



# 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.

## • Army Substance Abuse Program (ASAP)

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).

## • 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](https://jblm.armymwr.com/programs/AFAP)

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

## • Career Skills Program (CSP)

HAWK & STONE

[usarmy.jblm.imcom.list.dhr-career-skills-program@army.mil](mailto:usarmy.jblm.imcom.list.dhr-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: 253-967-5797 | 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](http://armyfamilywebportal.com).

## • Mobilization, Deployment & SSO + SFRG

WALLER: 253-967-6200 (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.

## • 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](https://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](http://JBLMDHR.timetap.com) to register for classes, briefings, or appointments