

**ARMY COMMUNITY SERVICE**  
**BLDG 33720, SUITE 367**  
**HOURS: 0700-1630, Mon-Fri**  
**791-3579**

**1. RELOCATION SERVICES**

**\*WELCOME CENTER:** ACS operates a welcome desk in the Darling Hall lobby. Staff provides relocation services as well as directions and other post information.

**SITES:** The Standard Installation Topic Exchange Service (SITES) allows ACS to print a customized information booklet on any military installation worldwide. Booklets are available at the Welcome Center in the Darling Hall lobby.

**\*ACS INTERNET SITE:** Fort Gordon ACS maintains an internet presence with extensive information on all programs, especially relocation. The site includes email addresses for requesting information and asking questions.

**LENDING CLOSET:** Army Community Service's (ACS) Lending Closet loans basic household items for a 30-day period to military personnel and their families as they relocate into or out of the Ft Gordon area. The Lending Closet is located in Darling Hall, Room 367.

**EDUCATION:** ACS offers monthly classes for personnel and family members relocating to Germany or to Korea.

**WELCOME PACKETS:** ACS provides welcome packets containing area maps, installation fact sheets, the Fort Gordon Guide, and other materials of interest to newly arriving personnel. Packets can be requested by phone or through our web site.

**CAR RESTRAINT SEAT PROGRAM:** Car restraint seats are available on a 30-day loan basis to all newly arriving families with small children and infants, as well as to those soldiers referred to ACS by the hospital following the birth of an infant. Infant car seats can also be obtained through the local health departments.

**2. FINANCIAL READINESS**

**CONSUMER INFORMATION:** ACS maintains an extensive selection of pamphlets, booklets, and information fact sheets on a variety of consumer issues.

**PERSONAL FINANCIAL MANAGEMENT CLASSES:** ACS provides classes on personal financial management. Classes are held at ACS on a regular basis and are scheduled for units or groups upon request. Upon request, classes are also available on a wide range of consumer topics.

**ARMY EMERGENCY RELIEF (AER):** AER is a non-profit fund organized to provide emergency financial assistance to active duty and retired soldiers by furnishing interest-free loans or monetary grants. Financially stressed spouses and orphans of deceased military personnel may also apply in emergency situations. Educational financial assistance for dependent children of active, retired, or deceased military personnel is available. The most frequent reasons for AER requests are POV repair and emergency travel. The AER office also provides assistance to personnel from other branches of service through Navy Relief, the Air Force Aid Society, and Coast Guard Mutual Assistance.

**ACS EMERGENCY FOOD PROGRAM:** Gift certificates are available for military families experiencing emergencies or unexpected financial difficulties. This assistance is intended to provide groceries for very short-term situations.

3. **FAMILY MEMBER EMPLOYMENT ASSISTANCE PROGRAM (FMEAP):** The mission of the FMEAP is to provide family members with information and assistance regarding employment and educational opportunities. FMEAP services include a Job Bank of off-post job opportunities, individual counseling, employment-related workshops and activities, and resume assistance.
4. **FAMILY ADVOCACY PROGRAM (FAP):** Family Advocacy Program works with individuals and families to strengthen family relationships and prevent child and spouse maltreatment. The program is dedicated to enhancing individual coping skills and alleviating the underlying causes of stress associated with family violence. FAP provides preventive education services which restore and maintain a healthy environment, while reporting and treatment are provided through Social Work Services (SWS). Some of the services available through ACS FAP are:

**EMERGENCY SHELTER:** FAP provides a safe environment for family members who are at risk for family violence. Shelter is provided until a long term plan can be arranged by the client and SWS. The length of stay varies with each individual case.

**EMERGENCY TRANSPORTATION:** When all other resources fail and a bonafide need exists, transportation (in the form of cab service) can be made available to military families.

**EMERGENCY RESPITE CARE:** As a preventive measure in potentially abusive situations, to give parents a break from stressful child-rearing situations, or to facilitate treatment, child care can be provided to military families for a limited period.

**NEW PARENT SUPPORT:** Family Advocacy offers a New Parent Support Program that includes parent education classes, three weekly developmentally appropriate "Playgroup" sessions for infants, toddlers, and preschoolers and their parents, referrals for various "nursing moms" support groups, home visitation, and a well supplied resource library with video and audio tapes, books and more. Partnerships are established with the Ft. Gordon Children and Youth Branch and Parent Teacher Association in order to maximize resources.

**VICTIM ADVOCATE:** When spouse abuse occurs, this new program offers a coordinated community response designed to empower victims of domestic violence. This assistance is provided through volunteer and paid professional staff who are involved throughout the full spectrum of the victim's experience from reporting to resolution or emotional recovery. Telephone follow-up, transportation, home visits, empathic listening, problem solving, community referrals, and supportive self-help workshops and classes are provided.

**WORKSHOPS/CLASSES:** FAP provides a wide range of classes designed to enhance interpersonal skills. These are offered on a regular basis, and include:

COMMAND EDUCATION  
CHILD SAFETY  
STRESS MANAGEMENT  
CHILD ABUSE PREVENTION AND INTERVENTION  
COUPLES COMMUNICATION  
CHANGE MANAGEMENT  
STOP ANGER AND VIOLENCE ESCALATION  
TROOP EDUCATION  
ANGER CONTROL  
PARENTING

5. **EXCEPTIONAL FAMILY MEMBER PROGRAM:** EFMP provides services to military families who have family members with physical, emotional, developmental, or intellectual disabilities. Information and assistance are available regarding military and civilian resources in the community, education services, care providers' programs, advocacy services, support groups, family activities and workshops. To enroll an exceptional family member, contact the clinic at 787-2247/5303.
  
6. **BETTER OPPORTUNITIES FOR SINGLE SERVICEMEMBERS:** Better Opportunities for Single Servicemembers (BOSS) supports the overall quality of life for single and unaccompanied servicemembers (US Army, Air Force, Navy and Marines here at Fort Gordon). The program focuses on providing opportunities for servicemembers to identify quality of life concerns and make recommendations for improvement, to plan and participate in recreation and leisure activities of their choice, and to become active in their local communities. BOSS hosts annual town hall meetings, holiday fundraisers and events, trips to Six Flags, whitewater rafting and ski trips, and partners with children and youth programs on community service activities.

## 7. **FAMILY / UNIT SERVICES**

**INFORMATION & REFERRAL SERVICES:** The Information Desk operates Monday-Friday, 0730-1600. A staff member performs receptionist duties, screens individuals requesting assistance, provides routine information and, when appropriate, makes referrals to ACS programs or other agencies within the community.

**\*SWAP AND ASSIST SHOP:** Donated items such as clothing, shoes, kitchen utensils, baby items, books and other household goods are given to E-4s and below and when there is established financial need. For those families in which the sponsor's rank is E-5 and above, or where no financial need exists, articles of equal value may be swapped for goods. The Swap & Assist Shop is located in Bldg 39101.

**FOSTER CARE:** For those families in need of foster care services, referrals are made to the Richmond County Department of Family and Children's Services. For those families who may be interested in becoming foster parents, information on the application procedures is available through ACS.

**\*CHRISTMAS HOUSE:** The purpose of the Christmas House Project is to assist less fortunate active duty and retired military families during the Christmas holiday season. This assistance is provided in the form of food, clothing, and toys.

**FAMILY SUPPORT GROUP TRAINING:** Training is offered to family support group leaders and participants post-wide and upon request.

**UNIT SERVICE COORDINATORS:** ACS paid staff members are assigned to Fort Gordon battalions to insure optimum coordination of services.

8. **ORIENTATIONS AND BRIEFINGS:** ACS staff are available to conduct or participate in orientations, briefings, and presentations. The desire is to familiarize commanders, military personnel, family members, and the community with the services and resources available through ACS.

**\* Denotes special Fort Gordon programs or programs pioneered at Fort Gordon.**