



## Immigration and Naturalization Assistance

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Contributed by Mary Young,  
ACS Relocation Assistant  
Source: [www.uscis.gov](http://www.uscis.gov)



The United States Citizenship and Immigration Services (USCIS) military helpline had been established to provide information and assistance to military personnel and their families in dealing with issues with immigration and naturalization.

The military helpline contact is 1-877-247-4645. The customer service specialists are available to answer questions or to request forms pertaining to immigration. Hours of operations are from Monday through Friday from 8:00 a.m. until 4:30 p.m. (CST) except Federal holidays. You can also contact military helpline by email at [militaryinfo.nsc@dhs.gov](mailto:militaryinfo.nsc@dhs.gov)

Application forms for Citizenship and Permanent Residency Cards can be downloaded online, free of charge, from the government website at [www.uscis.gov](http://www.uscis.gov) Policy changes for immigration happen frequently. Please read the instructions and review the forms carefully before downloading and completing forms.

See a recent policy change to the Naturalization process below.

Policy Changes for Biometric Requirements for Naturalization  
Policy Alert  
SUBJECT: Biometrics Requirements for Naturalization

### Purpose

U.S. Citizenship and Immigration Services (USCIS) is updating policy guidance in the USCIS Policy Manual to specify that every naturalization applicant must provide biometrics regardless of age, unless the applicant qualifies for a fingerprint waiver due to certain medical conditions.

### Background

Since March 1998, USCIS has waived the fingerprint requirements for naturalization applicants age 75 or older because of difficulty in capturing readable fingerprints from this age group. Electronic processing of applications and improved technology now allows USCIS to capture fingerprints for applicants of all ages and enhances the ability to confirm identity and perform required background checks.

1 USCIS will continue to make special arrangements to accommodate the needs of applicants with disabilities and homebound or hospitalized applicants.<sup>2</sup>

This policy does not change USCIS guidance on fingerprint waivers for naturalization applicants with disabilities who are unable to provide fingerprints or are unable to provide legible fingerprints. This policy does not change biometrics requirements associated with other immigration benefit applications.

### Policy Highlights

□ Explains that all applicants for naturalization must be fingerprinted regardless of age, except for those who qualify for a fingerprint waiver due to certain medical conditions.

□ Affirms that USCIS provides accommodations to meet biometrics requirements for certain applicants who are unable to attend an appointment, to include applicants with disabilities or those who are homebound or hospitalized.

The above information was obtained from the official USCIS website [www.uscis.gov](http://www.uscis.gov). If you need assistance with Immigration and Naturalization, contact ACS Relocation at 270-956-2676 to schedule an appointment.

# Why Do We Have a Financial Readiness Section?

By Gary Swalve,  
Personal Financial Specialist  
ACS Financial Readiness

It is always good to reflect on what our purpose is so we can refocus our efforts toward that end. We support the Warfighters, the “Rugged Professional” as Our IMCOM Commander, LTG Kenneth R. Dahl refers to them.

We don’t train them in combat or combat support or even combat service support skills, we provide services that help them build resiliency in their financial lives so they can focus on the mission of their respective units that ultimately supports the mission of the Army; “The U.S. Army’s mission is to fight and win our Nation’s wars by providing prompt, sustained land dominance across the full range of military operations and spectrum of conflict in support of combatant commanders.”

## Three Categories of Financial Resiliency

There are three categories of people who live and work on Fort Campbell when it comes to financial resiliency. There are those who are doing well. Their day to day work performance is not affected by their financial situation. In fact at a certain level within this category their habits and principles in managing their finances enhance their ability to perform their work.

There are those on the opposite side of the spectrum who are in a “financial mess.” They have walked into the “lake” of personal finance and are literally drowning. These are the people we see the most because the financial mess affects their ability to do their military mission.



Then there is the vast majority of people in between living paycheck to paycheck and from crisis to crisis. Their productivity is decreased due to the nagging feeling that there is always a crisis around the corner. The vast majority of these folks are NCOs and Junior Officers who may feel the stigma of meeting with a financial counselor will hurt their careers.

## Financial Wellness and Productivity in the Workplace

There is a correlation between financial wellness and work productivity. Kent Allison of the Employee Financial Education and Wellness Group puts it this way in their 2017 Employee Financial Wellness Survey; “Financial stressors are not only negatively

impacting employees, but are costing employers.

Stressed employees are found to be less productive, take time off from work to deal with their finances, and are more likely to cite health issues caused by financial stress. These findings are concerning and potentially significant for companies looking to evaluate the return on investment of a financial wellness program.”

Soldiers today face a dynamic work environment from Garrison duties, to Field Training Exercises, and still the prospect of being deployed to combat environments, they must be at a high level of financial wellness or it bleeds across their whole life and affects their fellow Soldiers as they live, work, and fight wars. Bottom line is if Soldiers are not focused on their duties people will be hurt and could die.

Financial Readiness is ready to provide “Real Life Solutions for Successful Army Living” as the ACS motto exclaims. We have accredited and experienced financial counselors ready to sit down with Soldiers to educate them and devise a plan to help those who are drowning, who are in the cycle of “paycheck to paycheck crisis to crisis living” and for those who want to do better and to plan more earnestly for the future.

Give us a call at 270-798-5518 to set up an appointment today. We are here to serve and not to be served.

# What is a Family Readiness Group?

By Kevin Smith,  
ACS Outreach Program Coordinator

If you are a new spouse to the Army, you probably never heard of a Family Readiness Group (FRG) and what part it will have in your life. In fact, I have met more than few Army spouses new and experienced who weren't completely sure what an FRG is or how to get involved with one.

The Family Readiness Group is an organization of Family members, volunteers and Soldiers that provides a connection to the unit through which Families get important information, develop friendships, and receive moral support.; "a command-sponsored activity for people to help one another; a network to link families with the command to identify needs" (Manager Development Course).

The FRG is critically important to Family readiness in the Army. The FRG's purpose is to keep the spouse informed and supported during their spouse's time with a unit, particularly during that unit's deployment. In feeling connected and supported, Families are more likely to have positive attitudes about Army life, the unit, and its mission. The FRG's efforts to educate and support Families also help Families become more resilient and able to cope with deployments.



FRGs are more than just support systems for deployments and training. They are the community core for the families and spouses of a unit.

"The one universal truth of all FRGs is that they are what you make of them. While you may walk into a unit with a fabulous, active FRG, you also may find yourself attached to one that has rumors of snooty, cliquey spouses, or completely inactive." (Duttweiler, 2017).

The effort that's required to have a great FRG is rewarding and I have seen some that are great and some that are not. However, the key to a thriving and successful FRG is the volunteer spouses. Volunteer to make your FRG the best it could be.

Get connected by volunteering your time building an FRG program that will support other spouses, Soldiers and command. WH Davies once said "What is this life if, full of care, we have no time to stand and stare."

Bottom line, participating in your FRG will not only help you feel connected to the unit, it will also help build a program that will provide support for soldiers and other spouses as well.

This support is clearly evident when a Soldier deploys and is confident that their spouse has a great FRG support system in place to provide assistance during their time of separation. This support reduces the Soldier's stress and enable Soldiers to focus on the mission.

The ACS Outreach Program is there to connect Soldiers and Family members to occurring events, ACS programs, support groups, and information and referral services within the Fort Campbell Community. The Outreach

Program strives to reach all members of the Fort Campbell Community with the message about what ACS programs and services can do for them.



If you are interested learning more about FRGs, please contact ACS Mobilization/Deployment staff at 270-798-3849/798-2158/412-3195.

If your FRG would like an ACS overview briefing or an ACS information table at their next meeting or event, please contact your ACS Outreach Program Coordinators:

Becki Mastrian (270) 412-6771  
rebecca.m.mastrian.civ@mail.mil  
or  
Kevin Smith (270) 798-2062  
Kevin.smith17.civ@mail.mil

## References

Retrieved September 26, 2017, from <http://www.military.com/spouse/military-life/military-resources/what-the-heck-is-an-frg-family-st6000> Managers Development Course

Retrieved 25 September 25, 2017 from <http://www.dls.army.mil/ALMS.html>



# What Can Army Family Team Building Do for You?

By Alexander Krohn,  
ACS Specialist

Army Community Service (ACS) Army Family Team Building (AFTB) is a program designed to help new military spouses adapt and thrive in their military life by teaching them skills like how to read a Leave and Earning Statement (LES), military acronyms and terms, and Army rank structure just to name a few. But Fort Campbell AFTB can do so much more. Our crew of instructors can come to your location to teach classes called "Concept Blocks". You select from over 30 different classes and we will work with you to design a curriculum that fits your needs.

AFTB has conducted Ball Etiquette classes for units prior to their Military Ball to make spouses more comfortable at the event and to understand the traditions and courtesies involved, AFTB has delivered Leadership and Understanding Needs classes to unit leaders to make them more aware of their style of leadership and the impact it has on their team and also Team Building and Conflict Management classes to various organizations on post to make their work teams stronger and more resilient.

Two of the main benefits are that there is no charge for you to use our services and we are self-contained. AFTB can provide audio visual equipment, student handouts and all class necessities to make your training event the best that it can be. If you are interested in booking a class at your unit, Family Readiness Group meeting or any upcoming function you have, give Fort Campbell AFTB a call at (270)798-4800 or email us at [ftcampbellafb@gmail.com](mailto:ftcampbellafb@gmail.com).

We look forward to serving you and to helping make your team even stronger.

## **Concept blocks include the following and more!**

- Acronyms & Terms
- Ball Etiquette/Military Social Functions
- Chain of Command & Concern
- Communication
- Conflict Management
- Dealing with Crisis & Grief
- Examining Your Leadership Style
- Exploring Personality Traits
- Great Meetings & Virtual Meetings
- Growing Through Change
- Heading Towards Leadership & Leadership Through Understanding Needs
- Introduction to Civilian & Military Resources and Military Family Preparedness
- Improving Personal Relationships
- Introduction to Family Readiness Groups
- Military Benefits & Entitlements
- Military Customs, Courtesies, & Traditions
- Military Life: What Does It Mean? And Resiliency: Be the Bouncing Ball
- Overcoming Stress
- Problem Solving Strategies
- Team Dynamics
- Winning at Time Management



AFTB Instructor Tara Goodson teaches a Ball Etiquette class to attendees at the AFTB Lunch and Learn at Cole Park Commons.

# Maintaining a Strong Relationship through Deployments and Separations

Submitted by Laura Mitchell,  
ACS Mob/Dep Specialist  
Source: Army OneSource

Long distance relationships and separations are often the norm in the military. Deployment, training and moving are part of military life. Keep in mind that when you or your spouse is deployed, your Family dynamics will need to adjust. Time apart may bring challenges for both the partner at home, who has taken on more responsibilities, and the deployed service member, who may struggle with missing important family events. Your partner's emotional support is often what you'll miss the most — a hug after a long day, or someone who can relate to you when your kids are testing the waters. Luckily, there are ways to ensure you keep in touch and maintain a strong relationship with your partner.

Communication and trust are key to building a strong and healthy relationship. However, even with good communication and mutual trust, some days you'll likely need a little extra support. Turn to your friends, Family or even a counselor to help you cope when things become a little challenging.

## Tips for staying in touch during a deployment or separation:

The following are tips you can use to stay in touch, and remain connected to your

partner during a deployment or separation.

### • **Make a plan:**

Consider trying out a marriage enhancement program through your military service, call the Chaplains office at 270-798-6124.

Sit down with your spouse and plan ahead by creating a Family plan that will help your household prepare for the time apart. Discuss how to handle, maintain or establish the following:

• **Emergencies:** Figure out how you'll handle emergencies or parenting issues. For example, who will you list as a back-up emergency contact person in the event the at-home parent can't be reached?

• **Finances:** Talk about who takes the responsibility for household expenses and large expenditures. (Contact the ACS Financial Readiness Program as they can assist with budget counseling/ planning, 270-798-5518).

• **Communications:** Discuss how you will maintain communication during separations. Will you go old school and write each other letters each month or have a weekly Skype date?

• **Support networks:** Identify people you can connect with for support.

• **Establish mutual trust**  
Trust is important in relationships, but it's even more crucial when you're dealing with a separation or deployment. Mutual trust is something that builds over time; however, you can

continue to foster trust during separations and deployments by doing the following:

• **Remember that honesty is always the best policy.** Practice open and honest communication.

• **Don't take each other for granted.** Remind your partner that you love and miss him or her — and a thank you is always appreciated.

• **Respect each other.** Even during those difficult conversations, mutual respect is essential.

• **Communicate.** You might not always know when or how you'll hear from your spouse during a deployment, but there are ways to practice effective communication. Just keep these few tips in mind:

• **Be patient.** Trust that your partner will connect with you as soon as he or she can.

• **Express yourself.** Regardless of how you're communicating — do your best to express your thoughts clearly.

• **Stay positive.** Keeping a lighthearted attitude can help make the separation easier for both of you.

• **Keep security in mind.** Remember that your service member may not always be able to share certain information with you, so do your best to be understanding.

• **Don't forget mail restrictions.** Check out general restrictions and regulations specific to the address or location you're mailing to at the United States Postal Service website or the Military Postal Service Agency website.



• **Be creative.** Email is efficient, but it's still an email, so feel free to spice up your communication with a little creativity.

Send your kid's artwork, record video messages, attach photographs, or clip and scan articles from the local paper.

• **Embrace technology.** Technology offers options for communicating — it's just a matter of figuring out which options work best for you and your partner. Try out different communication apps or chat through social networking sites.

• **Get extra support if you need it.** If the stress of your partner being gone starts to feel like more than you can handle, lean on someone. Talk with a close friend, Family member or counselor and don't be afraid to ask for help with your responsibilities. Everyone can use an extra hand now and then — it's OK. Military Family Life Counselors can be contacted at (270)205-1917.

Remember that a solid plan, a healthy dose of mutual trust, and communication can help you and your spouse through anything.

# "Ask FAP"

By Twanna Ivey,  
ACS Victim Advocate  
ACS Family Advocacy Program

## **How does domestic violence impact a child?**

Witnessing domestic violence in the home can greatly affect a child's well-being and developmental growth. Children who witness domestic violence tend to have feelings like they are to blame. These children are also more likely to be victims of child abuse and neglect and more likely to be victims or perpetrators of domestic violence later in life. The emotional impact can be so detrimental for many children. They often have to deal with feelings of depression and anger to include having post-traumatic stress disorder, and social issues. If a family is in need of education and support and they have a child ages 0 – 3 and need guidance or information about the emotional well-being of children and how to help children cope please don't hesitate to call the New Parent Support Program at 270-412-5500.

## **What is Talia's Law?**

Talia's Law requires service members and their dependents to immediately report known or suspected instances of child abuse and neglect to their

installation Family Advocacy Program office. Additionally, service members and their dependents are now required to report any known or suspected child abuse directly to the appropriate State Child Protective Services. The law was created following the death of a five-year-old in Schofield Barracks, Hawaii.

## **Can Victim Advocates assist with obtaining a divorce attorney?**

Unfortunately, Victim Advocates (VAs) are not able to provide legal assistance. However, VAs can assist with referral and advocating with local attorneys. Other agencies that may be able to assist with information include the local JAG office, the Legal Aid Society office, and some Victims may be able to look online at different agencies for Victims to include <https://www.probono.net/dv/> and [www.womenslaw.org](http://www.womenslaw.org).

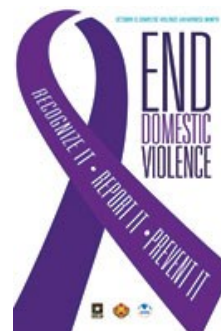
## ***I am married to a Service Member at Fort Campbell but live in another state, can you still help me?***

Victim Advocates can assist Victims from anywhere, but there are limitations. If a victim is needing simple assistance, the VA can assist with referrals to JAG, IG, or any other agency. If the Victim is needing more in-depth assistance which requires the VA

to perform duties on the clients behalf, a case will need to be opened and a release of information signed stating the VA can perform certain duties on behalf of the client. To do this, the VA can email paperwork to the client to complete or if there is a local Post, whether it is Navy, Army, Air Force, Marine, or National Guard, the victim can go there to complete paperwork and a copy be sent to the VA.

## **My spouse is emotionally and physically abusive to me, what can I do?**

As a victim of domestic violence, you have two reporting options. A restricted report allows you to receive all information and support from a Victim Advocate. Whether you wish to relocate, pursue marriage counseling, or seek a divorce, a Victim Advocate is available to assist you. Un-restricted reporting allows victims to receive the same services but allows protective measures such as military and civilian protective orders and involves command and law enforcement notifications. For more information, contact a Victim Advocate at 270-412-5500 or 931-980-5787.







Are you competitive? Enjoy a challenge?  
Want to make a difference?

Join the ACS Family Advocacy Program  
in the fight against Family abuse at the

## •Challenge Walk•

Individuals, organizations and teams challenge each other to walk their best walk  
or run their best run in efforts to bring awareness to Family abuse.

Make a difference by coming out and gaining a better understanding of Family  
violence prevention techniques to educate your friends, Family and loved ones.

**Saturday 14 October, 2017**

**8am–1pm at Shaw Physical Fitness Center  
7979 California Road / Fort Campbell KY 42223**

Challengers may begin and end their walk at any time!

Individuals, organizations and teams will be recognized for levels of participation.

**PURPLE RIBBON PICTURE 1000 (Wear a purple shirt if you would like to participate)**

For more information and to register call 270-412-5500



### ALL EVENTS ARE FREE

Food Truck  
Information Booths  
Inflatable Bounce House

Yoga 0900  
Spin 1030  
Zumba 1130

Every minute 24 people become  
victims of domestic violence

Family assault victims are less likely  
than non-Family assault victims to tell  
interviewers about their victimization

Every 56 minutes someone is a  
victim of sexual assault

Family violence makes up 11% of  
all violence and Family violence  
makes up nearly 33% of all  
police-recorded violence



## PURPLE SHIRT FRIDAYS

Fridays in October. October 6, 13, 20, and 27, 2017

ACS Family Advocacy Program is asking everyone to wear purple shirts on Fridays  
for the month of October in support of Domestic Violence Awareness Month.

For more information: 270.412.5500



# Career Fair Advice from an Insider

By Barbara Barnett, ACS  
Employment Readiness  
Program Manager



Open the newspaper and you are sure to see an advertisement for an upcoming job fair. Career Fairs are occurring in record numbers, and most job seekers have at one point attended one.

However, whether a job seeker is a seasoned pro, or is new to the job fair scene, they may not be successfully navigating the event. Many individuals who frequent job fairs believe they are experts, but repetition does not always make perfection. Mere attendance to a career fair is not going to land a job seeker employment, but a well thought out and successful navigation will.

The following “Insider Tips” are information that recruiters wish that job seekers knew prior to attending Job Fairs.

**Arrive Early** - Arriving early to a career fair is beneficial to both the job seeker and the recruiter. Many job seekers arrive at career fairs at their peak, during the middle of the day, however, the job seeker then is just another person in the crowd, having to navigate around crowds, often struggling to be heard. Additionally, at the

end of the fair many employers are worn out, and have either mentally vacated, or possibly even left the fair early. The early bird does get the worm, so market yourself early at the event, when you have the best chance for one on one interaction, and when the employers are most enthusiastic as well.

**Professional Appearance Matters** - Recruiters agree, appearance matters. Proper attire, nothing flashy, and a clean polished look are always best practice. Once a jobseeker approaches a booth an employer has developed a first impression, and in essence, an interview has begun.

However, it is more complicated to dress for a job fair than for a specific interview. Wearing a suit to a job interview is not always best practice, as that may be impractical for a particular job/workplace, which could leave the impression that you are unfamiliar with the company, and possibly not a good “fit” for the team.

The website ‘Job Monkey’ states, “Ask yourself this: How would you feel if you saw your mechanic walking around the service station in a three-piece suit? Well, that is how the employer would feel too.” Know

what organization you are interested in, and do your homework, then you will know what the organization is looking for in an employee. ‘Dress for the job you want’, applies to career fairs too.

**Have a Solid Elevator Speech** - Approach employers with enthusiasm and 30-second elevator speech. This introduction should include your name, information about your professional background, education, and skills, what you, as a job seeker are looking for, and how this pertains to the company.

Ex: “My name is Sally Johnson. I have worked in advertising for seven years, most recently as an Advertising Director. Your organization is known for innovative advertising concepts and I want to discuss how my skills might fit well at your company.” Practice your pitch and remember this is your chance to shine.

**Arrive Prepared** - As discussed earlier, it is important that you have researched what organizations that you, as a job seeker, are interested in speaking to. Know their mission and vision statement, what they look for in employees, how you fit in their environment, and

what positions are currently available. If possible, create a targeted résumé, tailored toward the organizations of interest. Additionally, the recruiter may ask questions about your résumé, so remember specifics about your work history, key accomplishments, and overall professional biography.

**Leave a Lasting Impression** - Remember, if possible, leave your résumé with the recruiter for further review and be sure to ask each employer of interest for a business card. Send a thank you email after the event, and reiterate a topic discussed at the fair. This is your opportunity to demonstrate again why the company should not only interview you, but hire you.

So, the next time you plan on attending a Career Fair, by following these “Insider Tips”, you, as a job seeker, will already have a leg up on the competition. Additionally, use local resources, such as the Army Community Service - Employment Readiness Program for additional tips, interview prep, and résumé assistance.





# The Process for Developing an IEP

Contributed By  
Harold Owens, ACS EFMP  
Social Services Representative  
Source:  
[www.militaryonesource.mil/  
phases-family-life](http://www.militaryonesource.mil/phases-family-life)

The writing of your child's IEP is one aspect of the special education process under the Individuals with Disabilities Education Act (IDEA). The procedures for identifying a student as having a disability, needing special education, and, therefore, requiring an IEP, include:

Identification as possibly needing special education services. The IDEA requires states to identify, locate, and evaluate all children with disabilities in the state who need special education and related services. In addition to proactive state efforts, a school professional may request an evaluation for your child. Parents can contact a child's teacher or other school professional to ask for an evaluation.

**Evaluation.** The evaluation must assess your child in all areas related to the suspected disability. The evaluation results will be used to decide your child's eligibility for special education and related services and to make decisions about an appropriate educational program for your child. If you disagree with the evaluation, you have the right to take your child for an

Independent Educational Evaluation (IEE) and you can ask that the school system pay for this IEE.

**Eligibility determination.** After the evaluation, the parents will meet with a group of qualified professionals to look over your child's evaluation results. Together, you decide if your child is a "child with a disability," as defined by IDEA. If your child is found to be a "child with a disability," he or she is eligible for special education and related services. Within thirty calendar days after your child is determined eligible, the IEP team must meet to write an IEP for your child.



**IEP meeting.** The school system schedules and conducts the IEP meeting. The IEP team will gather to talk about your child's needs and write the IEP. Parents and their child (when appropriate) are part of the team. Before the school system can provide special education and related services to your child for the first time, you must give consent.

The child begins to receive services as soon as possible after the meeting. If you do not agree with the IEP and placement, you may discuss your concerns with other members of the IEP team and

try to work out an agreement. If there is still disagreement, you can ask for mediation, or the school may offer mediation. You can file a complaint with the state education agency and can request a due process hearing, at which time mediation must be available.

**Special education services provided.** The school ensures that your child's IEP is being carried out as it was written. Parents are given a copy of the IEP. Each of your child's teachers and service providers has access to the IEP and knows his or her specific responsibilities for carrying out the IEP. This includes the accommodations, modifications, and supports that must be provided to the child, in keeping with the IEP.

**Progress is measured and reported.** Your child's progress toward the annual goals is measured, as stated in the IEP. You are regularly informed of your child's progress and whether that progress is enough for the child to achieve the goals by the end of the year. These progress reports must be given to you at least as often as parents are informed of any nondisabled children's progress.

**Review of the IEP.** Your child's IEP is reviewed by the IEP team at least once a year, or more often if you or the school ask for a review.

**Reevaluation.** At least every three years, your child must be reevaluated. This evaluation is often called a triennial review. This reevaluation determines whether your child continues to be a "child with a disability," as defined by IDEA, and what your child's educational needs are.

# Soldier and Family Assistance Center

By Rodney Hester,  
Human Resources (Military)  
ACS Soldier and Family Assistance  
Center (SFAC)

The ACS Soldier and Family Assistance Center (SFAC) is Fort Campbell's direct support program for wounded, injured, seriously ill and terminally ill soldiers, their Family members and caregivers assigned to our Warrior Transition Battalion, as part of the Army Warrior Care and Transition Program (AR 40-58).

The SFAC provides recovery and transition support services and programs in a relaxed environment that fosters physical, spiritual and mental healing (EXORD 118-07). One of its program services is its Human Resource Team (Military).

The ACS-SFAC Human Resource Team (Military) offers over 40 years of experience in the areas of counseling, coaching and mentoring. Which is an enhancement to the services offered to the Service Members of the Warriors Transition Battalion (WTB). In addition to our normal duties to whom we services in the Soldier and Family Assistance Center (SFAC), we extend additional attention as needed for situations that are outside the realm of our assigned duties.

One example; a common situation referencing medical benefits under TRICARE: Service Member visited the Soldier and Family Assistance Center (SFAC), wishing to speak to someone to help and guide them in the right direction, after being misled. Service Member was unaware of past



due medical bills on current credit report, upon applying for a Mortgage.

We discovered that TRICARE had no record of any payment request and the hospital in question showed no record of billing Service Member for period in question.

After numerous phone calls, it was discovered that Service Member was billed while on Active Duty before being assigned to the Warrior Transition Battalion (WTB). Also that the billing company no longer worked with the hospital, and never submitted request for payment to TRICARE. All issues were fixed!



Photo courtesy of 101 Combat Aviation Brigade

Thank you to everyone involved in making the 2017 Boot Display, the Run for the Fallen, and Military Survivor Appreciation Week a success!—The ACS Survivor Outreach Services Staff





The ACS Connection newsletter is a quarterly publication of Army Community Service and is intended to inform the Fort Campbell Community.

It is authorized for members of the U.S. Army and does not necessarily reflect the views of the U.S. Dept. of the Army. Pub UAW AR 215-1.

Publisher Kim M. Hooks,  
Acting ACS Chief  
Editor: Kevin Smith, Sr.  
ACS Outreach Program  
Coordinator

Suggestions or comments are always welcome.

Send correspondence to:  
Army Community Service  
2601 Indiana Avenue,  
Fort Campbell, KY 42223  
or email:  
acsoutreach@  
fortcampbellmwr.com

Dates and times published are subject to change, please call respective programs for date and time.

29 September 2017



**Army Community Service provides services to our Military Families all year round. The following programs are available to address the needs of the Fort Campbell community.**

**In the main Army Community Service building at 2601 Indiana Avenue, you will find:**

Information & Referral	270-798-9322
ACS Volunteer Program	270-412-0358
Army Family Action Plan (AFAP)	270-956-2934
Army Family Team Building (AFTB)	270-798-4800
Army Volunteer Corps (AVC)	270-956-2934
Consumer Affairs Office (CAO)	270-798-5528
Employment Readiness Program (ERP)	270-798-4412
Exceptional Family Member Program (EFMP)	270-798-2727
Family Advocacy Program (FAP)	270-412-5500
Financial Readiness Program (FRP)	270-798-5518
Military Family Life Counselors (MFLC)	270-205-1917
Outreach Program	270-798-2062
Relocation Readiness Program	270-798-6313
Resilience Training (RT)	270-798-2062/956-2934
Sexual Harassment/Assault Response & Prevention (SHARP)	270-798-6383

**In the Family Resource Center (FRC) at 1501 William C. Lee Road, you will find:**

Information & Referral	270-956-2935
Mobilization/Deployment (Mob/Dep)	270-798-3849

**At 2433 Indiana Ave, you will find:**

Soldier Family Assistance Center (SFAC)	270-412-6000
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**At 5001 Screaming Eagle Drive, you will find:**

Survivor Outreach Services (SOS)	270-798-0272/0277
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**A Note From the Acting Chief**

Persistence and resilience only come from having been given the chance to work through difficult problems.

Gever Tulley