

# Army Community Service Information Guide Fort Campbell, Kentucky



1501 William C. Lee Road (Gate 1)  
Fort Campbell, Kentucky 42223  
270-798-9322

<https://home.army.mil/campbell/index.php/acs>  
Facebook: <https://www.facebook.com/FortCampbellACS>



## **Army Community Service (ACS):**

**270.798.9322 / 956.2935**

**Website: <https://home.army.mil/campbell/>**

**Facebook: [www.facebook.com/FortCampbellACS](http://www.facebook.com/FortCampbellACS)**

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 Soldiers and their Families are ready for deployment at any time. Among the services offered by ACS are:

- Information, Referral & Follow-Up Program
- ACS Volunteer Program
- Army Emergency Relief (AER)
- Army Family Action Plan (AFAP)
- Army Family Team Building (AFTB)
- Army Volunteer Corps (AVC)
- Exceptional Family Member Program (EFMP)
- Family Advocacy Program (FAP)
- Financial Readiness Program (FRP)
- Mobilization, Deployment and Stability Support Operations Program (MD&SSO)
- Military Family Life Counselors (MFLC)
- Outreach Program
- Resilience Training
- Relocation Readiness Program (RELO)
- Soldier and Family Assistance Programs (SFAC)
- Survivor Outreach Services (SOS)

**Information & Referral Program (I&R)**  
**Main ACS Center**  
**1501 William C. Lee Road (Gate 1)**  
**270.798.9322**  
**270.956.2935**

The Information, Referral & Follow-Up Program provides information about Army Community Service (ACS) programs as well as Fort Campbell installation information and available community resources.

We offer information counseling to determine customer needs and refer to the appropriate ACS service or community resources. To better serve you, stop by I&R first.

We follow-up after the referral to ensure that our clients receive quality services. We also prepare and maintain a comprehensive Information and Resource data bank. Information, Referral & Follow Up is your one-stop shop for information on and off the installation.

## **ACS Volunteer Program**

**270.798.2063 / 270.956.2934**

Although all ACS centers have opportunities for volunteers, the type of opportunities available will depend on the installation. At Fort Campbell, there are volunteer opportunities in virtually all the ACS Programs.

As an ACS volunteer, you can:

- Assist with orientation classes
- Encourage Exceptional Family Members in recreational programs
- Learn about community resources by updating the information files
- Welcome clients to the ACS Center
- Prepare handouts
- Assist with the preparation of lesson plans
- Teach Classes

Programs such as Army Family Team Building, Army Family Action Plan, and the Installation Volunteer Coordinator need volunteers to:

- Teach classes about military life
- Organize focus groups addressing quality of life issues
- Assist with general volunteerism within ACS

Benefits and Opportunities:

- Volunteers gain valuable work experience, become involved and knowledgeable about community programs and services, enhance and/or acquire job skills and develop new friendships.
- Periodic training seminars are also provided when available.
- ACS volunteers are recognized and awarded for their meaningful service at the ACS Quarterly Recognition Ceremony, holiday lunches and at the annual Installation Volunteer Recognition Ceremony.

## **Army Emergency Relief (AER)**

**270.798.5518**

Although AER is a private, non-profit organization, its mission is solely to help Army personnel and their eligible Family members. AER is the U.S. Army's emergency financial assistance organization and a key element in "helping the Army take care of its own."

AER provides Commanders and First Sergeants with a valuable asset in accomplishing basic command responsibility for the morale and welfare of Army personnel including:

- Active Duty
- Reserve Component on continuous active duty for a period in excess of 30 days
- Retirees
- Family members when there is a valid need
- Widows/widowers
- Orphans of deceased military

Company Commander and First Sergeant Quick Assist Program and AER Form 700 (AER approval) are the application forms for AER Financial Assistance. These forms are available online at [WWW.AERHQ.ORG](http://WWW.AERHQ.ORG).

In addition, AER has information available on educational financial assistance programs.

### **Education Assistance:**

The MG James Ursano Scholarship Program is for dependent children of Soldiers on federal active duty, retired, or deceased while in active or retired status, administered by AER, and helps Army Families with the cost of post-secondary undergraduate level education, vocational training, and preparation for acceptance by service academics for their children.

The Spouse Education Assistance Program (SEAP) provides Spouses of active duty or retired Soldiers, and widow(ers) of Soldiers who died either on active duty or in retired status, with financial assistance to pursue their first undergraduate college degree.

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## Army Emergency Relief (AER) Continued:

The scholarship applications and instructions are available on the AER website, [WWW.AERHQ.ORG](http://WWW.AERHQ.ORG), starting the first week of January. The application and all required documents must be submitted **online**. ***Do not mail or email documents.***

## **Army Family Action Plan (AFAP)**

**270.798.4800**

- Conducts focus groups to solicit issues that affect the Total Army Family
- Ensures representation by a broad spectrum of Army citizens – Active, National Guard, and Reserve Soldiers, Retirees, DA civilians, and Family members
- Assigns issues to proponent agencies, where they are worked until resolved or determined unattainable
- Monitors issue progress via a Commander’s Steering Committee at local levels and a General Officer Steering Committee chaired by the Vice Chief of Staff, Army at HQDA – all issues recommended as completed or unattainable must be approved by the chairs of these committees
- Give grass-root constituents the opportunity to influence Army quality of life – AFAP delegates recommend what they want to see happen when an issue is resolved
- Provides real-time information for commanders on the concerns, hot spots, expectations, needs and satisfactions of the force and its Families
- Creates a continuous process of community improvement at local levels – results in changes to legislation, Army/DoD policy, and new or improved services at HQDA level
- Benefits all military services – is an Army unique program
- Contributes to readiness and retention by having Soldiers and Families actively involved in making the Army a better place to live and work

## **Army Family Team Building (AFTB)**

**270.798.4800**

AFTB is a program developed by Family members for Family members, a Volunteer-led organization with a central mission. Provides training and knowledge to support the total Army effort. Strong Families are the pillar of support behind strong Soldiers. AFTB is training for a way of life that prepares everyone affiliated with the U.S. Army to function at their personal highest level, in any situation. AFTB helps Family members learn more about the Army, grow personally and professionally, and develop successful leadership skills to survive AND thrive in your military experience.

AFTB classes are free of charge and provide great opportunities to learn more about the military lifestyle and to meet others who also want to learn more about the Army community. Classes can be completed at the student's discretion, no particular order is required, and there are no prerequisites.

### **Level 1/K – Military Knowledge**

Are you married to a Soldier and have questions about the Army? Perhaps you have had questions for a while but have been too afraid to ask. Finding your way in the Army community is not always easy. The Army has its own language, its own customs and traditions, and its own benefits and resources.

Trying to learn everything can be confusing and intimidating. If this is your situation, AFTB Level 1 is for you.

Level 1/Military Knowledge is a 4.5-hour course (9am-1:30pm) where participants are introduced to basic terms, acronyms, and resources that are needed to successfully adapt to Army life.

### **Level 2/G – Personal Growth**

### **Level 3/L – Leadership Development**

Are you looking to develop yourself personally and professionally? Maybe you are going to be part of a Soldier and Family Readiness Group (SFRG) or other organization and would like to work on your interpersonal and communication skills. Then AFTB Level 2 or Level 3 courses are for you. Level 2 and 3 are both 4.5-hour courses (9am-1:30pm) where participants focus on interpersonal skills and leadership development. In these classes, participants learn about their personality traits and thinking patterns in order to take care of themselves and others.



## **Army Family Team Building (AFTB) continued:**

Levels 1-3 are taught by volunteers in the Army Family Team Building (AFTB) program. AFTB instructors are military Spouses, Soldiers, or Veterans who have a passion for educating our military and their Families. In order to instruct with AFTB, you must take the Instructor Training Course. Additional training courses help round out your skills to facilitate and brief effectively.

- Instructor Training Course (ITC, two and one-half days) – ITC prepares Family members, Soldiers, and Civilians to become an effective instructor. No prior teaching experience is necessary. ITC topics include developing platform skills, teaching adult learners, managing the learning environment, methods of instruction, and the preparation process. Benefits include professional development, resume building experience, networking opportunities, and meeting new people.
- Facilitator Training Course (FTC, two days) – Have you been asked to facilitate a group? What does that mean exactly? Do you just lead a discussion? FTC is designed to introduce you to new skills to become a successful facilitator by understanding the role of the facilitator and how group dynamics affect facilitation strategies.
- Briefer Training Course (BTC, one and one-half days) – BTC is designed to teach you skills to become a successful briefer. Briefers may be called upon to deliver briefings on a wide variety of information and programs to diverse audiences. You may be asked to give a desk side briefing to a commander or brief different sizes and types of audiences on various programs. With that in mind, we developed this course to specifically address how to prepare for and present effective briefings.

These classes will be offered periodically throughout the year for those who wish to further their professional and personal goals in the arenas of communication, teaching, and giving briefs.

### **How do I sign up?**

Call our office at 270.798.4800 to schedule your class and you will receive a reminder call 1 week prior to class starting. You can also email us at [ftcampbellaftb@gmail.com](mailto:ftcampbellaftb@gmail.com). Please include your name and phone number so we can contact you.

## **Army Family Team Building (AFTB) Continued:**

ARMY 101 and AIT are taught by volunteers in the Army Family Team Building (AFTB) program. AFTB instructors are military Spouses, Soldiers, or Veterans who have a passion for educating our military and their Families. In order to instruct with AFTB, you must take the Instructor Training Course. Additional training courses help round out your skills to facilitate and brief effectively.

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## **Army Volunteer Corps (AVC)**

**270.956.2934**

The Army Volunteer Corps serves as the single point of contact for volunteering on the installation. The AVC assists individuals in learning about volunteer opportunities on the installation and may be able to direct them to volunteer centers in the civilian community. Although the duties of the AVC vary depending on the installation, the AVC generally has the following responsibilities:

- Serve as the commander's consultant on volunteer issues
- Chairs the installation Volunteer Advisory Council
- Coordinates the Installation Volunteer of the Year Ceremony
- Trains installation volunteer managers
- Develops a volunteer job bank
- Recruits, interviews, refers and conducts follow-ups on volunteers referred to agencies/organizations.
- Tracks the number of volunteers by organization and total hours volunteered
- Advises volunteer managers on legal issues and volunteer management

**Volunteer Opportunities:** Volunteer opportunities are found in natural resource programs, museums, and a wide variety of programs that provide services to Soldiers and their Family members such as Army Community Service, hospitals, chapels, Child and Youth Services, recreation, libraries, legal office, housing, etc. There are volunteer opportunities with numerous private organizations such as Spouses' Club, Red Cross, or Scouts.

Volunteering helps the organization by expanding program capabilities. Volunteering benefits Soldiers, Civilians, Retirees, Spouses, and youth to:

- Gain a sense of satisfaction/achievement by meeting challenges
- Learn about the Army and the community
- Acquire new skills and or expanding old ones
- Obtain work experience
- Build new friendships
- Become a cohesive part of the community

## **Exceptional Family Member Program (EFMP)**

### **270.798.2727**

The EFMP is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated community support, housing, educational, medical, and personnel services to Families with special needs. Soldiers on active duty enroll in the program when they have a Family member with a physical, emotional, developmental, or intellectual disorder requiring specialized services so their needs can be considered in the military personnel assignment process.

Family members must be screened and registered, if eligible, when the Soldier is on assignment instructions to an OCONUS area for which command sponsorship/Family Member travel is authorized and the Soldier elects to serve an accompanied tour. This screening consists of medical records review for all Family members and developmental screening for all children 72 months of age and younger.

Soldiers are responsible for keeping their EFMP enrollment current as exceptional Family member conditions change or at least every three years, whichever comes first.

Soldiers should be referred to your installation EFMP manager in ACS for instructions on enrollment procedures.

## **ACS Family Advocacy Program (FAP) 270.412.5500**

The objective of ACS FAP is prevention, education, and intervention in support of strong resilient Military Families. The program is designed to assist service members and their Families in the development of healthy relationships and parent-child interactions by enhancing the ability to meet the challenges of our military lifestyle. FAP provides a variety of services to strengthen and grow Ready and Resilient Families.

### **Education and Training**

- Annual Command and Troop Training (AR 608-18)
- Company Commander/Senior Advisor training (assumption of command)
- NCO Guide to Prevention
- Education to Professionals
- Workshops i.e. Communication, Conflict, Parenting, Ages/Stages, Stepfamilies, Blended Families and much more

### **New Parent Support Program**

- Home Visitation
- Play Morning
- Expectant Parent Workshop
- Monthly Virtual Support Group

### **Victim Advocate Program**

- Needs assessment and safety planning
- Advocacy for adult victims of Intimate Partner Violence
- Information and referrals
- Court accompaniment
- Assist in obtaining protective orders
- Victim Advocate Hotline **931.980.5787**

### **Problematic Sexual Behavior in Children and Youth (PSB-CY)**

- Information and support to Families whose child is exhibiting or impacted by sexual behaviors
- Specialized resources
- Multi-Disciplinary Team to discuss and recognize a safe way forward

### **Campaign Months**

- **February** – Teen Dating Violence Awareness
- **April** – Child Abuse Prevention Month
- **October** – *Domestic Violence Awareness Month*
- **November** – Safe Sleep Campaign

**Reporting Points of Contact for Child Abuse and Neglect, Domestic**

## **Violence, and Problematic Sexual Behaviors:**

### **ACS FAP: Problematic Sexual Behavior**

- During duty hours 270-412-5500
- After Hours 931-980-5787

### **Blanchfield Army Community Hospital's Family Advocacy Program**

BACH FAP is the Reporting Point of Contact for allegations or incidents of **Intimate Partner Violence and Child Abuse and Neglect.**

- During duty hours contact BACH FAP at **270.798.8601.**
- After hours contact the BACH Operator at **270.798.8400** and ask for the On-Call Social Worker

## **Financial Readiness Program**

### **270.798.5518**

The ACS Financial Readiness Program offers a wide range of services to assist active duty or retired service members and their Families, as well as DoD Civilians to develop budgets and invest for the future. Financial Literacy as a Lifestyle emphasis is placed upon money management principles, proper use of credit, financial planning for deployment, transition and relocation, and debit card principles.

Information on the ACS Financial Readiness Program's three sections: Financial Counseling, Consumer Affairs and AER is at <https://home.army.mil/campbell/acs/>

### **Financial Specialist Counseling:**

Accredited Personal Financial Specialists are available by appointment 270.798.5518 for individual (one-on-one) financial counseling. These financial specialists offer a wide range of financial counseling and planning areas include:

- Creating a Spending Plan
- Develop near and long-term financial goals
- How to Save and Invest
- Debt Management
- Military Retirement Planning (Blended Retirement System – BRS/TSP)
- Insurance
- Provide monthly personal finance classes

### **Consumer Affairs Office (CAO):**

The Consumer Affairs Office provides assistance with pre-purchase advice on large purchases (i.e. home, vehicle). CAO will review any type of contract for vehicle, rental property, warranty, insurance, and investments. CAO encourages consumers to have all contracts reviewed prior to signing. CAO provides assistance with consumer complaint resolution and mediation.

- File consumer complaints
- Free Carfax Reports
- Free Credit Report Review
- Free Contract Review
- Home Buying Class

**Mobilization, Deployment and Stability Support Operations (MD&SSO) Program**  
**270.798.3849 / 412-3195**

The principal source of the Soldier and Family Readiness Group (SFRG) resources and services for Soldiers and their Families linking them with their specific unit SFRGs and assisting them with referrals when needed. The program offers a variety of training workshops for Family members, such as R.E.A.L. Training: Command Team, SFRG Leader, Command Family Readiness Representative (CFRR), Key Contact and Informal Fund Custodian Training. CARE Team Training is also provided.

Provides updated and current training to Commanders, First Sergeants, Rear Detachment Command Teams, Soldiers and, SFRLs and SFRG Leaders on the installation, ensuring continuity with Department of the Army, Installation Command (IMCOM) and Fort Campbell, KY, regulations, and policies, while assisting them to maintain a state of readiness related to their position.

Coordinates with the installation operations center and garrison support agencies to conduct unit specific deployment and reset briefings and deployment fairs. These briefings provide opportunities for Soldiers and Family members to gain valuable materials and information from on and off-post agencies.

Event/Training	Frequency	Location
Deployment Fairs	Dates TBA	ACS
R.E.A.L Training – Command Team	Monthly - times vary	ACS
R.E.A.L Training SFRG Leader	Monthly - times vary	ACS
R.E.A.L. Training CFRR	Monthly - times vary	ACS
R.E.A.L. Training Informal Funds Custodian	Monthly - times vary	ACS
R.E.A.L. Training – Key Contact	Monthly – times vary	ACS
Care Team Training	Monthly – times vary	ACS

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## **Mobilization, Deployment and Stability Support Operations (MDSSO) Program continued:**

**Emergency Family Assistance Center (EFAC):** EFAC functions as a clearing house during mass deployments, ordered evacuations, local or natural disasters, responses to acts of terror and if needed, mass casualty situations.

## **Military Family Life Counselor Program (MFLC) 270.798.9322**

Military Family Life Counselors (MFLC) provide short term, situational, problem-solving, and non-medical counseling services for Soldiers and their Family Members. All services are confidential, private, and free. No records are kept, although duty to warn is maintained. MFLCs also offer educational presentations and briefings focusing on job stress, anger management and dealing with effects of deployment for Soldiers and Family members, as well as issues of reunion/reintegration, communication, grief, and loss. All Soldiers, Family members, Guard and Reserve members are welcome.

In addition to the services mentioned above, MFLCs are also embedded within each brigade.

### **Embedded MFLCs:**

1 BCT- 270.331.5892/931.444.0903

2 BCT - 270.331.5910/ 931.305.9141

3 BCT - 270.605.5910/270.207.8754

101 CAB - 270.331.5865/931.305.9143

101 Sustainment - 270.605.4396/931.305.8020

EOD - 270.605.4630

5<sup>th</sup> Group/160<sup>th</sup> SOAR (SOCOM) - 270.331.5884

HHB - 270.605.4406

DIVARTY 270.217.5533/ 931.551.6079

## **Outreach Program**

**270.798.2062 / 412.6771**

The Outreach Program is designed to link Soldiers and Family Members to Family Support Programs on and off post. Outreach aims to reach out to those who have the greatest level of need, but least likely to seek out and take advantage of services until they have reached a state of crisis. An emphasis is placed on programs that promote resilience, self-reliance, and stability; such programs include, but are not limited to, life skills training, newcomer adaptation services, personal relationship skills education, community development and support networks, and crisis intervention and referral services.

ACS Outreach conducts an annual needs assessment to determine what programs are needed to support Soldiers and Families. Contact 270.798.9322 for additional information.

**Resilience Training:  
270.956.2934**

Resilience Training is designed to strengthen military Families and our civilian workforce. The competencies of being resilient include self-awareness, self-regulation, optimism, mental agility, strengths of character, and connection. Army Community Service (ACS) has partnered with Army Substance Abuse Program to host a variety of classes and workshops annually for the Fort Campbell Community. ACS Master Resilient Trainers (MRTs) may also support requests for readiness group training.

For more information on ACS Resilience Training or to register for training, contact 270.956.2934 or Contact 270.798.9322 for additional information.

## **Relocation Readiness Program**

### **270.798.6313**

The Relocation Readiness Program provides services are necessary to support Department of the Army personnel and their Families as they relocate. Our Relocation Readiness personnel provide the following services:

**Education/Training:** Pre-move and post-move briefings; Newcomers Orientation, Overseas Orientations, CONUS to CONUS Orientation, and multicultural training.

**Citizenship Class:** Soldiers and Families who are anticipating or in the process of becoming an American Citizen will learn the benefits of becoming an American Citizen, provided materials/study guide, understanding the requirements to become a U.S. Citizen, and the process and procedures on <https://uscis.gov/military> .

**Information:** “Plan My Move” Military One Source, ([www.planmymove.militaryonesource.mil](http://www.planmymove.militaryonesource.mil)). ([www.installations.militaryonesource.mil](http://www.installations.militaryonesource.mil)) is a mobile friendly automated information system providing a wide range of information on all major military installations worldwide (e.g. check-in procedures, housing, education, childcare, etc). Welcome Center for welcome packets for “Newcomers”.

**Individual PCS Guidance/Consultation:** Extensive preparation and planning before the move, during the actual transfer and while settling in.

**Outreach:** Identification, counseling, advocacy for PCS Waiting Families (Hearts Apart) provides resources and a support network to Families who are geographically separated from their loved one.

**Lending Closet:** Basic household items loaned for 30 days or more for relocating Soldiers and Families. Furniture, linens, and appliances are not available.

**Sponsorship Training (Total Army Sponsorship Program (TASP)):** Commander’s Program. Bi-annual training of unit sponsorship coordinators. Self-paced eSponsorship Training available online with Military One Source at <https://millifelearning.militaryonesource.mil/MOS/f?p=SIS:2:0>: and/or [www.atrrs.army.mil](http://www.atrrs.army.mil) / [www.alms.army.mil](http://www.alms.army.mil).

**ACS Soldier and Family Assistance Programs  
Soldier & Family Assistance Center (SFAC):  
2433 Indiana Avenue  
270.412.6000**

SFAC provides integrated and tailored support services and programs to expedite and enhance the recovery and transition of wounded, injured, seriously ill and terminally ill Soldiers, their Family members, and caregivers as part of the Army's Warrior Care and Transition Program.

**ARMY COMMUNITY SERVICE (ACS) SERVICES:**

- Human Resources (Military - to include in-processing and separation, updating DD Form 93, SGLV, ERB/ORB, DEERS update and enrollment, CAC, Retirement and Family members Identification Cards issues, Updating official records). Contact **270.412.8449** for assistance.
  
- Education Counseling (ACES, College Enrollment, Scholarship, VA Education Benefits). Contact **270.412.6004** for assistance.

**Survivor Outreach Services**  
**5001 Screaming Eagle Drive**  
**270.798.0277 / 412.8457**

Survivor Outreach Services (SOS)

demonstrates the Army's

commitment to Families of the

Fallen. SOS utilizes a holistic and

multi-agency approach to delivering services to Survivors by

providing assistance accessing Garrison programs in the

community closest to where the Family resides. SOS will allow

the Army to better identify the needs of Survivors as well as

others who may be touched by the loss of a Soldier.



**Our Mission**

- Maximize cooperative efforts within the Army Casualty and Family Programs
- Extend support to Families both before and after a crisis by maximizing cooperation between government and non-government agencies.
- Ensure Survivors receive all benefits to which they are entitled.
- Encourage our Survivors to remain an integral part of the Army Family for as long as they desire.

**Program Managers**

Program Managers will provide briefings to the community and leadership; create outreach opportunities for Survivors to fellowship not only among one another but to remain connected with his/her Fallen's Army unit for as long as he/she desires.

**Support Coordinators**

Support Coordinators function as the long-term support personnel for Survivors. Support Coordinators will coordinate support groups, briefings to the community and leadership; and provide referrals to supportive counseling. Support Coordinators work closely with Casualty Assistance Center Benefit Coordinators and the Casualty Assistance Officer to ensure the Survivor receives necessary services.

**Financial Counselors**

Financial Counselors provide financial advice, investment education and estate planning to assist the surviving Family member to reach financial goals. Financial Counselors work closely with the Casualty Assistance Benefit Coordinator and legal assistance to ensure estate and financial issues are addressed.







- 1** Army Community Service (ACS)  
1501 William C. Lee Road
- 2** Soldier & Family Assistance Center (SFAC)  
2433 Indiana Avenue
- 3** Survivor Outreach Services (SOS)  
5001 Screaming Eagle Drive
- 4** The Exchange  
2840 Bastogne Avenue
- 5** Commissary  
2606 Indiana Avenue
- 6** Blanchfield Army Community Hospital  
650 Joel Drive
- 7** Housing Areas