



JBLM DHR SERVICES & LOCATIONS

Directorate of Human Resources

(253) 967-7166

jblmDHR



• Army Continuing Education Services (ACES)

STONE: 253-967-7174/7925

Houses universities with degree & certificate programs. Services include advising, adult basic courses, professional testing, computer lab, help with tuition assistance, VA education & more.

• Armed Forces Action Plan (AFAP)

• Armed Forces Team Building (AFTB)

FRC · 253-967-2324

AFAP: Solicits suggestions to improve programs within the Military. Submit suggestions: jblm.armymwr.com/programs/AFAP

AFTB: Provides training in Military culture, leadership & personal growth.

• Career Skills Program (CSP)

HAWK & STONE

usarmy.jblm.imcom.list.dpfr-career-skills-program@army.mil

Employment skills & on-the-job training, pre-apprenticeships, and internships for transitioning Service members. Spouses and Veterans eligible for some programs.

• Casualty Assistance Office (CAO)

WALLER: 253-966-5890 (24/7)

Assistance to next-of-kin of critically injured, ill or deceased Service members, retirees, & veterans. Benefits Counseling; Military Funeral Honors; Casualty Assistance/ Notification Officer training (CAO/CNO).

• Community Information Services (CIS)

WALLER: 253-967-7166 | SFAC: 253-966-8433

McC: 253-982-2695 | HAWK: 477-4744

CCC: 253-967-1149

Conducts assessments; provides outreach, assistance and direct referrals to agencies. Coordinates information tables and briefings for events.

• Employee Assistance Program (EAP)

Bldg. 2008-B · 253-732-2214

Assists civilians, Family members, and Retirees with resources to resolve issues affecting work performance or well-being.

• Employment Readiness Program (ERP)

HAWK · 253-477-WORK (9675)

Job counseling & resume assistance, job fairs & educational workshops.

• Exceptional Family Member Program (EFMP)

SFAC: 253-967-7166 | McC: 982-2695

Assistance for Military Families with special medical & educational needs; EFMP Systems Navigators & Case Management.

• Emergency Financial Assistance (AER/AFAS)

Army Emergency Relief (WALLER): 253-967-9852

Air Force Aid Society (McC): 253-982-2695

After-Hours (Red Cross) · 877-272-7337

• Family Advocacy Program (FAP)

WALLER: 253-967-5901

New Parent Support · 253-967-7409

24/7 DV Safeline · 253-966-SAFE(7233)

Services & training to build on individual and Family strengths to promote the well-being of Service members and their Families.

• Financial Readiness Program (FRP)

WALLER: 253-967-1453

McC: 253-982-3125

Budgeting & education to achieve personal financial readiness.

Career Choice Financial Counseling for transition-eligible Service members offered at Hawk Career Center · 253-967-7020.

• ID Cards & Defense Enrollment Eligibility Reporting System (DEERS)

WALLER: 253-477-4282 | McC · 253-982-9755

Make an appointment online: <https://go.usa.gov/xMVDG>

DOD ID Cards & Common Access Cards (CAC) Issuance. Enrollment of all eligible DoD beneficiaries in DEERS.

• Installation Volunteer Corps

FRC · 253-967-2324

Coordinates JBLM volunteer activity and training. To view current JBLM volunteer opportunities, visit armyfamilywebportal.com.

• Mobilization, Deployment & SSO

WALLER: 253-967-3397 (Army)

McC: 253-982-2695 (Air Force)

Soldier & Family Readiness training (including SFRG, CFRR & Funds Custodian) consultation & assistance.

• Reassignments Processing Section

WALLER: 253-967-5441

Covers Reassignments, Official Passports, PCS Out-Processing, and Family Travel /Command Sponsorship.

• Records Management, Official Mail, FOIA & Privacy

Bldg 4141 West Way (Lewis Main) · 253-967-4807

Oversight, training, and guidance for the JBLM Records Management program; Publications & Forms, Freedom of Information Act (FOIA) Privacy Act, and Official & Unit Mail. Classes in military writing & correspondence.

• Relocation Readiness Program (RRP)

WALLER: 253-967-3633 | McC: 253-982-2695

Sponsorship for Soldiers: 253-967-3631

Newcomers events, sponsorship, relocation info & assistance. Lending closet for arriving/departing personnel. (Limited Inventory at McChord).

• Retirement Services Office (RSO)

WALLER: 253-966-5881/5882/5883/5884

Coordinates pre-retirement & Survivor Benefit Plan (SBP) briefings, counsels Service & Family members concerning retirement.

• Risk Reduction

WALLER: Prevention Services · 253-967-4530

Drug Testing Lab · 253-967-4532/1446

Prevention and education to reduce lifestyle risk factors. Conducts "Prime for Life" training (Command and self-referred).

• Service Member & Family Assistance Center (SFAC)

SFAC · 253-966-8433

Services for wounded, ill & injured Service members & Families.

• Sexual Harassment / Assault Response & Prevention Program (SHARP)

WALLER: 253-967-2072

24/7 SHARP Hotline · 253-966-SAFE(7233)

Reporting, Client Advocacy & Training.

• Soldier Readiness Processing (SRP)

WALLER: 253-966-5106/253-967-9070

Personnel, administrative, and medical readiness for Active Duty, mobilized Reserve DoD Civilians & Contractors, as required for deployments / redeployments.

• Suicide Prevention Program

WALLER: 253-477-3810

Ask, Care, Escort Suicide Intervention (ACE-SI) Course, Resources Exist, Asking Can Help (Reach).

• Survivor Outreach Services

WALLER: 253-966-5047

www.facebook.com/soswastate

Long-term support to surviving Family members.

• Transition Assistance Program (TAP)

HAWK: 253-967-3258

Transition assistance for Service members separating from the military; includes required classes, career fairs, and community partnerships.

• Transitions Processing

WALLER: 253-966-8000

Assists Soldiers with separation processes.

• Workforce Development

CCC: 253-967-6451

Conducts FORGE for newly hired DA Civilians as well as supporting all existing JBLM DA Civilians with professional development, training throughout their careers, and other resources.

SPONSORED PROGRAMS

Families OverComing Under Stress (FOCUS)

2013 N. 3rd St Rm. 331 (Lewis-Main) · 253-966-6930

Resilience training for military children, Families, and couples.

Military & Family Life Counselors (MFLC)

253-293-2223 | Female Counselor: 253-363-6975

Short-term, solution focused counseling for DoD ID Card holders.

LOCATIONS

M&FRC Waller Hall

WALLER 2140 Liggett Ave. (Lewis-Main)

M&FRC McChord

McC: "The Castle" - 100 Col. Joe Jackson Blvd.

Lewis-Main

CCC: Crittenger CC - Bldg. 03271, 2nd Division Dr.

FRC: Family Resource Center - 4274 Idaho Ave.

STONE: Stone Education Ctr - 6242 Colorado Ave.

SFAC: Service Member & Family Assistance Ctr. 9059 Gardner Loop

Lewis-North

HAWK: Hawk Career Center

11577 41st. Division Dr.

Visit JBLMDHR.timetap.com to register for classes, briefings, or appointments