



U.S. ARMY



Army Community Service (ACS)

ACS Information Brief

Directorate of Family and Morale,
Welfare and Recreation



ACS INFORMATION BRIEF

Army Community Service (ACS) is a human services organization composed of civilian personnel and an unpaid staff of dedicated volunteers. ACS assists Commanders in maintaining readiness of individuals, Families and communities within the military community by developing, coordinating and delivering services which promote self-reliance, resiliency and stability during war and peace.

All Active Duty, U.S. Army Reserve and National Guard Service members on active duty exceeding 30 days, retirees, their Family members and Civilians are eligible to use the services offered by ACS. ACS is Accredited by the Department of Defense.

<https://home.army.mil/buchanan/index.php/about/Garrison/fort-buchanan-mwr/army-community-service>

Davis Street, building 225

Fort Buchanan, PR 00934

(787) 707-3804

Hours of Operation: Monday thru Friday 8 a.m. – 5 p.m.

Tel: (787) 707-3292

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Information and Referral



- ☐ I&R is the first point of contact for clients visiting ACS
- ☐ The I&R conducts an initial assessment of the client's needs, determine the complexity of the level of service needed and provides information/referral in order to meet client's needs

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ACS INFORMATION BRIEF

Mobilization & Deployment

☐ Pre-Deployment

Community Readiness and Soldier Readiness Processing (SRP)

☐ Post-Deployment

ACS Reintegration Workshop focuses on reintegration, finances, parenting, peer mentorship and Reverse SRP

☐ Ongoing Services and Training

Family Readiness Group (FRG) Training
Family Readiness Support Assistance (FRSA)
Family Readiness Leader (FRL) Training



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Survivor Outreach Services (SOS)



- ☐ Helps survivors cope with the loss of their loved ones
- ☐ Improves responsiveness and streamlines the assistance process for Families
- ☐ Ensures Survivors have access to all entitled benefits
- ☐ Referral for Financial Planning/ Counseling to the Financial Readiness Program and local agencies
- ☐ Ongoing support for as long as needed
- ☐ Partnership with the PRNG SOS Program
- ☐ Currently supports all Gold Star and Survivors Family members in Puerto Rico

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Financial Readiness Program



- ☐ Mandatory Training Requirement
- ☐ Classes
 - ✓ Money Management
 - ✓ Basics of Budgeting
 - ✓ Your Credit Report and Score
- ☐ Specialized one on one Counseling
- ☐ Additional Classes
 - ✓ Car Buying
 - ✓ Home Buying
 - ✓ Consumer Protection

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Army Emergency Relief (AER)

AER / Emergency Assistance



- ✓ Zero-interest loan or/and grants to those who qualify for financial assistance



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Exceptional Family Member Program



- ☐ Provides assistance and coordination of services for the military Family members of Active Duty Soldiers with special needs
- ☐ Collaborative effort between military and Civilian agencies to provide:
 - ✓ Supports groups and workshops
 - ✓ Recreational and personnel services
 - ✓ Individual Education Plan (IEP) assistance
 - ✓ Respite Care
 - ✓ Assistance with Housing

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Army Volunteer Corps (AVC)



- ☐ Office of the Army Volunteer Corps Coordinator and organizations accepting voluntary service
- ☐ Volunteer Advisory Council Quarterly Meetings
- ☐ Annual Volunteer Recognition event and activities, tradition at Fort Buchanan, considered among volunteers as the highlight of their year
- ☐ Volunteer Management Information System (VMIS), and Organization Point of Contact (OPOC) training

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Employment Readiness Program

- ❑ Offers employment information training and assistance to active duty military, military spouses, and retirees. DA Civilians can attend to seminars, classes, and workshops



Services include:

- ✓ Career Counseling
- ✓ Job search assistance
- ✓ USAJOBS.gov guidance
- ✓ Employment resource information
- ✓ Career planning and assessment
- ✓ Resume critique
- ✓ Interview skills and practice
- ✓ Referral services
- ✓ Sponsor/Hosts Hiring Events/Job Fairs
- ✓ Military Spouse Employment Partnerships (MSEP)
- ✓ Military Spouse Career Advance Account Program (MyCAA)

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Family Advocacy Program



- ☐ Raises awareness among communities, Families, and Service Members to prevent domestic and intimate partner violence and child abuse. To improve Family cohesion and well-being.
- ☐ Prevention & Education Classes on
 - ✓ Child abuse and domestic or intimate partner violence
 - ✓ Anger/Stress Management
 - ✓ Healthy Relationships Skills Building
 - ✓ Communication Skills
- ☐ New Parent Support Program – Morning Playgroups
- ☐ Victim Advocacy Services 24/7 hotline
- ☐ Transitional Compensation
- ☐ Shelter Services

Victim Advocate 24/7 hotline
(787) 221-7982

Social Worker (RAHC)
(787) 707-2050
(787) 420-9316 (on-call)

FAP Manager: (787) 707-3709

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FAMILY ADVOCACY PROGRAM (AR 608-18) DOMESTIC VIOLENCE/INTIMATE PARTNER ABUSE & CHILD ABUSE/NEGLECT REPORTING PROCEDURE

FORT BUCHANAN POLICE 24 HOURS REPORT POINT OF CONTACT (RPOC)
ALL CHILD ABUSE cases MUST BE REPORTED to the Police Station: **787-707-3337**

RAHC/FAP TREATMENT SOCIAL WORKER: 787-707-2050 or 787-420-9316

CRISIS HOT LINE: 787-749-1333 or 211

COMMUNITY LEGAL OFFICE (*Oficina Legal de la Comunidad*)
DOMESTIC VIOLENCE COURT ROOM (*Sala Especializada en Casos de Violencia Doméstica*)
787-764-0524 • 787-751-1600 • 787-751-1867

FAP MANAGER & VICTIM ADVOCATE: 787-707-3709 or 787-221-7982

DOMESTIC VIOLENCE/INTIMATE PARTNER ABUSE REPORTING OPTIONS

- **RESTRICTED REPORTING OPTION (*no law enforcement investigation*)**
call FAP Social Worker or/and FAP MGR./Victim Advocate
- **UNRESTRICTED REPORTING OPTION (*law enforcement investigation*)**
call the Fort Buchanan Police, FAP Social Worker, and FAP MGR./Victim Advocate



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Army Family Team Building (AFTB)



- ❑ AFTB is a series of classes for Family members and Soldiers
- ❑ Designed to provide survival skills in the military lifestyle
 - ✓ Community resources, military terms, benefits, and leadership skills

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Army Family Action Plan (AFAP)



- ☐ AFAP is a program the Army have in place to ensure that standards of living in the Army keep pace with changing times
- ☐ AFAP gives Soldiers, retirees, DA Civilians, and Family members the opportunity to voice concerns and provide recommendations in areas that need improvement

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Relocation Readiness Program



- ☐ Counseling on Relocation and PCS moves
- ☐ Lending Closet
- ☐ Cultural Awareness Program
 - ✓ Conversational Courses
- ☐ Use of Military Home Front website
- ☐ Newcomers Orientation for Soldiers, DA Civilians and Spouses
 - ✓ Learn about community resources and Puerto Rican culture
- ☐ Lending Closet
- ☐ Sponsorship
- ☐ Referrals

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- ❑ The goal is to develop and institute training that builds resilience in our Soldiers, Families and DA Civilians. Participants in the program learn how to manage their thoughts and emotions, which in turn, enhances their personal and professional relationships.

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Supplemental ACS Services

Military & Family Life Counselors – MFLC

- ☐ MFLC is a program of Masters or/and Doctorate-level licensed mental health professionals who provide support to military personnel and their Families.
- ☐ MFLCs provide non-medical counseling services to individuals, couples and children. They assist people who are having trouble coping with concerns and issues of daily life.
 - ✓ Life Skills (Anger Management, Communication, Relationship Issues, Conflict Resolution, Parenting)
 - ✓ Military Lifestyle (Deployment Stress, Coping Skills, Reintegration, Separation, and Building Resiliency)
Tel: (787) 463-1932; (787) 220-4538

Military One Source

- ☐ Supplements existing ACS programs
- ☐ Available to Active Duty, Guard and Reserve Soldiers, deployed Civilians and their Families

Tel: 1-800-342-9647 or www.militaryonesource.com for 24/7 information

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Other services free of charge available at ACS

- ☐ Fax
- ☐ Copy Machine
- ☐ Special events
- ☐ Computer Resource Center

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