



USAG Benelux-Schinnen, The Netherlands



Program Guide

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ACS Hours: Monday – Friday 0830 – 1630
Email: [usarmy.schinnen.imcom-europe.
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ARMY COMMUNITY SERVICE



Vision

Position the Army Community Service Center at the forefront of transformation through relevant, effective, and persistent services to the military service members, civilians, and their families.

Mission

Support Operational Readiness through provision of real time information, founded in a wide spectrum of need-based services, to promote personal and professional well being in the tri-border military community.

Core Values

Respect for worth and dignity of individuals
Excellence in customer service
Integrity in leadership
Knowledge and professionalism

ACS Programs & Contact Numbers

Opening hours Mon-Fri 0830-1730, Bldg 39

Commercial Number +31(0) 46-443-XXXX

Email: [usarmy.schinnen.imcom-europe.](mailto:usarmy.schinnen.imcom-europe.list.acs@mail.mil)

list.acs@mail.mil

Information & Referral	360-7500
Fax	360-7466
Relocation Readiness	360-7512
Financial Readiness	360-7450
Army Emergency Relief (AER) Voice Mail	360-7537
Deployment & Mobilization	360-7269
Employment Readiness	360-7269
Army Volunteer Coordinator	360-7269
Family Advocacy Program (FAP)	360-7453
FAP Victim Advocate	360 -7367
Domestic Violence Hotline	061-321-6737
Exceptional Family Member Program (EFMP)	360-6898
New Parents Support Program (NPSP)	360-7335
NPSP Cell Phone	062-309-3567
Army Family Team Building (AFTB)	360-7269
Army Family Action Plan (AFAP)	360-7269
ACS Director	360-7452

NEED TO TALK?

Military & Family Life Consultants are here to listen.

Military & Family Life Consultants (MFLC) are available to help service members, spouses, family members, children and staff address:

- Deployment / reintegration support
- Marriage and relationship issues
- Stress and anxiety
- Depression
- Grief and loss
- Daily life issues

Consultations and trainings are **free** and **anonymous**. (Exceptions to confidentiality include duty to warn cases and PRP disqualifiers.) **No records are kept.**

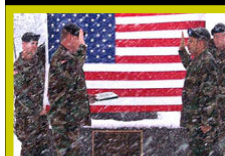
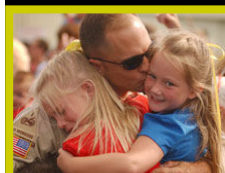
Helping you is our priority. After-hours and weekend appointments are available and group or off-site meetings can be arranged.

**SCHEDULING AN APPOINTMENT IS EASY.
CALL YOUR LOCAL MFLC.**

USAG Schinnen - 062-947-1920
JFC Brunssum - 062-504-5104

ARMY COMMUNITY SERVICE

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ACS assists commanders in maintaining readiness of individuals, families, and communities by developing, coordinating, and delivering services which promote self-reliance, resiliency, and stability during war and peace. The ACS center on this installation provides a wide range of services designed to assist your unit in maintaining a high state of readiness. Our goal is to ensure that your soldiers and their families are ready for deployment at any time. Among the services offered by ACS are:

- **Army Emergency Relief (AER)**
- **Army Family Action Plan (AFAP)**
- **Army Family Team Building**
- **Deployment and Mobilization Readiness**
- **Employment Readiness**
- **Exceptional Family Member Program (EFMP)**
- **Financial Readiness**
- **Family Advocacy Program (FAP)**
- **Information and Referral**
- **Relocation Readiness**
- **Volunteer Opportunities**

We Serve:

Active duty members, Civilian Employees, Spouses, Retirees, Surviving Spouses, and Family Members (to include youth)

ARMY BASICS

Army Family Team Building (AFTB)

The AFTB program curriculum consists of over 40 modules of instruction taught by family member instructors to other family members. It is designed to provide them with the information, knowledge, and skills needed to gain self-reliance and to better utilize the community support programs provided to assist them throughout their spouses' career.

Local Training:

- Level I is designed for new spouses entering the Army and helps them maneuver through the military maze.
- Level II is designed for emerging leaders and provides them with the tools and skills to take on leadership roles within their military community.
- Level III is designed to provide more senior spouses with the skills to advise and mentor volunteers and serve in senior level leadership positions.
- Instructor Training is designed for those who are interested in becoming Instructors of Levels I, II, and III.

* *Thursdays 1330 - 1500*

* *Fridays 0930 - 1100*

* *Registration is required prior to training*

* *Child Care is available upon request*

* *All Classes and Materials are Free of charge*

All Class hours qualify toward 4 Promotion Points Plan for active duty offered by ACS.

POC: AFTB Program

DSN: 360-7482

Civ: 046-443-7482

Military one source: is a single portal web system designed to provide Army family members with current Army information and resources. It includes volunteer database and portfolio, links to other web sites, and an e-learning center: www.militaryonesource.com

Army Once Source/Military One Source: a 24/7/365 information and referral service for Active Duty, Guard, Reserve, deployed civilians, and their families. Face-to-face counseling and access to web-based information is also available at www.armyoncesource.com (user id: army; password: onesource).

Military Spouse Employment Partnership: MSEP encourages spouses to pursue careers with any of the 18 corporate partners. The MSEP career portal located on military one source website provides info on jobs, career links and partnerships supporting military spouse employment.

Army Family Team Building : offers [AFTB Levels I, II and III](#) in an online course format, Training on Army one Source.

The Virtual Family Readiness Group (vFRG): a web-based system that provides all of the functionality of a traditional FRG in an on-line setting to meet the needs of geographically dispersed units and families across all components of the Army.

Army Volunteer Corps: promotes the Army philosophy on volunteerism, the Volunteer Bill of Rights and Responsibilities, and unites volunteers across the Army. A headquarters working group addresses systematic volunteer issues in quarterly meetings.

Local Training:

- Food handling seminar
- First Aid Training

Some Class hours qualify toward 4 Promotion Points Plan offered by ACS.

POC: Army Volunteer Corps Coordinator (AVCC)

DSN: 360-7451

Civ: 046-443-7451

INFORMATION AND REFERRAL

Information and Referral

Information and Referral provides helpful consumer information about the local area. Outreach on and off post, resources for special needs and as a liaison with PERSON/medical and educational services.

Basic Services:

- Intake & Referral Services
- Community Resources Directory

Local Training:

- Cultural Adaptation Training
- Living in the Netherlands Training

POC: I&R Coordinator

DSN: 360-7500

Civ: 046-443-7500

MONEY MATTERS

Financial Readiness Program (FRP)

The Financial Readiness program offers a wide range of services to assist soldiers and their families to live within their means and invest for the future. Emphasis is placed upon money management, proper use of credit, financial planning for deployment, transition and relocation, insurance, and check writing principles.

Basic Services:

- Financial Counseling and Budgeting *
- Consumer Affairs Information
- Thrift Savings Plan (TSP)
- AAFES & Commissary Community Forum
- One-on-one Understanding Local Bills and Unit Visits

Local Training:

- How to information:
 - Prepare for deployments - Read your Dutch bills
 - Survive Overseas with the Euro - Credit Repair
 - Phone & Internet Options - Coupon Exchange

**Class hours qualify toward 4 Promotion Points Plan offered by ACS.*



Army Emergency Relief (AER)

AER is a non-profit organization which provides emergency loans to soldiers in crisis. Financial assistance is generally for emergency food or travel but may be available for essential POV repairs, insurance, rent, or utility bills. In addition, AER has information available on educational financial assistance. Although AER is a private non-profit organization, its mission is solely to help Army personnel and

assistance organization and a key element in “helping the Army take care of its own.”

POC: FRP Manager

DSN: 360-7450

Civ: 046-443-7450

HOME AND FAMILY LIFE

Family Advocacy Program (FAP)

The program emphasizes prevention, education, prompt reporting, investigation, intervention and treatment of spouse and child abuse. The program provides a variety of services to soldiers and families to develop their relationship skills, parenting skills and improve their quality of life. This mission is accomplished through a variety of groups, seminars, workshops, and counseling and intervention services. Seminars and workshops are available to you, your unit or Family Readiness Group.

Basic Services:

- Family Advocacy Preventive Education
- Spouse and Child Abuse Prevention and Brief Counseling
- Sexual Assault Prevention and Response
- New Parent Education and Support

Local Training:

- FAP Prevention Education
- Command and Troop Education
- Conflict Resolution
- Stress Management

GETTING INVOLVED

Army Family Action Plan (AFAP)

Lets soldiers and families make suggestions and recommendations to influence Army quality of life. It alerts commanders and Army leaders to concerns needing attention through a steering committee.

Basic Services:

- AFAP Conference
- Steering Committee Meetings
- Issue Resolution and Follow Up
- AFAP Newsletter

Local Training:

- Facilitators, Recorders, and Transcribers Issue Support Training (FRTI)

POC: AFAP Coordinator

DSN: 360-7289

Civ: 046-443-7289

Army Volunteer Corps

AVCC serves as the single point of contact for volunteering on the installation. The AVCC assists individuals in learning about volunteer opportunities on the installation and may be able to direct them to volunteer centers in the civilian community.

Basic Services:

- Recruitment and Placement
- Quarter and Annual Volunteer Recognition
- Volunteer Advisory Council

Employment Readiness

This is a military spouse employment program that affords every spouse the opportunity to develop a career or become employed. The Employment Readiness program provides information and referral services in the areas of employment, education, training, transition, and volunteer opportunities to give family members the competitive edge needed to secure employment.

Basic Services:

- Job Search Counseling
- Career Assessments
- Job Information and Referral and Placement
- Job Fairs
- Army Career Alumni Program
- Computer Resource Center (Six Work stations)

Local Training:

- Hands on Resume/RESUMIX —Every Tuesday from 1400-1600
- Dress for Success

Some Class hours qualify toward 4 Promotion Points Plan offered by ACS.

POC: Employment Readiness Program Manager

DSN: 360-7269

Civ: 046-443-7269

- Couples Communication Skills
- Parent Education
- Spouse Abuse Prevention
- Relationship Support

* Registration prior to class scheduled is required.

Some Class hours qualify toward 4 Promotion Points Plan offered by ACS

POC: FAP Manager

DSN: 360-7453

Civ: 046-443-7453

Sexual Assault Prevention and Response Program (SAPRP)

The Sexual Assault Prevention Response Program's goal is to create a climate that encourages victims to report incidences of sexual assault without fear of reprisal. SAPRP has established sexual assault prevention training and awareness programs that educate soldiers and their leaders on the Prevention, Awareness, and Response to sexual assault.

Basic Services:

- Support through entire process of any case
- Services are provided to soldiers who are victims of sexual assault.

Local Training:

- Sexual Assault Unit Level Training

- Sexual Assault In-Processing Training
- Sexual Assault Pre-Deployment Training
- Sexual Assault Re-Integration Training

POC: Sexual Assault Response Coordinator

DSN: 360-7263/7500

Civ: 046-443-7263/7500

DSN: 360-7453

Civ: 046-443-7453

New Parent Education and Support Program (NPESP)

New Parent Education and Support Program offers services designed to increase new parent (Birth-Age 3) knowledge and utilization of personal, family and community resources.

Basic Services: Listed by priority

- Home/Office Visits
- Playgroups
- New Parenting Classes
- Support Groups

Local Training:

- Playmornings—Every Thursday from 0930-1130
- Breast Feeding Support Group—Every 3rd Wednesday of the month from 1000-1100

POC: NPSP Home Visitor

DSN: 360-7335

Civ: 046-443-7335

Basic Services:

- The Complete Blue Book Classes (OPREADY)
- Waiting Family Support Activities
- Video Teleconference to Deployed Spouse
- Morale Calls and E-mail messaging
- Web Cams to the Desert
- Hearts Apart – Partnership with GK
- Yellow Ribbon Room
- Coffee Hour for Families and Deployed Soldiers—
Every First and Third Wednesday from 1000-1200

Local Training:

- Pre Deployment Briefings
- Post Deployment
- Family Readiness Group Training
- Reunion and Reintegration

The Complete Blue Book Classes (OPREADY)

The Deployment Readiness Blue Book (Resources for Educating About Deployment and You) curriculum is a series of training modules, videotapes, and resource books published for the Army as a resource for Army Community Service staff in training Army families who are faced with deployments.

Some Class hours qualify toward 4 Promotion Points Plan offered by ACS.

POC: Deployment/Mobilization Readiness Coordinator

DSN: 360-7218 Civ: 046-443-7218

EFMP Continued:

- Thursday morning Playgroup at the Schinnen Sports Center
- Specialized workshops and classes
- Coordinate Special Needs Accommodation Process (SNAP)
- Active member of the Local Interagency Coordinating Council (LICC)
- Educational and Developmental Intervention Services (EDIS)
- Occupational Therapy
- New Parent Support and Education- Medical Treatment Facility (MTF)
- Special Education Department at the International School at JFC
- Respite Care Information

Local Training:

- Special needs training

POC: EFMP

DSN: 360-7371

Civ: 046-443-7371

MANAGING DEPLOYMENT

Deployment /Mobilization Readiness Program

The Deployment/Mobilization Readiness Program offers support to eligible family members during all phases of deployment. It addresses the state of soldier preparedness of the Army Family through proactive education and support programs that promote self-reliance and enhanced well being. Staff also provides stability and support operations (including mass casualties, evacuation, and natural disasters).

MAKING A MOVE

Relocation Readiness Program

The Relocation Readiness Program assists military personnel and their family members as they relocate from one installation to another. The program also provides a loan closet that consists of household items for inbound and outbound personnel.

Basic Services:

- Sponsor Welcome Packets (mailed by sponsor unit)
- Local area Welcome Folder (upon arrival)
- Newcomer's Briefing and Tour (monthly)
- Soldiers and Youth Sponsorship Program (3rd Wed Monthly)
- Pre-departure briefing (Smooth Move 3rd Wed Monthly)
- Lending Closet

Local Training:

- Sponsorship (Third Wednesday at ACS at 1400)
- Re-entry workshop (Pre-departure)

Class hours qualify toward 4 Promotion Points Plan offered by ACS.

POC: Relocation Readiness Program Manager

DSN: 360-7512

Civ: 046-443-7512

Exceptional Family Member Program (EFMP)

The Exceptional Family Member Program provides information regarding application procedures and local services available for exceptional family members as well as sponsor support for parents of EFMP children.