

**MEMORANDUM FOR FAMILIES, SUPERVISORS AND
COMMANDERS**

FROM: TEAM EGLIN INTEGRATED DELIVERY SYSTEMS (IDS)/
SERVICES, OUTREACH AND RESOURCES (SOAR)

SUBJECT: 2007 Resource Guide

1. This is the fourth edition of the Eglin resource guide sponsored by the IDS/SOAR committee. The guide was initially developed as part of Team Eglin's Quality of Life initiative to increase awareness of existing programs and services available to active duty military, guard and reserve, civilians, retirees and family members.

2. You may not be aware of all the excellent programs/resources available to assist you and your organization/family. We encourage you to use this guide to familiarize yourself with the tremendous services and resources both on the base and in the local community. The utilization of these services depends upon the Eglin community's awareness and knowledge of them. Please help us get the word out.

Eglin IDS/S OAR Team

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**ON-BASE HELPING AGENCIES QUICK REFERENCE
PHONE NUMBERS**

Local Prefix 882/883

DSN Prefix 872/875

Alcohol & Drug Abuse Prevention & Treatment	883-9352
American Red Cross	882-5848
Chapel Center	882-2111
Child Development Center	882-5519
Civilian Health Promotion Services	883-8024
Drug Demand Reduction Program	883-9460
Employee Assistance Program (FOH-EAP Civilian)	882-1551
Family Advocacy Program (FAP)	883-8616
Family Child Care	882-2994
Airman and Family Readiness Center (AFRC)	882-9060
Health & Wellness Center (HAWC)	883-8020
Inspector General	882-5966
Law Center	882-4611
Mental Health Clinic	883-8373
Military Equal Opportunity	882-2273
Military One Source	1-800-342-9647
Organizational Consulting Office	882-6332
School Age Program	882-8291
Sexual Assault Response & Prevention Program	882-2122
Special Needs Identification & Coordination Process	883-9459
Victim Witness Assistance Program	882-4611
Youth Center	882-8212

**ALCOHOL & DRUG ABUSE, PREVENTION & TREATMENT
(ADAPT)**

307 Boatner Road, Suite 114
Eglin Hospital
Eglin AFB FL 32542

Telephone: Area code 850, DSN 875
883-9352

Hours of Operation:
Monday – Friday, 0700–1600

Services:

ADAPT provides comprehensive alcohol and drug abuse/dependence assessment and treatment for eligible individuals identified through various means such as self-identification, medical identification, and command directed for specific alcohol-related incidents (i.e. DUI, underage drinking, incident of family maltreatment, etc.) They provide awareness seminars and outpatient care through Eglin Hospital and coordinate intensive outpatient and inpatient treatment through community agencies.

ADAPT is committed to providing the Eglin AFB community with information and referral services for individuals who do not meet eligibility for care in the 96 MDG facility. This includes performing one-time assessments for civilian government employees identified by their supervisors as needing alcohol and/or drug assessment. These individuals will be referred to an appropriate treatment program that can provide continued services if necessary. Eglin community members are encouraged to call or come in to the Mental Health Clinic to seek information on alcohol use, drug issues, related problems, or referral to local agencies that can meet their needs.

ADAPT continually strives to educate the Eglin AFB community on current alcohol use, drug trends, and related problem areas through various means. These include performing educational briefings that emphasize AF policy, local laws, the impact on mission and individuals, effective decision making, and supervisory roles in alcohol and drug abuse identification and prevention. Briefings are routinely provided to all first term airmen, newcomers to Eglin AFB, and any specific groups on request. ADAPT is also obligated to provide unit and group commanders with information regarding base and local community alcohol and drug trends to raise their level of awareness. ADAPT coordinates a variety of prevention activities currently focusing on the **0-0-1-3** Responsible Drinking Campaign (**0** underage drinking, **0** drinking and driving, no more than **1** drink per hour, no more than **3** drink per night).

Eligibility:

Active duty. Retired military, dependents of active duty and retired military, and civil service employees are seen on a space available basis.

AMERICAN RED CROSS

310 West Van Matre Avenue
Building 210, Room 170
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872
882-5848

Hours of Operation/Appointment Times:
Monday – Friday, 0730 – 1600

Services:

Emergency Communication: In the event of an emergency, critical accident, birth, serious illness or death in a service member's immediate family, the Red Cross should be called. The Red Cross will verify the situation and relay the message to the proper military authorities.

Information, Referral and Advocacy: A variety of health and supportive services are available from the military and other agencies. The Red Cross is available to help you, from casework to confidential conversations or with a referral to a different agency.

Emergency Financial Assistance: The Red Cross may provide access to an interest-free loan or a grant for emergency travel expenses on behalf of the military Active Duty societies. Referrals to specialized sources of help are also available to service members and their families.

Volunteer Opportunities: The Red Cross offers a variety of opportunities to learn new skills or to maintain skill that you already have. The hospital is one of the most popular places to volunteer. There are a multitude of positions available. Volunteers are always needed on Eglin. If you have clerical skills or want to develop them, the Red Cross Office is for you.

Eligibility:

Active duty, active National Guard, active Reserves and their family members and retirees.

AREA DEFENSE COUNSEL

904 North Second Street, Bldg 451
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872
882-4185

Hours of Operation/Appointment Times:

Monday – Friday, 0800–1600

Services:

Uniform Code of Military Justice (UCMJ) Proceedings (Courts-Martial and Article 15's)
Courts of Inquiry
Adverse Administrative Actions (Discharge)
Response to Letter of Counseling (LOC), Letter of Reprimand (LOR), and
Unsatisfactory Information File (UIF)
Line of Duty Investigation
Mental Health Evaluations (Rights Advisement Prior to Assistance)
Reports of Survey
Accident Investigations
Flying Evaluation Boards
Medical Evaluation Boards
Decredentialing Medical Officers
Whistleblower Protection

Eligibility:

Active duty, Air Force Reserve (Category A), National Guard (Title 10 Status).

CHAPEL CENTER

202 North Eighth Street
Building 868
Eglin AFB FL 32542

Telephone: Area Code 850, DSN 872

Eglin Chapel Center -----	882-2111
33rd FW Unit Chaplain -----	883-4043
46th TW Unit Chaplain -----	882-3662
53d Wing Unit Chaplain -----	882-0851
Hospital Chapel Office -----	883-9736
Catholic Chaplain -----	882-2111
Senior Protestant Chaplain -----	882-2111

Hours of Operation:

Chapel Center, Monday – Friday, 0730–1630
West Gate Chapel is not manned during weekdays

Services:

The Eglin AFB Chapel serves a diverse community of faiths. Services are conducted for Protestant, Catholic, Jewish, Coptic and Islamic faith groups. Call 882-2111 for times and locations. See the Eglin newspapers for a list of weekly activities or come by the Chapel Center (building 868) and pick up a schedule. The main priority at Eglin AFB Chapel is spiritual formation and growth. The Chapel offers the following types of **CONFIDENTIAL** counseling:

- Marital
- Premarital
- Job related
- Family life building skills
- Grief/bereavement counseling

Eligibility:

Active duty, retired and civil service employees, contractors and their dependents.

CHILD DEVELOPMENT CENTER

404 North Seventh Street, Suite C
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872

CDC #1 - 882-5519

CDC #2 – 883-7425

Hours of Operation:

Monday – Friday, 0600–1800

Services:

Full Day Enrichment: 6 weeks – 5 years (Regular daily child care for up to 10 hours per day)

Part Day Enrichment: 3 – 5 years (child must be 3 years of age by 1 Sep and fully potty trained)

Hourly Care: 6 weeks – 5 years (space available basis)

Florida Universal Volunteer Pre-Kindergarten (child must be 4-years of age by 1 Sep)

Eligibility:

Active duty, retired military, civil service employees, reservists on active duty, and base contractors.

Fees:

Based on Family Annual Income

**CIVILIAN HEALTH PROMOTION SERVICE (CHPS)
FEDERAL OCCUPATIONAL HEALTH**

Located in the HAWC
403 Hymes Road
Building 843, Second Floor
Eglin AFB FL 32542

Telephone: Area Code 850, DSN 872

Main number 883-8024 / Nurse Coordinator 883-8024 / RN Wellness Associate 883-8025

Hours of Operation:

Monday – Friday, 0730–1530, variable with appointment. Individual appointments for lab draws are available at the HAWC. Group off-site lab draws also available by appointment. Health classes, individual health consultations, blood pressure checks by appointment or most afternoons.

Services:

The CHPS Program is a partnership of Air Force Materiel Command and Federal Occupational Health. It is designed to improve the physical well-being of Air Force DoD Civilians and help them lead healthy, productive, and balanced lives. CHPS focuses on education, self-care, behavioral changes and disease prevention. It also features life-style modification consultation. CHPS allows you to select from a variety of services to include cholesterol screening, lifestyle counseling, or health education programs.

- Individual/group cholesterol screenings called “cardiac risk profiles”
- Cardiac Risk Profiles include total cholesterol, LDL/HDL cholesterol, triglycerides, blood glucose, blood pressure, and body mass index (BMI)
- Wellness and Health Education Programs (Individualized or Group) on topics such as cholesterol, blood pressure, nutrition, and sleep.
- Online health information at www.afmcwellness.com
- Individual health consultations (These are not medical appointments)
- Individual and group blood pressure screening

The official AFMC Wellness and Safety website: www.afmcwellness.com, available 24/7, has virtual tools to help manage your personal health. You can pinpoint your individual health risks and get sound information in order to take informed steps toward your better health.

Eligibility:

Appropriated Fund Civil Service Employees serviced by the Eglin Civilian Personnel Office.

DRUG DEMAND REDUCTION PROGRAM

202 North First Street
Building 218, Room 7130
Eglin AFB FL 32542

Telephone: Area code 850, DSN 875
883-9460

Hours of Operation:
Monday - Friday, 0700-1600

Services:

The Drug Demand Reduction Program (DDRP) provides oversight for active duty and civilian drug testing as well as substance use prevention services. Drug prevention briefings are routinely offered to first term airmen, newcomers, first sergeants, commanders and other group. Other prevention activities include the Red Ribbon Program and seasonal activities (i.e. National Inhalants Month, Drunk and Drugged Prevention Month, etc.)

Eligibility:

Active duty, Department of Defense civilian employees and active duty families.

**EMPLOYEE ASSISTANCE PROGRAM (EAP)
FEDERAL ORGANIZATIONAL HEALTH**

202 North First Street
Building 218, Room 7127
Eglin AFB FL 32547

Telephone: Area code 850, DSN 872
EAP: 882-1551
EAP Crisis Line: 1-800-222-0364 (24/7)
www.foh4you.com

Hours of Operation:
Monday – Thursday, 0800 - 1600

Services:

The Employee Assistance Program (EAP) counselors are professional, licensed clinicians prepared to help you deal with a multitude of problems. For example, the EAP provides emotional, relationship, family, alcohol, drug, financial or job concerns. Counseling (1-6 sessions) can be provided to assist you with:

- Work-related/interpersonal issues, anxiety, depression, trauma, grief, anger/stress, impulse control, communication with co-workers, job loss/transfer.
- Family/personal issues, parenting, elder care, life transition adjustments and emotional reactions to medical issues, gambling and other addictions.
- Managerial and supervisory consultation, conflict resolution, constructive confrontation training, employee behavior, morale, working with troubled employees, personal issues of managers and supervisors, lack of promotions and how to deal with difficult supervisors.
- EAP orientation briefings for new employees/supervisors who want to know more about the program.

Eligibility:

Services are available to civilian employees who are covered under the Eglin Civilian Personnel Office who work at Eglin AFB, Duke Field, Site C-6, family members of eligible civilian employees and active duty personnel who are married to an eligible civilian employee. The EAP program **does not offer** Alcohol/Drug Assessments (ADAPT) services, Fitness for Duty Evaluations, Worker Compensations Evaluations or evaluations for lawsuits.

Confidentiality:

The EAP is bound by Federal and State laws and regulations with specific waiver conditions.

Fees:

There are no fees for services provided by the EAP counselor to the employee or family member. Any services provided by a community provider as a result of a referral are the responsibility of the employee through their personal health insurance program.

FAMILY ADVOCACY PROGRAM (FAP)

307 Boatner Road, Suite 114

Eglin Hospital

Eglin AFB FL 32542

Telephone: Area code 850, DSN 875
883-8616

Hours of Operation:
Monday – Friday, 0700–1600

Services:

The Family Advocacy Program focuses on building healthy communities by implementing programs designed for the prevention and treatment of child and spouse abuse and neglect. The three elements of the FAP include Intervention, the New Parent Support Program and the Outreach Program.

Intervention: This element provides clinical services to military personnel and their families by identifying and treating incidents of child and spouse maltreatment. Treatment options include individual therapy, marriage counseling consultation, case management, a state certification Batterers Intervention Program, family counseling and crisis intervention.

New Parent Support Program (NPSP): This voluntary program provides support, counseling and education to expectant parents or parents with children up to three years of age. Services are primarily provided through home visits. Educational materials and referral services are also provided. These include the following classes: 1-4 Parenting, Breastfeeding and Expectant Dads.

Outreach: The Outreach Program focuses on education, trainings and collaboration to help strengthen military families. The Outreach Manager provides orientations and coordinates annual training for unit leaders. These trainings meet the DoD requirement for Family Violence Prevention and Education Training. Briefings are also provided to agencies, units and the general public on topics such as child supervision, family violence, couples communication and anger management. The Outreach Manager works with other agencies on and off base, to identify resource, foster working relationships and increase awareness of family violence.

Eligibility:

Active duty military and their families.

FAMILY CHILD CARE (FCC)

Building 2808 Boatner Road
Eglin AFB, FL 32542

Telephone: Area code 850, DSN 872
882-2994

Hours of Operation

Monday through Friday, 0800-1600

Services:

Family Child Care maintains approximately 35 - 50 in-home licensed child care providers on base and affiliated off base providers who provide care for children ages 4 weeks to 12 years. FCC homes provide the following care: full or part time, drop-ins, evening and/or weekends, swing and mid shifts and special needs care.

AF/DOD Initiative Programs include:

- Extended Duty Care (EDC)
- Returning Home Care (RHC)
- Subsidy Program
- Child Care for PCS
- Child Care for Volunteers
- Quality Family Child Care (QFCC)

Eligibility:

Active duty, retired military, DOD civilians, Air National Guard, Air Force Reserve and base contractors.

Website: <http://www.eglinservices.com/facilities/fcc.html>

AIRMEN & FAMILY READINESS CENTER (A&FRC)

502 West Van Matre Avenue, Suite 1
Building 205
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872
882-9060

Hours of Operation:

Monday – Friday 0715-1615, Tuesday 0715-1400

Services:

The A&FRC staff is comprised of professional military and civilian personnel who provide the information and support necessary for you and/or your family to maintain a sound quality of life. Community Readiness Consultants (CRC) are assigned to Eglin squadrons to provide individualized services. Call the A&FRC to talk to the CRC assigned to your squadron!

Air Force Aid Society (AFAS), 882- 9060: The official charity of the Air Force whose focus is to meet immediate needs of active duty members, retirees, guard & reserve on extended active duty and eligible family members in emergency situations. Emergency assistance is available for such things as emergency travel, basic living expenses, vehicle repair and medical/dental expenses. AFAS also offers education grants and community programs such as Give Parents a Break, Car Care Because We Care, childcare while volunteering on Eglin, childcare for PCS moves to or from Eglin, Respite Care and Bundles for Babies. AFAS provide funding for the Health Link Spouse Orientation Program, including childcare for the program.

Career Focus Program (CFP), 882-9060: Provides employment skills training and individual employment assistance to prepare family members for the local job market. Information and programs are available for resume writing, job search techniques, federal employment and interview skills. A Military Family Employment Advocate from JobsPlus is available once a week to assist spouses in registration in JobsPlus data base and issuing job referrals.

Family Life Skills (FLS), 882-9060: Provides a range of prevention and enrichment services designed to strengthen families. Classes offered include stress/time management, couples communication, stepfamily assistance, Pre/Post deployment stress, parenting, adoption/foster care and most other individual and family interpersonal needs.

Personal/Family Readiness, 882-9060: The Personal/Family Readiness Manager is responsible for deployment and disaster-related issues that affect military members and/or their families. Programs include pre/post deployment briefings, Hearts Apart Program (i.e., activities, morale calls, Key Spouse Program {orientation/training}) and hurricane preparedness for kids.

Information & Referral (I&R), 882-9060: The FSC serves as a clearinghouse of information and resources for Eglin and the community. Utilizing hard copy and database, I&R has information on a variety of social services, support Groups, eligibility requirements, with

directions to these agencies; foreign language interpreters, and fees schedules. I&R also provides one-on-one assessments regarding interpersonal issues for a variety of resources.

Personal Financial Management Program (PFMP), 882-9060: Education, information and counseling to help individuals and families maintain financial stability and reach their financial goals. Classes available include budgeting, consumer skills, car buying, holiday planning, personal finance management, insurance workshops and investing.

Relocation Assistance Program (RAP), 882-9060: RAP provides information about other bases to include brochures, videos, and helpful website addresses. This program offers Smooth Move, Junior Smooth Move, and sponsor training workshops.

Family Services Loan Closet, 882-2893: The Family Services Loan Closet falls under the RAP office and provides a variety of household and baby furniture items for loan to PCSing (departing and newly assigned) personnel.

Employment and Transition Assistance Program (TAP), 882-9060: TAP provides active duty service members and eligible family members with the necessary tools to effectively market themselves for a career in the private sector. The TAP staff provides a resource library, job search seminars, workshops, and pre-separation briefings about transition concerns, including VA benefits and entitlements. A satellite office of JobsPlus is also available for those transitioning.

Volunteer Resource Program, 882-9060: Coordinates base volunteer recruitment, placement, training and recognition in conjunction with other base agencies.

Eligibility:

Services are available to all active duty military, single, married and their families (all branches of the military), military retirees, DoD civilians, and all branches of the Guard and Reserves.

HEALTH & WELLNESS CENTER (HAWC)

403 Hymes Road
Building 843
Eglin AFB FL 32542

Telephone: Area code 850, DSN 875
HAWC/Health Promotion offices: 883-8022/8023
Fitness Annex: 883-9127

Hours of Operation:

Fitness Annex:

Monday - Friday, 0530-2000

HAWC/Health Promotion offices:

Monday - Friday, 0730-1630

Services:

Phone Numbers

Air Force Fitness Program (AF Ergometry/Fitness Testing Info) -----	883-8020
Tobacco Cessation Program (class information) -----	883-8022
General Fitness Education Programs -----	883-9129
Nutrition Programs -----	883-9035
Health Education Programs -----	883-8021
Fitness Center Annex -----	883-9127
General Health Promotion/HAWC Information -----	883-8023

To schedule an appointment for a tobacco cessation class or to find out more about HAWC programs please contact 883-8022.

For ergometry and fitness testing, contact applicable squadron Unit Fitness Program Monitors (UFPM).

Eligibility:

Active duty and retired military, civil service employees, adult dependents of active duty and retired military and base contractors.

INSPECTOR GENERAL

309 West Van Matre, Suite 117
Building 8
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872
Inspector General (IG) 882-5966

Hours of Operation:
Monday – Friday, 0730–1630

Services:

Our goal is to ensure adherence to DOD and AF policies, standards, and programs. Our role is to provide a fair and credible system for processing complaints. Basis for complaints are violations of DOD and AF standards, policies, programs or instructions. The big three that we review are:

Reprisal—Reprisal is taking or threatening to take an unfavorable personnel action or withholding or threatening to withhold a favorable personnel action on a military member for making or preparing a protected communication.

Restricted Access—To place boundaries or barriers upon military members through the use of direct or indirect means that reduce protected communications.

Improper Mental Health Evaluation (MHE) — Air Force military members will not be referred for a MHE or committed for treatment or hospitalization without being afforded their rights as outlined by DODD 6490.1, *Mental Health Evaluations of Members of the Armed Forces*, DODI 6490.4, *Requirements for Mental Health Evaluations of Members of the Armed Forces*, and AFI 44-109, *Mental Health, Confidentiality, and Military Law*. When referring an Air Force member for a MHE, the commander is required to notify the member **in writing** and provide the member with a copy of their rights as outlined by DODD 6490.1, DODI 6490.4, and AFI 44-109. Emergency MHE notification requirements are outlined in DODD 6490.1, DODI 6490.4, and AFI 44-109.

Eligibility:

Active duty, retired military and civil service, adult dependents of military active duty and base contractors.

LAW CENTER

501 West Van Matre Avenue
Building 2
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872

Main Number: 882-4611

Claims: 882-4781

Tax Center: 882-1040

Web Address: <http://www.eglin.af.mil/legal/>

Hours of Operation:

Notary services and powers of attorney on a walk-in basis

Monday, Tuesday, Thursday and Friday, 0800-1600

Wednesday, 0800-1500

Wills and consultations with claims or an attorney by appointment only

Services:

Will: A legal document that distributes your property upon your death. We accomplish military wills and wills for any state of residence. With this document you can designate specific items to go to certain people, name personal representatives/executors of your estate and name guardians for minor or incapacitated children. Done by appointment.

Power of Attorney (POA): A legal document that allows you to name a person to act for you. A General POA gives the grantee absolute power to act as the grantor, except for those instances where a Special POA is required. For example, a General POA can be given by active duty members to their spouses, and the spouses can then obtain their own military dependent ID card. A Special POA is often needed, however, for military pay, household goods claims, base housing, rental housing, real property, banking, vehicles and child medical care. Done on a walk-in basis.

Notaries: Our office will notarize free of charge the documents you provide. Please also bring a picture ID with your signature. Done on a walk-in basis.

Living Will: A legal document declaring you do not want your life to be artificially prolonged when you are in a terminal condition, end-stage condition and/or coma. Done on a walk-in basis.

Designation of Health Care Surrogate: A legal document designating a person to make medical care treatment decisions for you in the event that you are incapable of communicating your consent. Done on a walk-in basis.

Consultations With an Attorney: Advice on personal, civil matters including domestic relations, consumer affairs, landlord/tenant issues, negligence and torts and real estate matters. Done by appointment.

Claims: Information on filing vehicle claims and household goods claims. Please call (850) 882-4781 for an appointment.

Taxes: From January – April 15 each year, the Eglin Tax Center provides free tax preparation and filing for individual federal income taxes. The Tax Center is located in Building 246. Please call (850) 882-1040 for an appointment.

Eligibility:

Active duty and dependents, retired personnel and their dependents, Reserve and National Guard on active duty, civilian employees under certain circumstances.

MENTAL HEALTH CLINIC

307 Boatner Road, Suite 114
Eglin AFB FL 32542

Telephone: Area code 850, DSN 875
883-8373/8374
Emergency Room: 24 hours a day
FAX: 883-8330

Hours of Operation:

Monday – Friday, 0800–1600

Services:

Crisis Intervention: Available for those individuals who are suicidal or having severe difficulty coping. Emergency evaluations are available by commander's request for individuals they feel may be suicidal, homicidal, or unable to care for themselves.

Critical Incident Stress Debriefings: Critical Incident Stress Debriefings are designed to help personnel involved in a traumatic event (e.g., casualty or highly upsetting situations) process the normal reactions in order to speed recovery and prevent later problems. The Traumatic Stress Response (TSR) Team, activated through the Mental Health Clinic, can provide these debriefings with nationally certified individuals within 24-48 hours of a commander's request.

Educational Classes: The Mental Health Clinic offers a wide variety of psychoeducational classes designed to help individuals cope and function more effectively. Mood Management, Stress Management, and Assertiveness Training are popular classes that are offered frequently.

Suicide Awareness and Risk Prevention: The Mental Health Clinic provides yearly suicide awareness briefings to all personnel. These briefings train personnel to identify individuals at risk and intervene appropriately.

Treatment Services: The Mental Health Clinic offers individual, group, and marital counseling services to individuals and couples experiencing difficulty with personal or relational problems. Medication evaluation and treatment is also available. Appointments can be made by calling the Mental Health Clinic directly, or by referral from your Primary Care Manager.

Eligibility:

Active duty. Retired military, dependents of active duty and retired military, and civil service employees seen on a space available basis.

MILITARY EQUAL OPPORTUNITY

307 East C Avenue
Building 228
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872
882-2798/2273
Local prefix 850, DSN prefix 87.

Hours of Operation:
Monday – Friday, 0730–1630

Services:

The Military Equal Opportunity (MEO) program supports mission readiness by ensuring all personnel are provided an equal opportunity to fully use their abilities and talents toward mission accomplishment and enhance morale through fair and just treatment of personnel.

Discrimination Complaints Resolution and Processing:

Formal
Informal
Commander Directed Inquiry (CDI)
Mediation
Equal Opportunity and Treatment Incident (EOTI) Clarification

Human Relations Education

First Duty Station Orientation (FDS)
Newcomers Orientation (NC)
Airman Leadership School (ALS)
Leadership and Professional Development Seminar (LPDS)
Key Personnel Briefing (KPB)
Customized briefings
Special (Ethnic) Observances

Unit Climate Assessments (UCA)

Surveys and Interviews
Out and About

Eligibility:

Active duty, retired personnel and their families, active Reserve and National Guard.

MILITARY ONE SOURCE

1-800-342-9647

www.militaryonesource.com

Telephone:

1-800-342-9647

Website:

www.militaryonesource.com

User ID: military

Password: onesource

Hours of Operation:

Available 24 hours a day, 7 days a week

Services:

Air Force OneSource is a comprehensive telephonic and Internet service that helps deal with every day life.

Eligibility:

ALL active duty members, members of the National Guard, Reservists and their immediate family members at NO costs.

ORGANIZATIONAL CONSULTING OFFICE

101 West D. Avenue
Building 1 Suite 238
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872
882-6330

Hours of Operation

Monday through Friday, 0730-1630

Services:

- Consultant/Executive Coach for commanders, manager and supervisor on work force issues – both military and civilian.
- Provides organizational assessments/intervention to help improve work unit morale, communication, trust, stress, labor/management relations and productivity.
- Assists work units in adjusting to organizational change/transitions.
- Provides change management training for employees, supervisors, and the organization as a whole.
- Provides workplace violence intervention and helps with installation-wide prevention efforts.
- Provides direct assistance to civilian suicidal employees and consultation for supervisors of civilians with other mental health issues.
- Conducts Critical Incident Stress Debriefings (CISDs) for those who recently suffered/witnessed trauma.
- Individual counseling for civil service personnel and their families provided through the Employee Assistance Program (EAP) – see EAP section for more details.

Eligibility:

Active duty and Civil Service personnel.

SEXUAL ASSAULT RESPONSE & PREVENTION PROGRAM

201 West Van Matre Avenue

Building 201

Eglin AFB FL 32542

Telephone: Area code 850, DSN 872

Office: 882-2122

After Hours: 240-3219 or 882-SARC (7272)

Hours of Operation:

Monday – Friday, 0700 – 1600 (Office hours)

Reporting available 24 hours a day, 7 days a week

Services:

Reports of sexual assault, for active duty, adult family members and AF civilian personnel assigned to Eglin AFB, may be made to the Sexual Assault Response Coordinator (SARC) Victim Advocate or healthcare provider. Victims may make a *restricted* report (available only to active duty military personnel at this time) or an unrestricted report. Restricted reporting is recommended for victims of sexual assault who wish to confidentially disclose the crime to specially identified individual and receive medical treatment and counseling without triggering the official investigative process. It allows for the collection of forensic evidence without giving up confidentiality. Evidence includes, but is not limited to, a rape kit to be anonymously coded and not processed until the victim gives consent. This evidence may be kept for up to one year. The exceptions to restricted reporting is any communication that reveals imminent danger; victim's release of information regarding the alleged assault; adverse impact on duty performance; ordered by military justice; ordered by civilian court; or child abuse. Service members who are sexually assaulted and desire restricted reporting under this policy must report the assault to Sexual Assault Response Coordinator (SARC), Victim Advocate (VA) a healthcare provider or chaplain. This policy on restricted reporting is in addition the current protections afforded privileged communications with a chaplain, and does not alter or affect those protections. The SARC must be notified when a victim wishes to initiate a restricted report.

The *unrestricted* reporting option is recommended for victims of sexual assault who desire medical treatment, counseling and an official investigation of the crime. When selecting unrestricted reporting, you should use current reporting channels e.g. chain of command, law enforcement, or report the incident to the Sexual Assault Response Coordinator (SARC) request healthcare providers to notify law enforcement. Upon notification of a reported sexual assault, the SARC will immediately assign a Victim Advocate (VA). At the victim's discretion/request, the healthcare provider shall conduct a sexual assault forensic examination (SAFE), which may include the collection of evidence. Details regarding the incident will be limited to only those personnel who have a legitimate need to know.

Initial Response:

- Determine victim safety
- Notify victim of reporting options
- Provide coordinated response

- Encourage victim to seek medical consultation or examination
- Assign Victim Advocate, if victim agrees
- Develop a safety plan
- Offer victim information regarding community resources and services

Ongoing Assistance:

- Victim Advocacy Services
- Case review and management
- Information and referrals as long as it is warranted or requested by victim

Eligibility:

Active duty, retired military, civil service, adult dependents of military active duty

**SPECIAL NEEDS IDENTIFICATION AND
COORDINATION PROCVCESS (SNICP)**

307 Boatner Road, Suite 114

Eglin Hospital

Eglin AFB FL 32542

Telephone: Area code 850, DSN 875
883-9452

Hours of Operation:
Monday – Friday, 0700–1600

Services:

This mandatory DoD program assists active duty personnel who have a family member with a special need to include medical or education. SNICP personnel provide families with referrals, information on special assignment consideration, and information on medical and education assistance. SNICP personnel also facilitate the medical/educational clearance of family members in the case of a PCS to OCONUS.

Eligibility:

Enrollment is required for all active duty members who have at least one dependent with ongoing special education or medical need.

VICTIM ADVOCATE

201 West Van Matre
Eglin Hospital
Eglin AFB FL 32542

Telephone: Area code 850, DSN 875
883-8616
699-6866 (After hours)

Hours of Operation:

Monday – Friday, 0700 – 1600 (Office hours)
Services available 24 hours a day, 7 days a week

Services:

The Victim Advocate provides resources for immediate and ongoing intervention to victims of domestic violence and sexual assault.

Initial response:

- Ascertain victim's immediate needs
- Encourage victims to seek medical consultation or examination
- Seek immediate supervision when there is an imminent danger of life-threatening physical harm to the victim for facilitation of further assessment and on-going safety planning
- Develop a safety plan
- Offer victims information, as appropriate, regarding local resources for immediate safety and long term protection and support, workplace safety, housing, childcare, legal services, clinical resources, medical services, chaplain resources, transitional compensation, and other civilian support services
- Facilitate victim contact with military and civilian resources as appropriate
- Offer shelter services to victims if needed

Ongoing Assistance:

- Collaborate with the Family Advocacy Program, law enforcement and command to assure that individual's safety plans are coordinated
- Initiate follow up contact with victim as appropriate
- Assist in updating victim's safety plans
- Support victim by providing information and referrals
- Assist victim with prioritizing short term and long term goals
- Provide comprehensive information and referral on the military and civilian resources
- Accompany victims to appointment with command, legal Family Advocacy, law enforcement and any court proceedings at the victim's request

Eligibility:

This voluntary program is for any victim who is eligible to receive military medical treatment. Initial safety planning services are available to anyone with a follow up referral to civilian agencies for ongoing advocacy.

YOUTH PROGRAMS

Building 2582
404 North Seventh Street, Suite C
Eglin AFB FL 32542

Telephone: Area code 850, DSN 872

Youth Center: 882-8212

School Age Program: 882-8291

Hours of Operation:

Youth Center:

Monday – Thursday, 1200–1900

Friday, 1200–2000

Saturday, 1300–2100

School Age Program:

Monday-Friday, 0600–1800

Both facilities are closed on Federal Holidays

Services:

The Eglin Youth Center offers a comprehensive, year round program for youth ages 3-18. Programs include a full sports program, instructional classes to include dance, gymnastics, taekwondo and etiquette. Social activities include dances, lock ins, off base trips, tournaments, clubs and more. The School Age Program offers a safe and healthy environment by providing programs that enhance leisure skills, academics, and interests to promote individual achievement. This program runs before and after school and provides full day care during the summer.

Eligibility:

Youth Center: Dependents of active duty, retired military, DoD civilian employees, and base contractors.

School Age Program: Dependents of active duty military and DoD civilian employees.

Fees:

Youth Center: Membership is required for youth ages 9-18 that use the center. The annual membership fee is \$20.00 per child. An adult must accompany children under the age of 9. The sports registration fee is \$45.00 per child or \$90.00 per family. Instructional class fees are dependent on which class you are registered for. (Fees are subject to change)

School Age Program: Fees are based on total family income.

OFF-BASE HELPING AGENCIES QUICK REFERENCE PHONE NUMBERS

Adult Basic Education/Adult Literacy -----	729-5387
American Cancer Society -----	1-888-244-9599
American Diabetes Association -----	1-800-741-5957
American Heart Association -----	243-0131
American Red Cross, Okaloosa County -----	682-3356
Red Cross after hours -----	1-877-272-7337
Big Brothers/Big Sisters -----	664-5437
Catholic Charities -----	244-2825
Crisis Line (Bridgeway Center) -----	244-9191
Children with Hyperactivity and ADD (CHADD) ---	833-7400
Deaf & Hard of Hearing of NW FL -----	433-7128
Department of Children and Families	833-3700
- Children's Medical Services -----	1-800-381-3685
- Child Support Enforcement -----	833-3786
- Economic Services -----	833-3753
- Food Stamps -----	833-3753
- Jobs Plus -----	833-3753
- Kid Care – Children's Health Insurance -----	833-3723
- Supplemental Security Income (SSI) -----	664-6194
- Well Baby Care, Children Medicaid -----	833-3753
Developmental Center (FWB) -----	862-0108
First Call for Help -(help with unique situations or human service needs)	
Okaloosa County	243-9111
Walton County	951-0800
Ft Walton Beach Housing Authority	243-3224 ext 219
HIV/AIDS Treatment Information Service -----	1-800-244-2394
Horizons of Okaloosa County (assistance for developmentally disabled individuals)	
Fort Walton Beach	863-7530
FAX	682-9224
Crestview	862-4589
Epilepsy Society -----	862-1458
Florida Division of Blind Services -----	1-800-342-1828
Florida Abuse Hotline -----	1-800-962-2873
Domestic Violence Hotline -----	863-4777
Head Start, Early Head Start -----	244-5421
Healthy Start Coalition (parent/infant healthcare) ---	833-9284
Horizons (children with developmental delays) -----	863-1530
Housing Urban Development (HUD) -----	244-5886
International English School -----	243-3163
Kid's Link (Mental Health Association) -----	244-1393
Legal Services of NW FL -----	862-3279
Lutheran Services (short-term shelters for troubled /runaway youths)	664-0145
March of Dimes -----	432-5014

Medicare Information Hotline -----	1-800-633-4227
Mental Health Association (local counties) -----	244-1040
Kids Link	244-1393
Crisis Line	244-9191
Toll free	1-800-951-2525
National Association for Sickle Cell Disease -----	1-800-421-8453
Okaloosa County Transportation -----	833-9168
Okaloosa County Transit	
Reservations	833-9168
Administration	833-9173
Okaloosa AIDS Support & Info Services -----	314-0952
Okaloosa County Health Department -----	833-9240
Okaloosa-Walton Child Care Service -----	833-9330
Parents Anonymous Support Group -----	884-4936
Poison Information Center -----	1-800-222-1222
Ronald McDonald House -----	1-850-477-CARE
- Free hotel for parents with ill child	
- 5154 Bayou Blvd., Pensacola FL	
Salvation Army -----	243-4531
Shelter House (for family violence victim) -----	863-4777
Sharing & Caring (emergency food, prescription funds)	
- Fort Walton Beach -----	244-0778
- Crestview -----	682-1134
- Niceville -----	678-8459
Speech & Hearing Center -----	243-8741
United Way (local counties) Info Helpline -----	243-9111
Fort Walton Beach	243-0315
Crestview	689-3466
DeFuniak Springs	892-3801
Women, Infants, & Children Program (WIC) -----	833-9254
Youth and Family Service	
- Fort Walton Beach -----	664-0145
- Hope House Youth Shelter, Crestview -----	682-2374
- Currie House Youth Shelter, Pensacola -----	850-453-2772
(Emergency after hours) -----	682-2374

