

**“Where Soldier & Family Readiness
Is Our Top Priority!”**



SOLDIER AND FAMILY SUPPORT CENTER
Building 7264, Normandy Drive on Custer Hill
Fort Riley, Kansas 66442-6421

ACS WEB PAGE: <http://www.riley.army.mil/Services/Family/ACS/>

785-239-9435

1-877-541-4027 Toll Free – Family Readiness Center

Up-Dated 9 June 2003

JUST SEE WHAT WE HAVE TO OFFER!

ARMY COMMUNITY SERVICE (ACS) 785-239-9435

ACS is your local Family Service Center, which provides programs and services to assist you in developing and maintaining skills to confidently meet the demands of being a soldier or a military family. Our center is open to active duty and families of all branches of service. Reserve component and their family members and DOD civilians can participate in certain programs and services.

Financial Readiness 239-9450

Financial Readiness provides personal financial management education and services. Classes are available in banking and credit union services, checkbook management, budget planning and record-keeping, credit use and abuse, debt liquidation, consumer rights and obligations, insurance, savings and investment products (including the Thrift Savings Program (TSP), and personal financial readiness planning for military families (deployment, PCS, etc.). Financial Readiness provides individual budget counseling, consumer information and resources, and assistance in filing consumer complaints. Financial Readiness is the proponent for the Command Financial NCO Program and provides the training that enables the CFNCO to conduct unit training and individual counseling for the soldiers within their battalion.

Family Subsistence Supplemental Allowance (FSSA) Program 239-9450

The FSSA Program is a voluntary program that may help soldiers avoid applying for food stamps by providing eligible soldiers with additional pay that ensures their family income is 130% of the poverty level. There are numerous factors to consider regarding this program. Financial Readiness conducts the required assessment counseling for soldiers. Information and classes on the FSSA program may be obtained by contacting the Financial Readiness Program at 239-9450.

Army Emergency Relief (AER) 239-9450

AER provides emergency financial assistance to soldiers for unforeseen emergencies that require immediate attention. Soldiers with emergency travel situations or in need of emergency food assistance should contact AER immediately by phone (239-9450) for instructions. Soldiers with other types of emergency financial needs must contact their Command Financial NCO to begin the AER application process. The Command Financial NCO will provide the soldier with counseling and referrals based on their situation. Family members may contact the Command Financial NCO if they have a crisis and the soldier is away from the installation for authorized duty. AER financial assistance for emergency travel is available during non-duty hours by contacting the American Red Cross toll free 1-877-272-7337.

Consumer Affairs, Financial Assistance Programs (CAFAP) 239-9450

CAFAP is the proponent for the Command Financial Non-Commissioned Officer (CFNCO) Program. Each battalion has a CFNCO to provide education and information to promote personal financial wellness for their soldiers and their families. Through the CFNCO program, units and soldiers may obtain classes and individual counseling on financial management and consumer education including: ways to reduce debts, cost of credit, budget development, checkbook management, consumer's rights and obligations, resolving consumer complaints and investment opportunities and resources. The Command Financial NCO also provides crisis counseling and referrals for soldiers experiencing immediate financial crisis or privation.

Employment Readiness Program (ERP)

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. The primary purpose of this program is to assist eligible family members of soldiers, retirees and DA Civilians who are relocating. Employment Readiness provides accurate, timely information and other supportive services (Counseling, Resource Center and Workshops) necessary to minimize the employment problems associated with relocation.

Relocation Readiness (RELO) 239-9435

Army Community Service operates a fully stocked loan closet with basic household items to use until household goods arrive. Comprehensive assistance with PCS moves include: computerized information on installations worldwide, Spouse Orientation, Guest House visits, waiting family services, sponsorship training and newcomer information.

Exceptional Family Member Program (EFMP)

EFMP is a mandatory enrollment program. The EFMP is designed to provide comprehensive services consisting of medically related, educational guidance's, social support, and personnel type services, that enhances the quality of life and readiness for families with special needs. An Exceptional Family Member (EFM) is a family member with a physical, emotional, developmental or intellectual disability that requires special treatment, therapy, education, training, or counseling. An EFM, who needs to be seen by a health care provider for their condition, should be considered as an EFMP enrollment.

Family Readiness Program (FRP) and Family Readiness Center (FRC)

ACS offers several types of family readiness support. Before deployments, units schedule family member briefings that include various Garrison agencies that are available to support families during separations. Information and training for Family Readiness Group leaders and training for soldiers and families on various aspects of the deployment process as it relates to families are available. The FRC provides support to family members of soldiers who have deployed or are on a hardship tour. Support is available for Family Readiness Groups (FRG) and their FRG leaders, plus the Rear Detachment Commanders.

Army Family Team Building (AFTB)

AFTB offers education to family members on army life and the resources needed to be a successful army family. The training is offered at graduated levels for the inexperienced family member to those who want to take on leadership roles. The training is offered at various times, locations and days. ACS is the connecting point for your involvement in this exciting new family program.

Information and Referral Program (I&R)

Information & Referral is your main source for information on the Fort Riley Installation. Our staff will provide any information or assistance you may need or will refer you to the appropriate agency for assistance. A file is maintained of our installation and our local community resources to help assist you quickly. This program links soldiers, families, retirees, Reserves, National Guards and Civilian employees to resources located in the local communities. It is your "one-stop-shop" to gathering information or location of resources.

Community Life Program (CLP) 239-5785

Each of the housing areas on Fort Riley has a mayor to assist residents make the experience of living on post more enjoyable and provide a means of communication with the military command concerning issues of interest to residents. The mayors are volunteers and their services are coordinated through ACS. If you do not know your mayor's name, call ACS for information.

Installation Volunteer Program (IVP) 239-9435

Volunteers are a vital part of any community, especially here at Fort Riley. There are many places to work and a wide variety of positions available. Please contact the Coordinator when you are ready to make a difference in the Fort Riley Community.

Family Advocacy Program (FAP)

FAP is responsible for addressing child abuse and neglect and spouse abuse. AR608-18 sets out the program requirements for each Army installation. The program consists of identification, reporting, treatment, and

follow-up of cases. Services offered include community education and awareness, primary prevention efforts to support parenting and family communications, crises intervention, emergency shelter, and counseling.

New Parent Support Program (NPS) 239-5693

The Army's New Parent Support Program is a voluntary program that offers support and assistance to parents of newborns, toddlers and young children [up to age 6] as well as expectant and adopting families. Parenting support, home visitation, groups, and play morning services are all available at no cost to service members and their dependents.

ARMY SUBSTANCE ABUSE PROGRAM (ASAP)

The ASAP provides consultation, assessment, and prevention/evaluation services to the Fort Riley community.

Soldier Risk Reduction Program (SRRP) 239-9435

Soldier Risk Reduction Program offers Commanders a management tool that tracks, assesses, and acts on fourteen soldier high risk behaviors: Deaths, Accidents, Injuries, Sexually Transmitted Diseases (STDs), Suicide Gestures and Attempts, AWOLs, Drug and Alcohol Offenses, Traffic Violations, Crimes Against Persons and Property, Spouse and Child Abuse, and Financial Problems. This program places prevention resources on the identified high-risk behaviors and assists in maintaining soldier and unit readiness.

Employee Assistance Program (EAP) 239-9435

The Employee Assistance Program is a Federal Mandated human resources program providing assessment, referral, short-term counseling, and consulting service to DOD civilian employees, family members, and retirees. Any concerns which might influence job performance, personal conduct, or general well-being are addressed. This program does provide training for a wide range of substance abuse topics for military units, civilian organizations, schools, and other designated groups. The program is Free, Confidential and Professional.

Installation Biochemical Testing Point (IBTP) 239-4151

IBTP provides drug testing support services for all active duty units to include receiving and shipping of samples, consultation on collection procedures, certification of Unit Prevention Leaders as specimen collectors, and training/education services.

WOMEN, INFANTS AND CHILDREN (WIC) 239-5730

WIC is a nutrition education and supplemental food program that serves pregnant, post partum and breastfeeding women, infants and children up to 5 years of age. WIC helps promote healthy outcome of pregnancy and gives children a head start on good health. Registered Dietitians and Certified Breastfeeding Educators are on staff to serve military families. Their main entrance is at the south end of the Soldier and Family Support building.

Hours of Operation:

Monday – Wednesday 0830-1700

Thursday 0830-1900

Friday 0830-1200

*****[Monday- Thursday we are closed from 1200-1230 for lunch; except voucher pick-up days when closed between 1030 and 1130 hours].

AMERICAN RED CROSS (ARC) 239-1883/1887

The American Red Cross office provides coordination of the Red Cross volunteer programs on the installation, information and referral services as well as information about Red Cross blood drives, health and safety courses, disaster assistance and emergency communication.

MOST COMMONLY REFERENCED PHONE NUMBERS

Commonly Referenced Numbers: Our area code is 785; DSN is 856 for 239 prefix. Note: these numbers are subject to change.

Name	Commercial	DSN
Administrative Support Branch	239-5910/fax1882	
Airfield Operations Detachment	239-6316/2090	
Alcohol/Drug Abuse	239-9435/fax9548	
Ambulance, IACH (Emergency Line)	239-SAVE/7283	
American Red Cross	239-1883/1887/fax1812	
American Red Cross: Toll Free Number	1-877-272-7337	NO
Army Career & Alumni Program	239-3946	
Army Community Service (ACS)	239-9435/fax9548	
Army Emergency Relief	239-9450/9435/fax9480	
Army Family Advocacy Program (FAP)	239-9435/fax9548	
Army Family Team Building	239-9435/fax9548	
BOSS (9-BOSS)	239-2677	
Bowling Center	239-4365	
CASA	762-4679	NO
Carlson Leisure Travel	784-2223/2285	NO
Carlson Official Travel	784-2002/2218	NO
Central Issuance Facility	239-2854	
Chaplain Help Line	239-4357	
Charter Communications	784-2020	NO
Child Development Center (CDC)	239-9935/fax4099	
Child and Youth Services (Registration)	239-4847/fax9964	
Child and Youth Services (USDA Home Economist)	239-4317/fax9964	
Child/Spouse Abuse Incidents (Hospital)	239-7291/fax7680	
Child/Spouse Abuse Incidents (MP)	239-6767/3053/fax2817	
City Hall, JC	238-3103	NO
City Hall, MT	537-0056	NO
Civilian Pay	239-3221	
Civilian Personnel Advisory Center (CPAC)	239-6080	
Clothing Sales	784-3744/6500/fax3641	NO
Clubs: Riley's Restaurant/Event Center	784-5999/fax5553	NO
Commissary	239-2921/fax2416	
Community & Family Activities	239-3467	
Community Life Program	239-9435/fax9548	
Community Mental Health Services (CMHS)	239-7208	

Name	Commercial	DSN
Community Recreation Branch (MWR)	239-3182	
Community Support (MWR)	239-2612	
Court House, Geary County	238-3912	NO
Court House, Riley County	537-0700	NO
Credit Union	784-3100/fax5895	NO
Crisis Center, Inc (The)	1-800-727-2785	NO
Directorate of Community Activities	239-3467	
Directorate of Environment and Safety	239-8619	
Education: Main Post Learning Center	239-3061/fax3307	
Enlisted Management	239-0448	
Enlisted Spouses	784-6838	NO
Equal Employment Opportunity	239-2595/3263	
Equal Opportunity	239-2277/2928	
Exceptional Family Member Program (EFMP/ACS)	239-9435	
Family Child Care (FCC)	239-4313/fax9964	
Field Officer Of The Day	239-2222/3037	
Fire Department, JC	238-6822	NO
Fire Department, MT	537-0054	NO
Fire, Fort Riley	911	NO
Fort Riley National Bank	784-4400/fax6142	NO
Hospital, JC	238-4131	NO
Hospital, MT East Campus	776-3300	NO
Hospital, MT West Campus	776-3322	NO
Hospital: Chaplain	239-7871	
Hospital: Tri-Care	784-1200	NO
House Watch	239-MPMP/6767/3055	
Household Goods: Counselors	239-3035/3036/fax2611	
Household Goods: Inbound	239-6468/6469/fax0855	
Household Goods: Outbound	239-3934/6454/fax0855	
Housing: Housing Questions NOT Lodging Reservations	1-800-643-8991	NO
Housing: Lodging	239-2830/fax8882	
Housing: Main Office	239-3525/fax2493	
Housing: Main Office Toll Free Number	800-643-8991	
Housing: Off Post - CHRHS	239-2768/fax2747	
Housing: Repairs/Maintenance	784-2599	NO
ID Cards: Active/Spouses/Retirees/Civilians	239-5818	
Immigration & Naturalization	816-891-0603/239-3117	NO
In-processing/Replacement	239-2128/8302	
Information	239-3911	
Information Center Help Desk	239-6555	
Information, Ticketing & Registration (ITR/MWR)	239-5614	
Inspector General (IG): Assistant	239-9314/fax5533	
Inspector General (IG): Inspection	239-9583	
Inspector General's Office (IG)	239-9583	

Name	Commercial	DSN
Installation Biochemical Testing Point (IBTP)	239-4151	
Laundry/Dry Cleaning	239-3172	
Legal Assistance	239-3117	
Levy (925th AG Replacement)	239-5925/9909	
Library, Dorothy Bramlage Public	238-4311	NO
Library, Fort Riley	239-5305	
Library, KSU	532-6516	NO
Library, Manhattan Public	776-4741	NO
Locator: Army World Wide	703-325-3732	NO
Locator: Fort Riley	239-9867/9868	
Locator: Retired	800-318-5298	NO
Lodging Office	239-2830/fax8882	
Logistics Assistance Office (LAO)	239-4436	
MAC Flights	239-6332	
Medical Company	239-3636/8705	
Military Pay	239-4001/9717/fax5153	
Military Police (MP)	239-MPMP/6767/3053/3055	
Military Police Physical Security	239-6342/fax2817	
Morale, Welfare & Recreation (MWR)	239-2612	
National Guard Mates	239-6077	
National Guard/Army Reserve Liaison	239-9652/9644	
New Parent Support Program	239-5693/5777	
Newspaper, Fort Riley	239-2253	
Newspaper, Junction City Daily Union	762-5000	NO
Newspaper, Manhattan Mercury	776-8808/2200	NO
Nutrition Care Division	239-7644	
Occupational Health	239-7042/2678	
Officer Management	239-6705/(WO)3238	
Outdoor Recreation	239-2249	
POV Shipment	800-275-3705	NO
Parents As Teachers	784-3417	NO
Passports	239-0703	
Personnel Processing Center	239-2629	
Post Exchange	784-4672/fax6511	NO
Post Locator	239-9867	
Post Office, JC	762-2101	NO
Post Office, MT	776-8851	NO
Post Office: Fort Riley	784-2865	NO
Provost Marshal Office	239-3414	
Public Affairs Office	239-3032	
Public Works	239-3906	
Reserve Component Pay Support	239-3511	
Reserve Component Support Division	239-9644/9652	
Reserve Component Transition Office	239-3140/2020/fax8826	

Name	Commercial	DSN
Retirement Services	239-3320	
Riley's Restaurant & Event Center	784-5999	NO
School-Age Service (SAS)	239-9220	
Schools: Geary County & Fort Riley	238-6184/fax1863	NO
Schools: Manhattan & Ogden	587-2000/fax2006	NO
Self Help	239-3196	
Social Work Service	239-7291	
Soldier and Family Support Center (SFSC)	239-9435	
Southwest Civilian Personnel Operations Center (SWCPOC)	239-3511	
Sponsorship - Toll Free #	888-296-3065	
Staff Judge Advocate (SJA)	239-3214	
Strength Management	239-3812	
Supplemental Programs & Services (SPS)	239-4847/9478	
TACS	239-9632	
TRI-CARE Services	784-1200	NO
Tax Center (Out of Season) - Legal Services	239-3117	
Tax Center (Seasonal Only)	239-1040	
Time and Temperature	239-3011	
Transition Point	239-2980	
Travel Office: Leisure/Carlson Wagonlit	239-5080/2223	
Travel Office: Official	784-2002	NO
Veterinary Services	239-3886	
Veterinary Treatment Facility	239-3886/2732	
Women Infants and Children (WIC)	239-5730	
YMCA: Armed Forces	238-2972	NO
YMCA: Family	762-4780	NO
YMCA: Operation Wheels	762-4780	NO
Youth Services	239-9222	



My Own Phone Number Listing:

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Major Unit Listing

Unit	Point of Contact	Commercial	Fax
1 BDE, 1 ID	Bldg 7036	239-4052/9144	4808
1 BDE, 1 ID, 1-16 IN	Bldg 7218	239-9634/4312	9979
1 BDE, 1 ID, 1-34 AR	Bldg 7028	239-9913/9736	9913
1 BDE, 1 ID, 1-5 FA	Bldg 7108	239-4318/4159	5100
1 BDE, 1 ID, 101 FSB	Bldg 7109	239-4294/5613/5429	
1 BDE, 1 ID, 1ST EN BN	Bldg 8025	239-5521/5271/5509	
1 BDE, 1 ID, 2-34 AR	Bldg 7047	239-5204/9067/9068	1631
1 BDE, 1 ID, 331 SIG CO	Bldg 7026	239-9573/4741	
1 BDE, 1 ID, C BTY, 4-3 ADA	Bldg 7227	239-5063/5473	
2D BN (TS) (FA), 289TH REGT	Bldg 810	239-0419/2197	2304
3 BDE, 1 AD	Bldg 7450	239-4007/4368	9092
3 BDE, 1 AD, 1-13 AR	Bldg 7638	239-4467/4511	
3 BDE, 1 AD, 1-41 IN	Bldg 7410	239-4583/4499	
3 BDE, 1 AD, 125 FSB	Bldg 8387	239-5935/5380	5539
3 BDE, 1 AD, 2-70 AR	Bldg 7622	239-4712/1036	
3 BDE, 1 AD, 4-1 FA	Bldg 7854	239-4316/5121	9409
3 BDE, 1 AD, 596 SIG CO	Bldg 8386	239-4863/9828	5539
3 BDE, 1 AD, 70 EN BN	Bldg 8025	239-5507/5278	9833
3 BDE, 1 AD, C BTY, 1-4 ADA	Bldg 7842	239-4133/4132	
3 BDE, 75 DIV (TS)	Bldg 409	239-0625/2620	3274
3 BDE, 75 DIV, 2 BN, 291 Regiment	Bldg 804	239-3922/3398	2047
482D EN FIRE FIGHTING PLT	Bldg 248	239-2457	
6025 GARRISON UNIT, DET 1 (Reserve)	Bldg 760	239-3767/3880	6440
937 EN GP	Bldg 8071	239-4218	4402
937 EN GP, 1 REPLACEMENT CO	Bldg 210	239-2119	6510
937 EN GP, 15 FN BN		239-5400	5814
937 EN GP, 15 PSB		239-9661/1093	1882
937 EN GP, 523 MP TEAM	Bldg 219	239-6785/3865	
937 EN GP, 541 MAINT BN	Bldg 8037	239-5424/5321	4830
937 EN GP, 541 MAINT, 1 MAINT CO	Bldg 8059	239-4207/5786	
937 EN GP, 541 MAINT, 172 CHEM CO		239-1528/1865	
937 EN GP, 541 MAINT, 24 TRANS CO	Bldg 8059	239-9114/5886	
937 EN GP, 541 MAINT, 55 EN CO	Bldg 8059	239-4337/1195/4337	
937 EN GP, 541 MAINT, 568 EN CO CSE	Bldg 8059	239-4210/5621/9860	
937 EN GP, 541 MAINT, 74 ORD DET	Bldg 720	239-3313/6284	2634

Unit	Point of Contact	Commercial	Fax
937 EN GP, 541 MAINT, 95 MAINT TMDE		239-1463/9797	9807
937 EN GP, 82 MED CO	Bldg 853	239-0301/3405	2896
937 EN GP, 924 MP BN	Bldg 219	239-6617/6346/3414	
937 EN GP, 924 MP BN, 300 MP CO	Bldg 227	239-2214/2879	
937 EN GP, 924 MP BN, 977 MP CO	Bldg 223	239-3788/3791	
95 MAINT (TMDE)	Bldg 7858	239-1463/9797	9807
AIR FORCE, 10 ASOS	Bldg 387	239-6338/6842/8306	3488
CID	Bldg 211	239-3517/3933	6388
CID, 78 MP DET	Bldg 406	239-3931/3306	3309
COMMANDING GENERAL	Bldg 500	239-3516/3116	
DENTAC	Bldg 600	239-7268/7247	7245
ECS #33, 89 RSC	Bldg 1470	239-2311/6955	2518
G1 - INSTALLATION AG	Bldg 500	239-34113521	2231
G1 - SPONSORSHIP		888-296-3065	
G2 - DIR SECURITY	Bldg 509	239-20362033	3598
G3 - DIR PLANS, TRAINING AND MOB	Bldg 500	239-3095/2871	3097
G4 - OPERATIONS	Bldg 7836	239-9652/9262	9613
G6	Bldg 500	239-6820/6116	
G8 - COMPTROLLER	Bldg 500	239-8384/8382	
G8 - COMPTROLLER: NCOIC	Bldg 7108	239-9511/9875/5785	
GARRISON COMMANDER	Bldg 500	239-2110/3091	
HHC, 24 ID, 266 TRANS MCT	Bldg 1502	239-8150/8488	
HHC, 24 ID, US ARMY GARRISON	Bldg 410	239-3746/6583	8293
INSPECTOR GENERAL	Bldg 7620	239-9314	5533
KANSAS ARMY NATIONAL GUARD	Bldg 1970	239-6077/8891	
MEDDAC, Irwin Army Hospital	Bldg 600	239-2319/7973	7960
PROTOCOL	Bldg 500	239-3927	
PROVOST Marshal Office	Bldg 219	239-2233/2433/2431	0753
PROVOST Marshal Office: Physical Security	Bldg 219	239-3528	6347
PUBLIC AFFAIRS OFFICE	Bldg 409	239-3032/2253	2592
STAFF JUDGE ADVOCATE	Bldg 200	239-3214/2217/2717	0527
STRATEGIC PLANNING OFFICE	Bldg 808	239-0885/6831	
VET TREATMENT FACILITY: Clinic	Bldg 226	239-3886/2732	2906
VET TREATMENT FACILITY: NCOIC Food Inspector	Bldg 226	239-6087	2906



My Own Phone Number Listing:

