM (PHAP)

PHAP consists of full-time, regional teams dedicated to providing free psychological health support, referrals and resources to Airmen and their loved ones throughout all phases of the deployment cycle. The PHAP program also provides consultation services to Reserve leadership on psychological health issues. Services are available 24 hours a day.



SLEEP HYGIENE

AFRC A1Z has developed a curriculum that discusses the effects of sleep deprivation.

Contact afrc.sg@us.af.mil

SPOUSE RESILIENCY TOOL KIT

The toolkit is an online resource for military spouses to learn about and develop resilience skills, based upon eight resilience pillars.

<https://www.afpc.af.mil/Airman-and-Family/Spouse-Resilience/>



AREA DEFENSE COUNSEL (ADC)

The ADC provides Air Force members who are suspected of an offense or facing potential adverse administrative actions with independent legal representation. The ADC is an experienced judge advocate outside the local chain of command which avoids even an appearance of possible command influence or conflicts of interest as well as allows Airmen to receive completely confidential legal advice.

BLUE STAR FAMILIES

The families of our all-volunteer military make unprecedented sacrifices these days to serve our country. Blue Star Families was founded by military spouses in 2009 to empower these families to thrive as they serve. We're committed to strengthening military families by connecting them with their neighbors – individuals and organizations – to create vibrant communities of mutual support. We believe we're all stronger when we take care of one another.

<https://www.bluestarfam.org>

DEFENSE EQUAL OPPORTUNITY MANAGEMENT INSTITUTE

The Institute provides a plethora of resources for individuals and leaders to address a multitude of human relations concerns.

www.defenseculture.mil

DOD SKILLBRIDGE PROGRAM

SkillBridge provides an opportunity for service members and military spouses to gain valuable civilian work experience through on-the-job training internships during their last 180 days of service. Contact your bureau's Selective Placement Program Coordinator on the SkillBridge Program for assistance in identifying qualified applicants for participation.

HUMAN PERFORMANCE RESOURCES BY CHAMP (HPRC)

HPRC is a team of scientists, specialists and support staff who translate research into evidence-based resources to help warfighters and their families achieve total fitness and optimize performance. The HPRC website offers resources, articles and workshops in the areas of psychological, familial, behavioral, nutritional, spiritual and physical fitness.

INTRANSITION

The DoD inTransition program is a free, voluntary and confidential program that can assist any service member or veteran in getting connected with behavioral health care. An inTransition coach can help bridge potential gaps during a service member or veteran's transition to a new provider or for someone seeking care for the first time.



MILITARY CHILD CARE

The Department of Defense recognizes the importance of providing military and DoD-affiliated families with access to quality, affordable child-care programs. Access to child care affects the efficiency, mission readiness, morale and retention of DoD personnel worldwide.

<https://militarychildcare.com/>

MILITARY ONESOURCE

As a Department of Defense-funded program, Military OneSource serves all Airmen throughout their military life cycle with robust online information and resources vetted by the Department of Defense. In addition, Military OneSource connects service members to programs, services and products developed for military life. Turn to Military OneSource for tax services, spouse employment help, webinars, online training, relocation and deployment tools, and much more.

<https://www.militaryonesource.mil>

TRICARE

The Tricare Reserve Select (TRS) program is a premium-based insurance plan that is available worldwide. It is available for qualified members of the Selected Reserve and their families. TRS is considered minimum essential coverage under the Affordable Care Act. TRS is run like any other insurance program where participants make monthly premium payments which authorizes them certain types of care at a discounted or free rate.

<https://www.tricare.mil>



AMERICAN LEGION

The American Legion provides life-changing assistance and guidance for veterans, military personnel, their families and communities in thousands of ways every day around the world. Help comes in the form of personal assistance, cash grants, donated goods, disaster relief, labor, networking, volunteerism and advocacy.

<https://www.legion.org/>

CAREER ONESTOP

This is a service that provides career exploration guidance, jobs/job search training and job referral.

<https://www.careerstop.org>

CARSON'S VILLAGE

If you have never experienced the sudden loss of a loved one, you can't prepare yourself for how many practical details there are to manage. Making burial arrangements, hosting family and friends, planning and coordinating funeral services as well as tracking gifts such as meals, flowers and monetary donations are just a few of the tasks you'll be expected to focus on in the days following your loss. Carson's Village can provide a wide range of free support services to help your family navigate this difficult time. The service is free.

<https://carsonsvillage.org/>

CONSUMER FINANCIAL PROTECTION BUREAU

CFPB's Office of Servicemember Affairs (OSA) works to help military families overcome unique financial challenges by providing educational resources, monitoring complaints and working with other agencies to solve problems faced by servicemembers.

<https://www.consumerfinance.gov/consumer-tools/educator-tools/servicemembers/>

DEPARTMENT OF LABOR

The U.S. Department of Labor (DOL) administers and enforces more than 180 federal laws. The Department of Labor strives to foster, promote and develop the welfare of the wage earners, job seekers and retirees of the United States by improving working conditions, advancing opportunities for profitable employment and assuring work-related benefits and rights.

Website: <https://www.dol.gov/>

National Toll-Free Contact Center – Live assistance is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time by calling, 1-866-4-USA-DOL (1-866-487-2365)



DISABLED AMERICAN VETERANS (DAV)

The Disabled American Veterans is an organization created in 1920 by World War I veterans for disabled military veterans of the United States Armed Forces that helps them and their families through various means. It was issued a federal charter by Congress in 1932. It currently has more than million members.

dav.org

EMERGENCY ROOM (ER) OR URGENT CARE

An emergency room is a medical treatment facility specializing in emergency medicine, the acute care of patients who present without prior appointment; either by their own means or by that of an ambulance. Whenever an illness or injury occurs, decide how serious it is and how soon to get medical care.

When to go to an Urgent Care Clinic; If your problem is not life threatening or risking disability, but you are concerned, and you cannot see your provider soon enough.

EMPLOYER SUPPORT OF THE GUARD AND RESERVE (ESGR)

ESGR understands the unique talents and skill set Guard and Reserve Service members can bring to the civilian workforce. To make this arrangement work, both parties must be aware of their rights and responsibilities under the Uniformed Services Employment and Reemployment Rights Act (USERRA). With an ESGR committee in each state, territory and the District of Columbia, there is an ESGR representative able to help service members and their supervisors forge a stronger bond through a greater understanding of military service.

<https://www.esgr.mil>

HEARTS APART

HeartsApart.org was created to keep families connected while military men and women are serving abroad. HeartsApart.org provides soon to be deployed servicemen and women with pictures of their spouses and children. The photographs are printed on waterproof and durable bi-folded cards, which fit securely in their uniform pocket. HeartsApart.org believes that our military personnel deserve and need the memory of their families to carry them through the difficult times that lie ahead.

heartsapart.org



PATRIOT GUARD RIDERS

The **Patriot Guard Riders** is a 100% volunteer, federally registered 501(c)(3) non-profit organization which ensures dignity and respect at memorial services honoring fallen military heroes, first responders and honorably discharged veterans. Its main mission is to attend the funeral services of fallen American heroes as invited guests of the family to show sincere respect for our fallen heroes, their families, and their communities and shield the mourning family and their friends from interruptions created by any protester or group of protesters.

<https://www.patriotguard.org/>



AMERICAN RED CROSS

The Red Cross provides counseling, guidance, information, referrals and other social services for all military personnel and their families. Before, during and after deployments, the Red Cross provides training information and support for military members and their families.

www.redcross.org

FEMA

FEMA provides for up to \$9,000 reimbursement or payment for the funeral of a person who died of COVID-19.

<https://www.fema.gov/disasters/coronavirus/economic/funeral-assistance>

FINRA FOUNDATION

The FINRA Foundation supports military spouse financial skills training for financial counselor certification (provides scholarships toward training). It is one of the main approved certification sources for DoD civilian personnel financial counselors.

finrafoundation.org

HIRING OUR HEROES

Coordinated with the U. S. Chamber of Commerce, Hiring Our Heroes is a resource that provides education, training and hiring events to all veterans, active duty, separating/retiring and retirees throughout U.S.

www.hiringourheroes.org

MILITARY CHILD EDUCATION COALITION (MCEC)

MCEC supports military-connected children by educating, advocating and collaborating to resolve education challenges associated with the military lifestyle.

www.militarychild.org or A&FR

MILITARY SPOUSE PROGRAMS - USO

The USO has supported military spouses for many years and in 2016 launched a worldwide initiative focusing on programs to strengthen and empower military spouses by connecting them to their social, professional and community networks.

<https://www.uso.org/programs/military-spouse-programs>



MINDFULNESS COACH - VA

The VA Mindfulness Coach promotes personal mindfulness practices using assessment, tools and a goal tracker to assist.

Free downloadable APP in Play Store (Android Devices) and Apple Store (Apple Devices)

NATIONAL MILITARY FAMILY ASSOCIATION

This association provides spouse education/employment, STEM education + careers, Operation Purple Camp family retreats and healing adventures.

<https://www.militaryfamily.org/programs/>

NATIONAL RESOURCE DIRECTORY

This is a searchable database of resources vetted for service members, veterans, family members and caregivers.

<https://nrd.gov>

NO BARRIERS ORGANIZATION

The No Barriers framework teaches people how to break through their own challenges and live a driven, purposeful life. Despite the barriers each of us face, we can learn how to push past them, reconnect with our purpose, and unleash the best in ourselves and others.

<https://nobarriersusa.org/>

OPERATION HOMEFRONT

Operation Homefront is a national 501(c)(3) nonprofit whose mission is to build strong, stable and secure military families so they can thrive.

<https://operationhomefront.org/>

PENFED FOUNDATION

The foundation provides emergency financial support of up to \$1,500 for rent, mortgage, auto loan, utilities for Reservists, veterans, and Active-Duty military personnel.

<https://penfedfoundation.org>

PTSD COACH - VA

This app offers self-care, including self-assessment, resources, stress management tools, progress tracker and more.

Free downloadable APP in Play Store (Android Devices) and Apple Store (Apple Devices)



RESERVE ORGANIZATION OF AMERICA

The Reserve Officers Association of the United States, now known as the Reserve Organization of America to reflect its all-ranks membership, was founded during the difficult years after the first world war. ROA continues to serve the Guard and Reserve components in an era where the need is greater than ever before. ROA is America's only exclusive advocate for the Reserve and National Guard – all ranks, all services. With a sole focus on support of the Reserve and National Guard, ROA promotes the interests of Reserve Component members, their families and veterans of Reserve service. It supports a legislative campaign that ensures the readiness of the Reserve force. Together, ROA's members sound off in one voice for one mission.

<https://www.roa.org>

RECOVERY CARE COORDINATOR (RCC)

The RCC serves as a central point of contact to operate as non-clinical case managers assisting recovering service members and families with understanding and obtaining timely care, benefits and entitlements, as well as case management throughout the continuum of care.

POC: A&FR

SALVATION ARMY

The Salvation Army provides crisis situational assistance, religious services/support, and community programs such as Toys for Tots and thrift stores.

<https://www.salvationarmyusa.org>

TRANSITION EMPLOYMENT ASSISTANCE FOR MILITARY SPOUSES AND CAREGIVERS (TEAMS)

TEAMS is a series of Department of Labor employment workshops that extend the department's Transition Assistance Program to assist military spouses and caregivers as they plan and prepare for their job search in pursuit of their employment goals. The workshops are also open to AFRC spouses, and provide valuable employment assistance information. The spouse attending does not necessarily need to have a spouse who is transitioning to participate in the workshops. All TEAMS workshops are instructor-led virtual training, and provided at a variety of times, to meet the needs of individuals stationed throughout the world. Participants can take all of the virtual workshops or only a few.

To view dates and times for workshops and for more information visit: <https://www.dol.gov/agencies/vets/programs/tap/teams-workshops>

USAJOBS/NAFJOBS

The federal government offers unique hiring paths to help hire individuals that represent our diverse society. Federal agencies use USAJOBS to host job openings and match qualified applicants to those jobs. USAJOBS serves as the central place to find opportunities in hundreds of federal agencies and organizations.

www.usajobs.gov



U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES - OFFICE OF COMMUNITY ASSISTANCE

The Low Income Home Energy Assistance Program (LIHEAP) helps keep families safe and healthy through initiatives that assist families with energy costs. It provides federally funded assistance in managing costs associated with home energy bills, energy crises, weatherization and energy-related minor home repairs.

<https://www.acf.hhs.gov/ocs/low-income-home-energy-assistance-program-liheap>

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES - OFFICE OF FAMILY ASSISTANCE

TANF stands for Temporary Assistance for Needy Families. The TANF program, which is time limited, assists families with children when the parents or other responsible relatives cannot provide for the family's basic needs. The Federal government provides grants to states to run the TANF program.

<https://www.acf.hhs.gov/ofa/help>

UNITED WAY 2-1-1

The United Way 2-1-1 is the clearinghouse for United Way funded agencies in the local community. When a person contacts 2-1-1, describes a problem/situation and states need for assistance, they are referred to the appropriate agency.

Phone (2-1-1) or online, www.211.org

VETERANS AFFAIRS (VA)

The Veterans Health Administration is America's largest integrated health care system, providing care at 1,293 health care facilities, including 171 medical centers and 1,112 outpatient sites of care of varying complexity (VHA outpatient clinics). It serves nine million enrolled veterans each year.

<https://www.va.gov/health/>

VET CENTER

Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional readjustment counseling to eligible veterans, active-duty service members, including National Guard and Reserve components, and their families. Readjustment counseling is offered to make a successful transition from military to civilian life or after a traumatic event experienced in the military. Individual, group, marriage and family counseling is offered in addition to referral and connection to other VA or community benefits and services. Vet Center counselors and outreach staff, many of whom are veterans themselves, are experienced and prepared to discuss the tragedies of war, loss, grief and transition after trauma.

<https://www.vetcenter.va.gov/>



VETERANS BENEFITS ADMINISTRATION (VBA)

The Veterans Benefits Administration (VBA) provides a variety of benefits and services to service members, veterans and their families. VBA services include:

Compensation Service: oversees the delivery of disability compensation, a tax-free monetary benefit paid to veterans with disabilities that are the result of a disease or injury incurred or aggravated during active-military service.

Insurance Service: maintains life insurance programs that give financial security and peace of mind for service members, veterans and their families.

Loan Guaranty Service: provides oversight of the VA Guaranteed Home Loan Program that guarantees home loans in varying amounts.

Veteran Readiness & Employment (VR&E) Service: assists service members and veterans with service-connected disabilities to prepare for, obtain and maintain suitable employment; start their own business; or receive independent-living services. It also oversees their education and provides career counseling to help guide career paths and ensure the most effective use of VA benefits.

Office of Field Operations: The Appeals Modernization Act modernizes the current claims and appeals process, includes three review options for disagreements with decisions, requires improved notification of VA decisions, provide earlier claim resolution, and ensures veterans receive the earliest effective date possible.

Website: <https://benefits.va.gov/benefits/>

VFW - UNMET NEEDS

Provides up to \$1,500 grant for qualifying veterans in financial need.

unmetneeds.org

VIRTUAL HOPE - VA

This app provides simple tools to help users cope, relax and enact positive thinking through games, activities and more.

Free downloadable APP in Play Store (Android Devices) and Apple Store (Apple Devices)

ONE PAGERS

INTRO

The following section includes one-page summaries of Total Force programs and resources that are available to support and help Citizen Airmen. This is not an all-inclusive compilation of available programs and resources, as programs and services will differ based on the installation and location. The information in this guide is intended to help respond to a crisis when timing is of the essence. In addition, this guide specifies where services and resources are tied to various programs, should further assistance or guidance be required. Check with your Airman & Family Readiness Center for further information on other local resources.

AIR FORCE AID SOCIETY

The **Air Force Aid Society (AFAS)**, a **private organization**, is the **official charity** of the U.S. Air Force. It has been meeting the unique needs of Air Force families since 1942. AFAS supports and enhances the USAF mission by providing emergency financial assistance, educational support and community programs. Over the last decade, AFAS has provided nearly **\$180 million in direct support** via approximately **500,000 assists**.

COMMAND AUTHORITY - Installation Commander

- ★ Furnishes facilities and assigns qualified personnel to perform AFAS duties. Periodically evaluates the quality, responsiveness, and credibility of assistance being given.
- ★ Ensures that staff conducts an effective publicity program to keep base personnel aware of available AFAS services.
- ★ Ensures AFAS is available on a 24-hour basis for emergencies.

AFAS STAFF ADVISOR - Airman & Family Readiness Center Chief

- ★ Supervises the AFAS section.
- ★ Approves assistance requests (IAW dollar limits).
- ★ Reviews case files to ensure compliance with AFAS policies.

TYPICAL REQUESTS FOR ASSISTANCE (full list w/A&FR):

Meet emergency needs of \$1000 or less for the following purposes:

- Basic living expenses: rent/mortgage, food, phone, utilities and gasoline
- Vehicle expenses: repair, insurance, payment/registration but not vehicle purchase or down payment on a vehicle
- Emergency Travel (for any family member)
- Medical and dental expenses
- Child Care expenses

**Repaid
within 12
months (or by
ETS if less than
12 months)**

* NOTE: If the need exceeds the maximum for a Falcon Loan, or the member currently has a loan balance, or the need is for purposes other than those stated above, assistance should be requested using the standard emergency assistance application rather than the Falcon Loan streamlined process.

Whenever, Wherever and However Necessary - Airmen Will Take Care of Their Own



WHO:

All military personnel regardless of status.
(TR/ ART/ AGR/ IMAs)

WHAT:

Falcon Loans-
Streamlined
Emergency
Assistance (no-
interest loan)
Standard Assistance
– Loans/ Support over
\$1,000

WHERE:

Base Level/Local
Airman & Family
Readiness or
www.afas.org and
click on “How We
Help”

WHY:

Intended for financial assistance to stabilize an emergency situation. A Falcon Loan can help solve a problem before it gets bigger.

WHEN:

Emergency services are available 24-hours a day.

AIR FORCE RECHARGE FOR RESILIENCY MISSION

Recharge for Resiliency (R4R) is the capstone for resiliency programming across the Air Force. R4R provides resources that foster unit cohesion, culture, mission, and a sense of community among Airmen and their families. R4R comprises four components: **Single Airmen Program Initiative (SAPI)**, **RecOn**, **Deployed Affected Program (DAP)**, and **Unite**. Each part is designed to reach a specific targeted audience.



	SAPI	RECON	DAP	UNITE
TARGET AUDIENCE	Air Force Active Duty or Air Reserve Component officer or enlisted without a spouse	Air Force Active Duty or Air Reserve Component personnel and their family members	Deployed- affected and dependent restricted assigned Air Force personnel and their family members	Air Force Active, Duty, Reserve and Civilian (appropriated and non-appropriated)
ACTIVITY UTILIZATION	FSS MWR Activities Only - All can host programs	ODR Only	FSS MWR Activities Only - All can host programs	FSS MWR activities and off-base establishments
EVENT TYPE	Recreational Cultural Historical Educational	Recreational Educational High Adrenaline Outdoor Centric	Recreational Cultural Historical Educational	Must be recreational & unit cohesive
FUNDING	Funding Requests are limited to \$200 per person, per day.			APF & NAF based on squadron population
COST	Recommend charging target audience a fee to participate.			Varies based on the event



WHO:

Airmen and their families, and AF Civilians

WHAT:

R4R programs and funding enables commander to utilize recreation as a resiliency enhancer with versatile adaptability and the ability to focus programming where it is needed

WHERE:

R4R is available at all air force active duty and reserve host bases; POCs are routinely located in the Community Flight section of the base FSS (i.e. Outdoor recreation)

WHY:

To improve resiliency and provide commanders opportunities to revitalize the unit

WHEN:

All year round as long as funds are available

AIR FORCE UNITE PROGRAM

Air Force Services Center (AFSVC) established an activity-rich program that equips squadron/unit commanders with options to facilitate unit cohesion. UNITE is an added component to the Air Force's Recharge for Resiliency (R4R) program.

UNITE is supported by appropriated funds (APF) and non-appropriated funds (NAF). APF dollars are designated to offset participation costs, either directly (purchasing/renting bulk program support equipment) or individually (buying down overhead costs associated with transportation). NAF dollars are used for the purchase of food and beverages in support of Unite programs.

GOAL 1: Support Squadron Leaders	• Provide squadron leaders the opportunity to select from a menu of innovative program options
GOAL 2: Maximize Use of FSS Facilities	• Provide a variety of formal and informal opportunities for socializing, unit cohesion and esprit de corps
GOAL 3: Measure Impact	• Follow up with units to ensure leaders' needs are met and that required effects materialize or improve as a result of the unit cohesion activities
GOAL 4: Provide Maximum Flexibility to Squadron Leaders	• The Unite Initiative guidance sufficiently allows squadron leaders the ability to plan quality events while maintaining funding integrity



WHO:

Airmen and their families, and AF civilians

WHAT:

UNITE programs and funding provides commanders with a set dollar amount per Airman (active duty, Reserve, and civilian) in their unit to fund cohesion events

WHERE:

UNITE is available at all Air Force active duty and Reserve host bases; POCs are routinely located in the Community Flight section of the base FSS (i.e. Outdoor Recreation)

WHY:

To improve resiliency and provide commanders opportunities to revitalize the unit

AIRMAN & FAMILY READINESS

The Airman and Family Readiness (A&FR) program's mission is to provide targeted Airman and family support and services by contributing to mission readiness and the well-being of the Air Force community. A&FR provides programs and services in multiple core areas (listed below). Air Force Reserve members, family members, civilians and retirees are eligible for these services. A&FR active-duty centers (A&FRC) can also be utilized at tenant installations.

Employment Assistance	Provide assistance in individual career planning, job search skills, tips on writing federal/civilian sector resumes, interview tips, job announcements, etc.
Air Force Aid Society	Provide interest free loans or grants for emergencies and basic needs
Information & Referral	Connect individuals with on- or off-base resources
Exceptional Family Member Program	Designed to provide support to military members with special needs. Requires Q code for services, but can use information and referral services regardless of status
Deployment Support	Provide information, support and assistance during deployment phases
Voting Assistance	Provide information on absentee and overseas voting
Casualty Assistance	Provide assistance to families of active-duty and retired members
Personal Work Life	Provide educational information to enrich personal and work life
Financial Readiness	Offer information, education and personal counseling; Provides mandatory touchpoint training
Key Spouse (KS)	Provide support and training to KSs and CCs
Air Force Families Forever (AFFF)	Provide support to family members of members who died while on active duty, IDT status or AT status
Crisis Response	Encompasses community disaster education, Emergency Family Assistance Center (EFAC), Evacuation Operations & Repatriation and needs assessment in AFPAAS
Relocation	Provide information and referrals through relocation phases
Transition Assistance	Assist with completion of TAP requirements, as required by law, for members on orders of more than 180 consecutive days



WHO:

All AFRC members regardless of status, family members, civilians and retirees (TR, ART, AGR, IMA Civilian)

WHAT:

Individualized assistance, workshops, information and referral. (Not all services are available at standalone AFR installations).

WHERE:

Base-level/local A&FR office or active-duty A&FRC

WHY:

Contribute to mission readiness and well-being of the AF community

WHEN:

Upon request or to meet a requirement

AMERICAN RED CROSS

The American Red Cross works in partnership with military aid societies to provide quality, reliable financial assistance to eligible applicants 24/7/365. Assistance can include funds for emergency travel, burial of a loved one, emergency food and shelter, etc.



Visit www.redcross.org/HeroCareNetwork for more information

The American Red Cross Hero Care Network provides emergency communications and critical services to military members, veterans and their families all over the world 7 days a week, 24 hours a day, 365 days a year. This FREE tool gives military families more flexibility and expanded access to help during times of crisis by allowing them to quickly communicate emergency messages via computer, tablet or even by smartphone

Deployment Services

- Whether your family is facing its first deployment or the next of many, the American Red Cross has developed workshops, information and support services to help you with the practical and emotional challenges.

Financial Assistance

- The American Red Cross facilitates emergency financial assistance on behalf of military aid societies. These aid societies determine the financial assistance package offered. The Red Cross is the mechanism to expedite access to these financial resources.

Information & Referral Services

- The American Red Cross offers confidential services to all members of the military, veterans and their families by connecting them with local, state and national resources through our network of chapters in communities across the United States and offices on military installations worldwide.

Resiliency/ Reconnection Workshops

- Reconnection Workshops aim to ease the stress that comes with life changes. This free, confidential Red Cross program offers effective ways to work through challenges, improve wellbeing and build skills through small-group discussion and hands-on activities to improve connections at home, at work and within communities.



WHO: Hero Care Network - Activated members of the Reserve. Civilians employed by the DoD and stationed outside the U.S. (TR/ART – *activated & AGR*)

Deployment Support - All AFRC personnel and their dependents, regardless of status. (TR/ART/AGR)

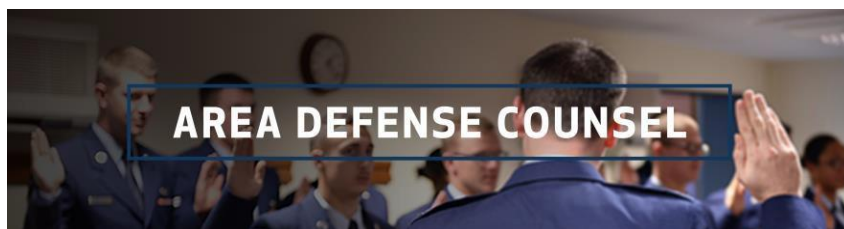
WHAT: The role of the Red Cross is to independently verify the emergency, enabling the member's commander to make a decision regarding emergency leave. The Red Cross then provides transportation assistance and/or financial assistance if needed.

WHERE/WHEN: Local Red Cross offices or the American Red Cross Emergency Communications Center is available to help 7 days a week, **24 hours a day, 365 days a year.** Call 1-877-272-7337

WHY: When military members or their families experience a crisis, the Red Cross is there to help, 24/7.

AREA DEFENSE COUNSEL

The Area Defense Counsel (ADC) is an experienced judge advocate who provides legal defense services to service members in Uniform Code of Military Justice proceedings and adverse administrative actions. Counsel is free and confidential with an attorney, a defense paralegal and any other defense team member. ADCs have a separate chain of command, and do not work for any of the base commanders or the base staff judge advocate.



- Active and retired service members and family members are eligible for free legal assistance, including: Drafting powers of attorney
- Drafting wills
- Guiding estate planning
- Providing family law advice (in areas such as adoption, marriage, divorce, alimony and property division)
- Reviewing contracts and leases
- Providing notary services
- Offering consumer advice (ranging from debt management and credit reporting to ID theft)
- Helping with taxes
- Assisting in immigration and naturalization issues
- Advising in civil lawsuits
- Protecting service member rights and responsibilities
- Advise on misdemeanors and minor traffic offenses



The ADC's prime responsibility is to zealously and ethically represent clients during adverse military actions...



WHO:

The Area Defense Counsel is available for Air Force members only.

(TR, ART, AGR, IMA)

WHAT:

Provides legal defense services to active-duty service members in Uniform Code of Military Justice proceedings and adverse administrative actions

WHERE:

Local and/or assigned Area Defense Counsel office

WHY:

If a member is suspected of an offense and, read their **Article 31 rights**, they have the right to consult an attorney prior to making any statements

WHEN:

Represent clients during:

- Courts-martial and Article 32 hearings
- Article 15 actions
- LOCs, LOAs and LORs
- Administrative discharge and demotion actions
- UIF entries and control rosters
- Denial of reenlistment
- Referral EPRs/OPRs
- Suspect rights advisements
- Any other adverse actions in which counsel is required

CHAPLAIN CORPS

The Command Chaplain's Office is responsible for advising leadership on spiritual, religious, ethical, moral and quality of life issues for all Airmen; managing Chaplain Corps manpower, personnel matters, education and professional development to ensure readiness and compliance; and developing, supporting and evaluating quality programs that support Airmen readiness to accomplish mission requirements throughout AFRC.

Services offered by Chaplain Corps:

- Conduct religious observances
- Provide pastoral care
- Offer advice to leaders on spiritual, ethical, moral, morale, core values and religious accommodation

CONTACT INFORMATION

(478) 327-1475/DSN Prefix 497

AFRC.HC@us.af.mil

AFRC HC SharePoint

<https://usaf.dps.mil/sites/AFRC-HC/SitePages/Home.aspx>



WHO:

All AFRC personnel.
(IMA, TR, CIV, ART,
AGR/Family Members)

WHAT:

HC services as
applicable

WHERE:

Base-level HC office:
(478) 327-1475 for
reserve- related
concerns. Civilian
personnel assigned to
tenant AFRC units will
utilize the RegAF host
HC office. Civilians
assigned to AFRC stand-
alone installations will
utilize the respective
NAF HC manager.

WHEN:

The AFRC HC office
hours are Monday –
Friday 0730-1630
Eastern, unless otherwise
posted. All federal
holidays are observed.

DIRECTOR OF PSYCHOLOGICAL HEALTH

Air Force Reserve Directors of Psychological Health provide services in the Air Force Reserve community to maintain readiness and maximize psychological health, resilience and wellbeing. Embedded healthcare providers promote comprehensive health utilizing expertise in advising leadership, advocacy and enhanced mental health referral coordination.

Mission Statement: AFR Directors of Psychological Health (DPH) will utilize their unique education, knowledge, training and expertise to increase individual, unit and wing readiness and help Airmen and their families maximize psychological health, resilience and wellbeing.

Why Contact your local DPH?

Local, professional Licensed Clinical Social Workers are available to assist, in person or by phone, with a variety of life and military related issues including, but not limited to:

- Anxiety
- Parenting
- Marriage & Relationships
- Depression
- Alcohol & Drug misuse
- Anger Management
- Work Stress
- Sleep Disturbance
- Family Discord
- Deployment Stress
- Education



WHO:

All AFRC personnel and their dependents, regardless of status. **(TR, ART, AGR, IMA, CIV)**

WHAT:

Problem solving, supportive counseling, enhanced referral coordination, crisis response and expertise on mental health topics.

WHERE:

DPH Office (*typically on Wing Staff*)

WHY:

Confidential services are provided to optimize health, increase connectedness and enhance resilience to meet the unique challenges of Reserve Citizen Airmen.

WHEN:

Regular weekday duty hours, plus scheduled UTAs.

A Psychologically Health Force Ready to Meet the Nation's Call!

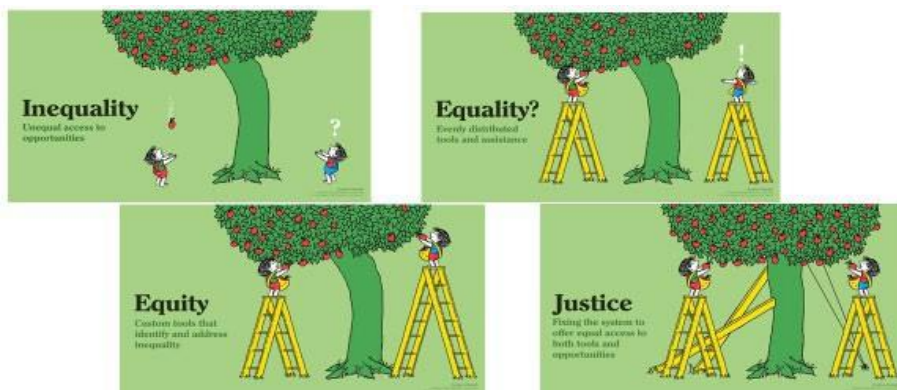
DIVERSITY AND INCLUSION

The Air Force Reserve has developed a comprehensive Diversity and Inclusion initiative to enhance the all-volunteer Total Force, to include Air Force Reserve military and civilian personnel. The initiative aims to address the following objectives:

All qualified individuals are welcome in America's Air & Space Force.



Emphasize the importance of diversity and inclusion education and training.



Ensure all Total Force personnel understand they are valued and have the opportunity to achieve their full potential while contributing to the mission of the Air Force.



- Rewire your brain by regularly interacting with people who are different than you
- Develop peer coaching and feedback relationships
- Lean into discomfort
- Develop process checks
- Examine important talent acquisition and management process and redesign them to minimize the potential impact of bias



WHO:

All members of the AFRC Total Force (TR, ART, AGR, IMA, CIV)

WHAT:

Assistance connecting with, or referral to, unit level DE&I Council, or command level support to unit level councils, or to members in lieu of council.

WHERE:

Base level/local DE&I Council or AFRC/DE&I office

WHY:

Identify and eliminate barriers to success based on any dimension of diversity

WHEN:

Any time members identify a barrier relating to diversity or inclusion; or have ideas to promote a more diverse and inclusive force

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) is a voluntary, confidential program that helps DoD Civilian employees (including management) work through various life challenges that may adversely affect job performance, health and personal well-being in order to optimize organizational success. EAP services include assessments, counseling and referrals for additional services to employees with personal and/or work-related concerns, such as stress, financial issues, legal issues, family problems, office conflicts, and alcohol and substance use disorders.



WHO:

DoD civilian employees and their family members living in household

WHAT:

Non-medical resources provided at **no cost** with confidential services

WHERE:

Installation Civilian Personnel Office
(866) 580-9078
www.afpc.af.mil/eap

WHY: Personal and/or work-related problems.

WHEN:

Available 24/7/365

EMPLOYER SUPPORT OF THE GUARD & RESERVE

USERRA is a Federal law intended to ensure that persons who serve or have served in the Armed Forces:

(1) are not disadvantaged in their civilian careers because of their service

(2) are promptly reemployed in their civilian jobs upon their return from duty

(3) are not discriminated against in employment based on past, present, or future military service.

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to perform service in the uniformed Services. USERRA affects employment, reemployment, and retention in employment, when employees serve in the uniformed Services. USERRA also prohibits employers from discriminating against past and present members of the uniformed Services and applicants to the uniformed Services.

To be eligible for protection under USERRA, the Service member must report back to work or apply for reemployment within the following guidelines:

1-30 days of service	Report next scheduled work day after safe travel and 8 hours rest
31-180 days of service	Apply within 14 days after completion of service
181+ days of service	Apply within 90 days after completion of service



WHO:

ESGR, a DoD program, to promote cooperation and understanding between Reserve Component Service members and their civilian employers and to assist in the resolution of conflicts arising from an employee's military commitment. **(TR, ART, AGR, IMA)**

WHAT:

USERRA applies to all public, private, and government employers in the United States, large and small.

WHERE:

State/ Local ESGR representatives are available to assist In ESGR matters.

<https://www.esgr.mil/About-ESGR/Contact/Local-State-Pages>

WHY:

To ensure service members and their employer know the members rights and responsibilities under USERRA.

WHEN:

Mon. – Fri (non Federal Holidays) toll-free 800-336-4590, Option 1, 0800 & 1800; complete an online form

EQUAL OPPORTUNITY

The Equal Opportunity (EO) office provides a forum for civilian employees (current, former and applicants) and military personnel to address allegations of unlawful discrimination and/or harassment. The EO office offers a wide range of support services to assist leaders with maintaining positive human relations climates and restoring units to mission focus.

Services offered by AFRC/EO offices:

- Climate Surveys (DEOCS)
- Commander-Directed Investigation Subject Matter Expertise
- Military Complaint Processing
- Conflict Resolution Services
- Focus Groups
- Human Relations Education Training
- Out & About Assessments
- Small Group Discussion

Services offered by AFRC NAF EEO managers:

- Commander-Directed Investigation Subject Matter Expertise
- Civilian Complaint Processing
- Conflict Resolution Services

CONTACT INFORMATION

AFRC EO Program Assistant
(478) 327-0294/DSN Prefix 497
charles.quinn.1@us.af.mil

4 AF EEO Manager
(951) 665-7402/DSN Prefix 447
paula.greenhaw@us.af.mil

10 AF EEO Manager
(951) 665-7402/DSN Prefix 447
delanamor.love@us.af.mil

22 AF EEO Manager
(678) 655-5094/DSN Prefix 625
evelyn.abbott.1@us.af.mil

AFRC EO SharePoint

<https://usaf.dps.mil/sites/AFRCA1/A1Z/CAIB/EO%20%20NDR/Home>.



WHO:

All AFRC personnel and military retirees.
(Civilians, TR, ART, IMA, AGR/Family Members)

WHAT:

EO services as applicable

WHERE:

Base Level EO office or Air Force EO Hotline: (888) 231-4058; (210) 565-5214 for TR-related concerns. Civilian personnel assigned to tenant AFRC units may utilize the RegAF host EO office. Civilians assigned to AFRC stand-alone installations should utilize their respective NAF EEO manager.

WHEN:

The AF EO hotline is available 24-hours/day. Contacts made via the hotline are referred to the respective servicing AFRC/EO office as appropriate for action.

EXCEPTIONAL FAMILY MEMBER PROGRAM FAMILY SUPPORT



The goal of the Exceptional Family Member Program (EFMP) is to help families with special needs thrive in military life. EFMP is the work of three components: identification and enrollment, assignment coordination, and family support (FS). The EFMP family support works with the family to identify tools, resources, and services that are available to support the family.

EFMP FAMILY SUPPORT'S PRIMARY GOALS

- INFORMATION AND REFERRAL FOR MILITARY AND COMMUNITY SERVICES
- EDUCATION AND OUTREACH
- INFORMATION ABOUT AVAILABLE LOCAL SCHOOL AND EARLY INTERVENTION SERVICES
- WARM HANDOFFS TO THE EFMP AT NEW LOCATIONS
- NON-CLINICAL CASE MANAGEMENT

WHO SHOULD ENROLL IN EFMP

Active Duty family members-a spouse, child or dependent adult-with documented special medical and/or educational needs are required to enroll in the EFMP. This includes family members who:

- Require special medical services for a chronic condition
- Require adaptive equipment, assistive technology devices or services, environmental or architectural considerations for a chronic condition
- Receive ongoing service from a medical specialist
- Have significant behavioral health concerns
- Receive early intervention services or special education services; birth through age 21 or is eligible for these services.

WHO:

“Q” coded military personnel and families

All AFRC members, family members, civilians, and retirees can access the EFMP FS for information, support, and referral services.

WHAT:

Assist with resources, education, and community support for EFMP services

WHERE:

Active Duty installations: Airman & Family Readiness Center
-Host locations go to closest active duty base for information and referral services. Visit <https://installations.militaryonesource.mil/?looking-for-a-program/programs-service=26/focus=program> to locate closest EFMP services.

WHY:

Support military families with special needs

WHEN:

As needed

FITNESS AND HEALTH PROMOTION

The goal of the Fitness Program is to motivate all Airmen to participate in a year-round physical conditioning program that emphasizes total fitness, to include proper aerobic conditioning, muscular fitness training, and healthy eating. Health Promotion (HP) fosters a culture and environment that values health and wellness, empowers individuals and organizations to lead healthy lives, and improves the health, performance, readiness and productivity of the military community.

Services offered by AFRC Exercise Physiologists:

- Preparation for Physical Fitness Assessment
- Exercise prescription to improve cardiovascular and strength condition
- Injury prevention education and training
- Nutrition and supplement education
- Health promotion services
- Sleep hygiene
- Tobacco cessation

CONTACT INFORMATION

AFRC Fitness and Health Program Manager

(478) 327-2088/DSN Prefix 497

HQAFRC.A1ZO.Workflow@us.af.mil

AFRC Fitness and Health Promotion SharePoint

<https://afrc.eim.us.af.mil/sites/A1/A1Z/CAIB/Fitness/Forms/AllItems.aspx>

AFRC Fitness and Health Promotion Policy

DAFMAN 36-2905, *Air Force Physical Fitness Program*

AFI 48-103, *Health Promotion*



WHO:

All AFRC personnel and military retirees
(Civilians, TR, ART, IMA, AGR, Family Members)

WHAT:

Fitness and HP services as applicable

WHERE:

Base Level Fitness Center office. Reserve personnel assigned to tenant AFRC units may utilize the RegAF host Fitness Center and Fitness Assessment Cell. Reserve personnel assigned to AFRC stand-alone installations should utilize their respective Fitness and Health Promotion manager.

WHEN:

The Fitness and Health Promotion program is available weekly to include Unit Training Assemblies

FORCE DEVELOPMENT

Force Development is the career-long (military or civilian) pursuit of education, training, experiences, and assignments that produce Reserve Citizen Airmen who possess the requisite skills, knowledge, and professional motivation to lead and execute the full spectrum of Air Force Reserve missions. Each Reserve Citizen Airman is encouraged to seek out opportunities and experiences to remain professionally relevant throughout the course of their career regardless of status.



*DELIBERATE MANAGEMENT
OF EXPERIENCES
COMBINED WITH
TRAINING OPPORTUNITIES
THAT DEVELOP
AIR FORCE LEADERS.*

The overall goal of the AFR Force Development program is to align career development (supervisory or non-supervisory) of civilian and military members with AFR mission needs, within the context and culture of the Reserve Citizen Airman. In doing so, the Citizen Airman is deliberately connected to individual training and experience opportunities to best build competencies.

A1KB SharePoint

<https://usaf.dps.mil/sites/AFRCA1/a1k/SitePages/A1K%20Personnel%20Division.aspx>



WHO:

All members of the AFRC Total Force (TR, ART, AGR, IMA, Department of Air Force Civilian)

WHAT: To produce Airmen who possess tactical expertise, operational competence and strategic vision

WHERE:

CONUS and OCONUS via On-line/virtual or TDY for all levels

WHY:

Maximize capabilities of all personnel to ensure AFR can provide the right leader at the right time

WHEN:

Opportunities are available throughout an Academic Calendar Year and Fiscal Year.

INTERPERSONAL & SELF-DIRECTED VIOLENCE

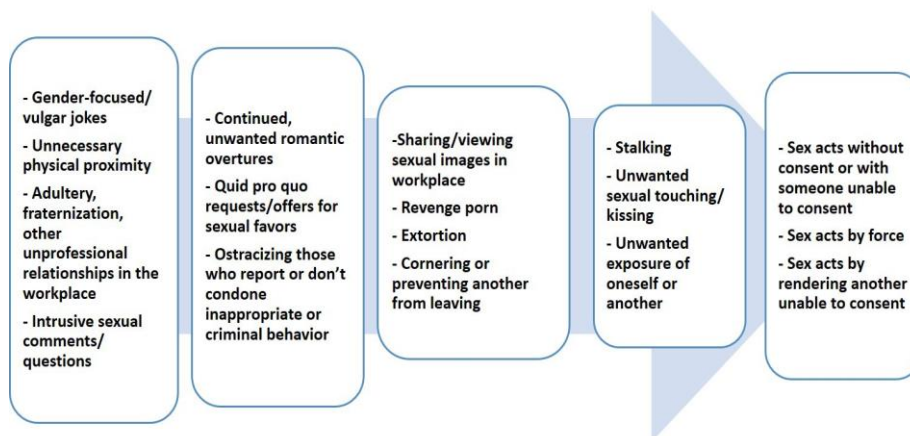
The Violence Prevention Program focuses on non-clinical prevention of interpersonal and self-directed violence by stopping it before it occurs. It collaboratively identifies, implements, and assesses public health-informed and evidence-based prevention policies, practices, and processes to eliminate interpersonal and self-directed violence.

The Violence Prevention Integrator (VPI) is the installations program manager and in charge of the annual training platforms. They are a dedicated resource for the prevention of suicide, child neglect, domestic and workplace violence.

VPIs are a direct report to the installation commander. They are responsible for the Suicide and Sexual Assault Prevention & Response annual training requirements.

Just below is a graphic of the continuum of harm that is specific to sexual assault. It is just one example of what VPIs can be consulted on as to how best to break this continuum within an organization.

The Continuum of Harm



*An incident or course of conduct could vary on the continuum of harm based on the specific facts of a particular case

WHO:

Total Force: Traditional Reservist, IMA, Air Reserve Technicians, DoD civilians and contractors

WHAT:

Provide training and consolation to foster a culture that is free of all types of interpersonal and self-directed violence

WHERE:

Each base has Violence Prevention Integrator (VPI)

WHY:

Fostering a culture of violence prevention is a strategic imperative

WHEN:

Through annual training requirements on demand when required to assist any organization.

KEY SPOUSE PROGRAM

The Air Force Key Spouse Program (KSP) is an official AF Unit Family Readiness Program designed to enhance readiness, personal/family resiliency and establish a sense of AF community. Key Spouses are commander-appointed and serve as a vital resource to command teams in an effort to support AF families.

WHY IS THE KS PROGRAM IMPORTANT?

- Increased Awareness of installation/community resources
- Identified/resolved issues at lowest levels
- Enhanced up and down information flow
- Prepared and supported families during separations/deployments
- Increased sense of unit support
- Improved quality of life amongst unit families
- Increased readiness and retention
- Enhanced individual and family resilience
- Direct link/liaison between families and unit leadership

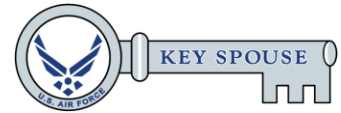
KEY SPOUSE (KSP)

- CC may choose whomever he/she deems qualified as KS
- Attends initial/continuing education/networking opportunities

KEY SPOUSE MENTOR (KSM)

- Advisor/mentor to KS in a supportive, not a supervisory role
- CC may choose whomever he/she deems qualified as KSM
- Attends initial/continuing education/networking opportunities

Note: KSP Virtual Initial Training is available for those AF Reserve KSs/KSMs who are not able to attend the in person training at Airman & Family Readiness.



WHO:

The unit CC may choose whomever he/she deems qualified to perform duties as KS/KSM. It does not have to a spouse.

WHAT:

Once a KS is appointed by unit CC, with the form 2793 completed and on file with CC, the KS/KSM should contact A&FR to schedule required training. KS and KSM also attend continuing education trainings at A&FR.

WHERE:

The KS program is commander's program at each unit. The KS Commander's Guide will provide information and resources to help units manage their official KSP. CCs can request a copy of the guide from A&FR, if they do not have one.

WHY:

To increase resiliency and unit cohesion

WHEN:

Appointed by unit CC

MILITARY CHILDCARE

The DoD recognizes the importance of providing military and DoD-affiliated families with access to quality, affordable childcare programs. Access to childcare affects the efficiency, mission readiness, morale and retention of DoD personnel worldwide.

OTHER RESOURCES FOR CHILD CARE

- If more Home Community Care (HCC)/UTA providers are needed in your area, contact the HCC POC or FCC Coordinator at your installation to recruit for UTA child care.
- <https://www.dafchildand youth.com/expanded-child-care>
- Priority Listing: <https://www.mcccentral.com/training-center/components/dod-priority-changes>
- Military One Source

COMMON TYPES OF CARE

- Child Development Center (CDC)-Care from infant-preschool
- School Age Care (SAC)-Care for school-age youth, before- and after-school, seasonal camps and out-of-school days
- Family Child Care (FCC)-Full- or part-time care for children birth-school age offered in provider's home
- Extended Duty Care (EDC)-Parent works past normal operating hours of the facility, child must be enrolled in full-time care; No cost; Provided in FCC home
- Hourly care-Space available basis in FCC or CDC
- Home Community Care (HCC)-Free childcare available on the UTA for children aged 2 weeks to 12 years
- Off-installation care-May be eligible for childcare fee assistance program if member does not have access to on-base childcare through <https://www.childcareaware.org>
- AF Deployment Child Care/Remote Assignment-Allows 16 hours for pre-deployment, 16 hours each month and 16 hours post; Remote can be used each month; No cost; In FCC home
- Community Based Child Care-families who do not have access to CDC, SAC, or FCC can visit <https://www.childcareaware.org/>

MILITARY
CHILDCARE dot COM

WHO:

All AFRC members, family members, civilians and retirees. Priority listing for care is set by DoD.

WHAT:

Home Community Care (HCC)-Contact FCC provider at tenant locations. Host locations should contact HCC POC.

DoD Child Care-
militarychildcare.com

WHERE:

On and off installation, depending upon type of childcare needed

WHY:

Provide full-time, part-time or UTA childcare

WHEN:

Upon request

MILITARY FAMILY LIFE COUNSELOR

The Military and Family Life Counseling (MFLC) program provides confidential, non-medical, short-term, counseling services. The non-medical counseling approach is psychoeducational, which helps participants learn to anticipate and resolve challenges associated with the military life. Support is aimed at preventing the development or exacerbation of mental health conditions that may detract from military and family readiness.



Support and education are offered through formal and informal meetings with individuals, couples, families, and in group presentations.

Topics include:

- Assistance for Caregivers
- Problems of Children and Youth
- Communication
- Coping with Separation
- Deployment and Reintegration
- Grief and Loss
- Marriage and Relationships

Issues addressed in non-medical counseling

- Marital or relationship issue
- Child social skills
- Communication
- Effectively dealing with children
- Stress management
- Parent-child relationship issue
- Anger management
- Grief or loss
- Deployment or reintegration
- Academic problems



WHO:

- National Guard and Reserve service members (regardless of activation status)
- Civilian expeditionary workforce members (when deployed)
- All service members and their immediate family members transitioning out of the military (honorable)
- Survivors (non-remarried spouses and their children)

WHAT:

Non-medical counseling services are available worldwide, up to 12 sessions per person, per issue

WHERE:

- Base Level/Local
- 800-342-9647

WHY:

Support during life's stressors

WHEN: Pre, Post & During deployment or life events

MILITARY ONESOURCE

As a DoD-funded program, Military OneSource serves each Airman throughout their military lifecycle with robust online information and resources vetted by DoD. Military OneSource connects service members to programs, services and products developed for military life. Turn to Military OneSource for tax services, spouse employment help, webinars, and online training, relocation and deployment tools, and much more.



Confidential Help

- Free, confidential and answers from MilLife expert counselors.

Military Life Cycle

- Tools to help members navigate from BMT to separation and all the phases in between

Family & Relationships

- Help for stronger relationships, smarter parenting, special needs and more

Financial & Legal

- Help with budgeting, paying down debt, filing taxes, establishing savings, legal needs and more.

Education & Employment

- Resources to help service members & their family members achieve career & education goals.

Health & Wellness

- Healthy living & mental health resources, personalized coaching and tools to be your best you.

MILITARY ONESOURCE

WHO:

Active-duty service members, National Guard and Reserve, recently separated service members, military families and survivors.

(TR, ART, AGR, IMA)

WHAT:

Military OneSource offers a wide range of individualized consultations, coaching and non-medical counseling for many aspects of military life.

WHERE:

Via phone
CONUS -
(800) 342-9647

OCONUS -
(703) 253-7599

Live chat -

militaryonesource.mil

WHY:

When military members or their families are in need of support in navigating life's challenge, Military OneSource is available anytime.

WHEN:

Anytime,
(24/7/365), anywhere, at
no cost.

PERSONAL FINANCIAL COUNSELOR

The Personal Financial Counselor (PFC) program assists members and their families with tools, education and counseling to achieve their financial goals and successfully overcome financial challenges.

PFC PRESENTATIONS AVAILABLE

- Developing your spend plan
- Financial planning for deployment
- Life after deployment
- Saving and investing
- Stretching your money
- Take control of your finances
- Strategies for home buying
- Taxes and tax preparation
- Credit and debt management
- TSP
- The uniformed services blended retirement system
- Making your ideal retirement a reality
- PFC overview
- Military benefits

FINANCIAL COUNSELING

- Non-medical, non-clinical counselors
- Limited confidentiality/informed consent
- Telephonic services
- Virtual services



WHO:

All AFRC service members and their family members are eligible for PFC counseling

WHAT:

PFCs provide a wide range of services on/off base such as personal/family financial counseling and planning, education and training, and appropriate referrals

WHERE:

Airman & Family Readiness

WHY:

To increase personal financial readiness and achieve financial goals

WHEN:

Airman or family member appointments
CCs request for in-unit financial education and training

Mandatory financial readiness touchpoint trainings

PSYCHOLOGICAL HEALTH ADVOCACY PROGRAM

The Psychological Health Advocacy Program (PHAP) consists of full-time, regional teams dedicated to providing free psychological health support, referrals and resources to Airmen and their loved ones throughout all phases of the deployment cycle. PHAP also provides consultation services to Reserve leadership on psychological issues.



Referral services shall include, but are not limited to:

- Services for children
- Suicide prevention
- Substance abuse awareness
- Mental health awareness
- Financial management
- Anger management
- Domestic violence awareness and prevention
- Employment assistance

PHAP personnel accept requests for services, coordinate referral resources, evaluate customer satisfaction and report their activities to the AFRC PHAP program manager.



WHO:

All Air Force Reserve personnel and their families

WHAT:

Support and referrals for solution- focused resources that improve outcomes and positively influence total health and well-being

WHERE:

Worldwide

WHY:

To maximize the support for Reservists and their families while showing the respect and dignity they deserve

WHEN:

24 hours a day, 7 days a week, 365 days a year

HOW:

Call 478-327-0342 or email afrc.phap@us.af.mil

RESILIENCE TRAINER ASSISTANT AND MASTER RESILIENCE TRAINER

Resilience Trainer Assistants (RTA) and Master Resilience Trainers (MRT) lead the way in delivering targeted resilience messaging within their installations. They serve as excellent assets to reinforce both Community Action Team and Community Action Board Comprehensive Airman Fitness initiatives throughout the wing to the benefit of military members, civilians and dependents.

Services offered by AFRC RTA and MRTs:

- Small group resiliency facilitation
- Installation level resiliency messaging
- Community Action Team and Community Action Board support
- Resiliency assistance for unit/wing leadership to guide RTP and Wingman discussions
- Developing key stakeholders (i.e. First Sergeants, Chaplains, etc.) on resiliency facilitation and messaging

CONTACT INFORMATION

AFRC RTA and MRT Program Coordinator
(478) 327-2088/DSN Prefix 497
HQAFRC.A1ZO.Workflow@us.af.mil

AFRC Resiliency SharePoint

<https://usaf.dps.mil/sites/AFRC-A1/A1Z/CAIB/Wingman%20Day%202017%20Planning/Forms/AllItems.aspx>

AFRC Resiliency Policy

AFI 90-5001, *Integrated Resilience*



RESILIENCE

WHO:

AFRC personnel:
E5-E7, O1-O3, GS-09-GS-12
Grades (**Full Time Reserve ART, AGR, Federal Civilians**)

WHAT:

RTA and MRT services
as applicable

WHERE:

Unit and Installation
Level

WHY:

Indented for installation
military communities to
deliver targeted
resiliency messaging

WHEN:

The RTA/MRT program
facilitators are available
at the request of from
unit commanders and
installation leadership
(**Services are provided
at Unit Training
Assemblies upon
request**)

RESILENCY FIRST SERGEANT

Effective FY21, AFRC laid in full-time First Sergeants in the field. The success of continuity, readiness, and resiliency has been priceless. First Sergeants are expeditionary leaders strategically aligned with the command team; this allows organizations to leverage this talent with a focus on increasing. Additionally, this full-time asset can provide direct support on any matter based on AGR status (unlike ART or Civilian members.) If the Wing First Sergeant is deployed, or on leave, the tasking should be delegated to another full-time asset and/or AGR centered on accessibility.

Developing Resilience Leaders – Integral team member of DRL team supporting helping agencies on and off the installation. The Wing First Sergeant works in tandem with the senior leadership to include the host, tenant, and geographically separated organizations. The Wing First Sergeant is identified for this tasking because upon the scope of responsibility within this special duty career field.

- Support of the Office of the WG/CC and/or GRP/CC (attend all staff meetings/represent command team, etc.)
- Support base wide personnel on matters of leadership, safety, and discipline
- Oversight of data analysis, metrics, and evaluation to utilize survey results to improve the organization's status
- Base Support in coordination with the First Sergeant Council (supporting on and off base engagements)
- Perform quality force reviews (Family Care/Recognition/MICT/etc.)
- Key liaison and support to base agencies. (AF&R/BHOP/Religious Affairs/etc.)
- Coordination base Education Office and Career Advisor to support Professional Development



WHAT: This is a 3-year term position. Seeking leaders who understand and can support mission-readied force.

WHERE:

25 Positions are projected to be advertised in FY 23/24 at various bases.

Located at all AFR wings and independent groups

WHY:

CAFR made First Sergeant a priority to support readiness and resiliency.

WHEN:

When the remaining unfunded positions have been approved by the Program Objective Memorandum (POM) process.

SCHOOL LIAISON OFFICE

The School Liaison Office (SLO) serves as the primary point of contact for preK-12th grade school-related matters. The SLO offers an array of services and resources to support students, parents, installation leadership, schools and the surrounding community.

CORE FOCUS AREAS



THE SCHOOL LIAISON OFFICE

- SERVES AS THE PRIMARY POINT OF CONTACT FOR SCHOOL-RELATED MATTERS
 - REPRESENTS, INFORMS AND ASSISTS COMMAND
 - ASSISTS MILITARY FAMILIES WITH EDUCATIONAL ISSUES
 - COORDINATES WITH LOCAL SCHOOL SYSTEMS
 - FORGES PARTNERSHIPS BETWEEN THE MILITARY, COMMUNITY, AND SCHOOLS
-
- INSTALLATION, SCHOOL, AND COMMUNITY COMMUNICATION
 - HOMESCHOOL SUPPORT
 - COMMUNITY RELATIONS, PARTNERSHIPS AND OUTREACH
 - SCHOLARSHIP AND GRANT OPPORTUNITIES
 - SPECIAL EDUCATION NAVIGATION
 - DEPLOYMENT/PARENTAL ABSENCE SUPPORT
 - STUDENT TRANSITION SUPPORT
 - COLLEGE, CAREER AND MILITARY READINESS
 - EDUCATOR'S PROFESSIONAL DEVELOPMENT
 - MILITARY INTERSTATE CHILDREN COMPACT COMMISSION COMPLIANCE



WHO:

All AFRC members, family members, civilians and retirees

WHAT:

Provides students, parents and school personnel with tools they need to overcome obstacles to education that stem from the military lifestyle

WHERE:

Active duty installations
(<https://installations.militaryonesource.mil/search?program-service=12/view-by=ALL>)

WHY:

Quality education for military children impacts retention and readiness. SLOs ensure the best possible education experience and ease educational transitions for military connected children/youth

WHEN:

Whether planning a move or need to know more about schools at current duty station

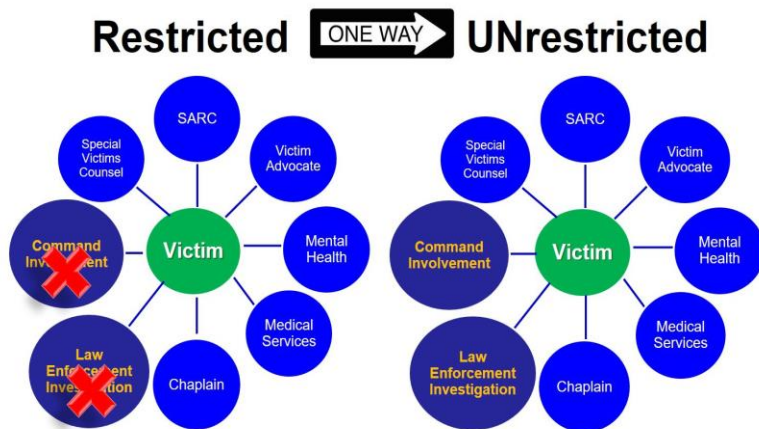
SEXUAL ASSAULT PREVENTION & RESPONSE

The Sexual Assault Response Coordinator, or SARC, manages the installation Sexual Assault Prevention and Response (SAPR) Program. The SARC serves as the subject matter expert to all echelons of installation leadership, and coordinates 24/7 victim care and case management for adult sexual assault victims from initial reporting through legal disposition and resolution of issues related to the victim's health and well-being. The SARC reports directly to the installation or host wing leadership.

An expansion to Restricted Reporting eligibility was precipitated by the Independent Review Commission (IRC) recommendations.



"Traditional" Reporting Options



Expanded Eligibility For Restricted Reporting

- Commanders are still mandatory reports
- Restricted Reports can be acquired by a victim even if supervisory chain knows of the assault
- As long as victim did not personally report the assault to MCIO they can receive a Restricted Report
- Previously made Unrestricted Reports **CAN NOT** be made a Restricted Reports
- Restricted Report can **ONLY** be acquired by a victim signing a DD Form 2910 with the SARC
- To not participate in an investigation a victim can fill out a Section 540K Declination Letter



WHO:

Traditional Reservist, AGRs, IMAs, Air Reserve Technicians, and DoD civilians are eligible to receive SAPR services.

WHAT:

If a member is in any status and experiences a sexual assault they are eligible to receive the full range of services (victim advocacy, counseling, medical treatment coverage, LOD, MEDCON, and Incapacitation Pay). If the assault occurred while not in status, even prior to service or you are an Air Force civilian employee you are eligible to receive victim advocacy supportive services along with resource and referral.

WHERE:

Each base has a SAPR office.

DoD Safe Helpline:
877-995-5247

TRICARE RESERVE SELECT

The Tricare Reserve Select (TRS) program is a premium-based insurance plan that is available worldwide to qualified members of the Selected Reserve and their families. TRS is considered minimum essential coverage under the Affordable Care Act. The Tricare Reserve Select Program is run like any other insurance program where you make monthly premium payments which authorizes certain types of care at a discounted or free rate.



WHO:

Reserve members (or their families):

- Not on active duty orders
 - Not covered under the Transitional Assistance Management Program (TAMP)
 - Not eligible for or enrolled in the Federal Employees Health Benefits (FEHB) program either under their own eligibility or through a family member
- Note:* Individual Ready Reserve (IRR) members do not qualify

WHAT:

Military OneSource offers a wide range of individualized consultations, coaching and non-medical counseling for many aspects of military life

WHERE:

Worldwide coverage

WHY: The Affordable Care Act requires minimum essential coverage to maintain basic health care coverage

WHEN:

365 Days a Year

I AM A...	I WANT TO CHANGE MY TRICARE HEALTH CARE PLAN	I WANT TO ENROLL IN A FEDVIP VISION PLAN	I WANT TO ENROLL IN A FEDVIP DENTAL PLAN
Active Duty Service Member 	You can only change plans when you retire. (While on active duty, you can only be Prime/Prime Remote) At retirement, civilian coverage ends. Learn about your options and what to do at www.tricare.mil/retiring	You do not qualify to purchase a FEDVIP vision plan. You will continue to get care as you do now.	You do not qualify to purchase a FEDVIP dental plan. You will continue to get care as you do now.
Active Duty Family Member 	You can change plans during the 2019 TRICARE Open Season.	You qualify to purchase a FEDVIP vision plan. You must enroll during Federal Benefits Open Season.	You do not qualify to purchase a FEDVIP dental plan. You can purchase dental coverage through the TRICARE Dental Program.
Reserve Component Member or Family Member enrolled in TRICARE Reserve Select or TRICARE Retired Reserve* 	No action needed. This does not apply TRICARE Reserve Select* (TRS) or TRICARE Retired Reserve (TRR).	You qualify to purchase a FEDVIP vision plan. You must enroll during Federal Benefits Open Season.	You do not qualify to purchase a FEDVIP dental plan. You can get your dental care through the TRICARE Dental Program.
Retired Service Member or Family Enrolled in TRICARE Prime*, TRICARE Select* 	You can change plans during the 2019 TRICARE Open Season.	You qualify to purchase a FEDVIP vision plan. You must enroll during Federal Benefits Open Season.	You qualify to purchase a FEDVIP dental plan. You must enroll during Federal Benefits Open Season. If you are already enrolled in FEDVIP, you don't need to re-enroll.
Retired Service Member or Family Member using TRICARE For Life 	No action needed. This doesn't apply to TRICARE For Life.	You qualify to purchase a FEDVIP vision plan. You must enroll during Federal Benefits Open Season.	You qualify to purchase a FEDVIP dental plan. You must enroll during Federal Benefits Open Season. If you are already enrolled in FEDVIP, you don't need to re-enroll.



VET CENTERS

Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional readjustment counseling to eligible veterans, active-duty service members, including National Guard and Reserve components, and their families. Readjustment counseling is offered to make a successful transition from military to civilian life or after a traumatic event experienced in the military. Individual, group, marriage and family counseling are offered in addition to referral and connection to other VA or community benefits and services. Vet Center counselors and outreach staff, many of whom are veterans themselves, are experienced and prepared to discuss the tragedies of war, loss, grief and transition after trauma.



Vet Centers

Life isn't always easy after a deployment. That's where we can help. We offer confidential support for Veterans, service members, and their families at no cost in a relaxed, non-medical setting. Our services include counseling for needs such as

depression, post traumatic stress disorder (PTSD), and the psychological effects of military sexual trauma (MST). We can also connect you with more support in VA and your community. All services are strictly confidential.



Mobile Vet Center

Our 83 Mobile Vet Centers (MVC) are large mobile vehicles with space for confidential counseling and are used to provide outreach to eligible individuals in communities that are distant from existing services. MVCs can access records through

encrypted connection. With this capability, MVCs are often called upon to support VA in its important mission of providing emergency services in response to national emergencies and disasters.



Vet Center Call Center

1-877-927-8387 is a free, around the clock confidential call center where Veterans, service members and their families can talk about their military experience or any other issue they are facing in transitioning after military service or trauma and get

connected to their nearest Vet Center. Our call center team is comprised of combat Veterans from several eras as well as family members of Veterans.



WHO:

Family members and members who served in any combat zone and received a military campaign ribbon (Vietnam, Southwest Asia, OEF, OIF, etc.) are eligible for Vet Center services. **(TR, ART, AGR, IMA)**

WHAT:

Offer readjustment counseling to help transition from military to civilian life.

WHERE:

Vet Center national directory;
www.va.gov/find-locations/?facilitytype=veter_center or listings in your local blue pages.

WHY:

Life isn't always easy. All services are strictly confidential and there is no cost.

WHEN:

Vet Center staff are available 24/7 at 877-WAR-VETS. Vet Centers maintain non-traditional appointment schedules for veterans, Service members, and family members.

YELLOW RIBBON PROGRAM

The Yellow Ribbon Program is a cooperative network of military services, veteran services, state governments departments and other agencies that provide information, resources, referral services and proactive outreach to service members and their loved ones throughout all phases of the deployment cycle. Training is conducted in various locations throughout the country



PRE-DEPLOYMENT

Addresses the concerns of Reserve Airmen, their loved ones and others in preparation for deployment. Provides military and community resource information, workshops in communication skill, financial planning, stress management and resiliency.

DURING DEPLOYMENT

Addresses family concerns and provides assistance from military and community support agencies. Topics include: children, medical insurance, personnel information, psychological health, spiritual readiness and more.

POST-DEPLOYMENT

Focuses on reconnecting with family, community and employers. Events may include: marriage workshops, reconnecting with children, occupational stress, career coaching, education benefits, veterans' benefits, stress management and anger manage.



AIR FORCE RESERVE YELLOW RIBBON PROGRAM

WHO: All AFRC pre-deployers, post-deployers and their loved ones.

WHAT: Events designed to provide deployers and loved ones with essential resources throughout the deployment cycle.

WHERE: Events are hosted in major cities across the country. They can also be attended virtually.

WHY: To ensure Reserve families have the support they need to improve the deployment experience.

WHEN: The weekend events are offered more than 15 times per year.