

# *Andersen Air Force Base, Guam*

## Community Connections Directory



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# Andersen Air Force Base, Guam

## Community Connections Directory

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# *Andersen Air Force Base, Guam*

## Community Connections Directory For Civilian Employees

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# Community Support Coordinator

The **Community Support Coordinator (CSC)** leads a cross-functional team with all of the helping agencies for quality-of-life, personal readiness, and community issues to formulate long-term solutions. The CSC serves as the Community Action Board (CAB) Executive Director, Community Action Team (CAT) Chair, and Resilience Program Specialist.

The **Community Action Board (CAB)** was established to promote cross-organizational collaboration in addressing individual, family, and community concerns. The CAB takes a strategic, cross-functional look at quality of life, personal readiness, resiliency, and community issues to formulate long-term solutions.

The **Community Action Team (CAT)** serves as the action arm of the CAB and develops a comprehensive, coordinated plan for integrating and implementing community outreach, prevention, and resiliency programs. The CAT is composed of leadership representatives from base primary helping agencies.

The primary functions of the CAT are to:

- Support the activities of the installation CAB
- Improve delivery of human service programs by establishing a seamless system of services through collaborative partnerships and coordinated human service activities
- Identify community concerns for the CAB and propose solutions
- Prepare and implement an installation Community Action Plan to guide the activities of the CAT, CAB, and member organizations using the results of the AF community feedback tool and other available data

\*For corrections/input on Helping Agency Directory information, phone numbers, or links, please contact the CSC at 366-4585.

UNIT 14003, APO AP, 96543  
671-366-4585  
0800-1600

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# 24/7 Assistance

[CLICK](#)

## **American Red Cross:**

The Red Cross Emergency Communications Center quickly and efficiently obtains required information and sends emergency communication messages to service members wherever in the world they happen to be. The American Red Cross also works under partnership agreements with the Air Force Aid Society to provide quality, reliable financial assistance to eligible applicants 24/7/365. Assistance can include funds for emergency travel, burial of a loved one, emergency food and shelter, etc. Emergency Services provided to: Active duty, reservists and Family Members of AD.

[CLICK](#)

## **Chapel:**

Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Provides help with money matters, deployment survival information, substance abuse education, Military 101, Transition to civilian life, legal matters, parenting information, and more. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Sexual Assault Prevention & Response (SAPR) & Sexual Assault Response Coordinator (SARC) 24/7 Hotline: 671-366-SARC (7272)**

The Sexual Assault Prevention & Response (SAPR) office provides 24-hour, seven-day a week sexual assault response capability. Anyone who feels they have been a victim of sexual assault may contact the SAPR office or crisis line. The Sexual Assault Response Coordinator (SARC) will assign a certified Victim Advocate (VA). Your VA will explain reporting options, and may meet you at the hospital for a medical evaluation, treatment and examination. It is your option to accept or decline victim advocacy. Services provided to: Active Duty members, Active Duty members' dependents 18 and older, AF Reserve and Guard members, and AF Civilian employees. Monday – Friday office contact: 671-366-7714 or 671-366-7715

**Military Crisis Line: 1-800-273-8255, Press (1)**

**Online chat and text (838255)**

**For confidential support, 24 hours a day, 7 days a week**

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# Abuse

[CLICK](#)

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[CLICK](#)

## **Family Advocacy Program:**

Crisis intervention and linkage to base and community resources. These services are offered to Active Duty, military family members, and intimate partner.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Sexual Assault Prevention & Response (SAPR) & Sexual Assault Response Coordinator (SARC) 24/7 Hotline: 671-366-SARC (7272)**

Sexual Assault Response Coordinator (SARC) and Victim Advocates (VA) are available to assist victims (survivors) of sexual assault. Services provided to: Active Duty members, Active Duty members' dependents 18 and older, AF Reserve and Guard members, and AF Civilian employees. Monday – Friday office contact: 671-366-7714 or 671-366-7715

If domestic violence is in progress call 911  
Abuse Hotline: 1-800-96-ABUSE ( 2-2873)

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# Alcohol & Drug Abuse Prevention & Treatment Program

**ADAPT Program Objectives:** To promote readiness, health and wellness through the prevention and treatment of substance misuse and abuse; to minimize the negative consequences of substance misuse and abuse to the individual, family, and organization; to provide comprehensive education and treatment to individuals who experience problems attributed to substance misuse or abuse; to restore function and return identified substance abusers to unrestricted duty status or to assist them in their transition to civilian life, as appropriate.

## **Treatment Services:**

- Substance Abuse assessments
- Alcohol Brief Counseling (ABC) - individualized education sessions
- Outpatient group and individual treatment
- Referral for Intensive Outpatient Treatment, Inpatient Treatment, and Inpatient Detoxification services
- Aftercare Program

## **Prevention Services:**

- Briefings at First-Term Airman Center, First Duty Station, Base Newcomers Orientation, Commander's Call, DoD Civilian Personnel, Key Leadership Personnel, etc.
- Training for supervisors of military and civilian personnel
- Education/awareness booths and displays
- Prevention programs for Andesn AFB service members and families
- Specific briefings, trainings and outreach activities tailored to Unit's needs

36th MEDICAL GROUP, UNIT 14010 BUILDING 26001

Phone – 671-366-WELL (9355)

Office Hours - 0800-1700

(For after hours emergencies, call Command Post - 366-2981)

## **Behavioral Health Optimization Program (BHOP)**

BHOP assesses the current functional impact for a symptom-focused brief intervention. Generally services are complete within one to four 20-30 minutes appointment(s). Services provided to: Active duty, family members (age 2 and up) of active duty and retired military.

[Click here for additional information](#)

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# Alcohol & Drug Abuse Prevention & Treatment Program

## Links to Additional ADAPT Resources:

- Free, anonymous alcohol use screening: [www.DrinkingIQ.org](http://www.DrinkingIQ.org)
- National Institute on Alcohol Abuse and Alcoholism (NIAAA): [www.niaaa.nih.gov](http://www.niaaa.nih.gov)
- National Institute on Drug Abuse (NIDA): [www.nida.nih.gov](http://www.nida.nih.gov)
- National Institute of Mental Health (NIMH): [www.nimh.nih.gov](http://www.nimh.nih.gov)
- Substance Abuse & Mental Health Services Administration (SAMHSA): [www.samhsa.gov](http://www.samhsa.gov)

**Self-Identification (Alcohol):** AF members are encouraged to seek help for problems with alcohol without fear of negative consequences. Self-identification is reserved for members not currently under investigation or pending action resulting from an alcohol-related incident.

**Alcoholics Anonymous:** 646-SAFE (7233)

**Self-Identification (Drugs):** An AF member may voluntarily disclose personal drug use or possession to the unit commander, first sergeant, the ADAPT staff, or a military medical professional. Commanders will grant limited protection for AF members who self-identify for drugs with the intention of entering drug treatment.

36th MEDICAL GROUP, UNIT 14010 BUILDING 26001

Phone – 671-366-WELL (9355)

Office Hours - 0800-1700

(For after hours emergencies, call Command Post - 366-2981)

## Behavioral Health Optimization Program (BHOP)

BHOP assesses the current functional impact for a symptom-focused brief intervention. Generally services are complete within one to four 20-30 minutes appointment(s). Services provided to: Active duty, family members (age 2 and up) of active duty and retired military.



# American Red Cross

The **American Red Cross** has unwavering commitment to members of the U.S. military, its veterans and their families. Red Cross support of military members and their families enhances morale and contributes to increased operational capability.

The American Red Cross provides service men and women with three types of assistance beginning on the first day of enlistment, such as: Emergency Services, Service to Military Families and Service to Military and Veteran Hospitals. Red Cross services include:

- **Emergency Communication/Linking Families During Emergencies:** In the event of an emergency, critical accident, birth, serious illness or death in a service member's immediate family, the Red Cross can be called. Red Cross workers use advanced communications technologies to link service members with their families.
- **Connecting Families with Local Community Resources:** Building on its trusted presence in communities across the nation and on military installations around the world, the Red Cross links military families to local resources and support services.
- **Emergency Financial Resources:** The Red Cross, in partnership with the Aid Societies, may provide access to an interest-free loan or grant for emergency travel expenses. Referrals to specialized sources of help are also available.
- **Providing Resiliency Training:** Families back home count on the Red Cross to provide training that promotes resiliency and preparedness to help them cope with the challenges of military life.
- **Other Services for Military Families:** As a service member, you and your family have access to many valuable Red Cross services. The American Red Cross Service to the Armed Forces (SAF) network helps service members and their families cope with military life. Inquire for other Red Cross services provided/available.

<http://www.redcross.org/HeroCareNetwork>

1-877-272-7337

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# Anger

[CLICK](#)

## **Chapel:**

Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Family Advocacy:**

Family Advocacy Outreach offers educational classes including Stress & Anger Management. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Employee Assistance Program:**

800-222-0364 or 314-387-4701 (Collect Calls)

## **Behavioral Health Optimization Program (BHOP)**

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# Behavioral Health Optimization Program

A BHOP Consultant (BHC), alongside other members of your primary care team, follow a team-based approach to treat ALL aspects of your health: biological (physical symptoms), psychological (thoughts), and social (behaviors).

In brief 30 minute appointments, BHC's will work with you to address factors that limit your overall health.

## **During the visit, the BHC will work with you to:**

- a) Identify a key challenge impacting your health.
- b) Identify challenging thoughts and behaviors.
- c) Work with to strengthen your thoughts & behaviors (and/or develop healthier ones) to address challenges & maximize your health.

## **The BHC will contact you regularly by phone:**

- a) To check-in with your medications.
- b) Work with you to develop and monitor one or two goals related to thoughts and behaviors to maximize your overall wellness.

Participate in services via self referral through MTF appointment line or walk-in. Also, request a referral from your PCM or medical provider.

Behavioral Health Optimization Program Consultant (BHC)  
36th Medical Group, Unit 14010 Building 26001, Andersen AFB.  
671-366-WELL (9355)

### **Behavioral Health Optimization Program (BHOP)**

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# Casualty

[CLICK](#)

## **Airman & Family Readiness Center:**

The A&FRC has a Casualty Assistance Representative (CAR) to assist families of the fallen and provides Survivor Benefits Plan (SBP) information. Services are provided to Active Duty, Guard, and Reserve members.

[CLICK](#)

## **American Red Cross:**

The Red Cross Emergency Communications Center quickly and efficiently obtains required information and sends emergency communication messages to service members wherever in the world they happen to be. The American Red Cross also works under partnership agreements with the Air Force Aid Society to provide quality, reliable financial assistance to eligible applicants 24/7/365. Assistance can include funds for emergency travel and burial of a loved one. Services provided to: Active duty, reservists and Family Members of AD.

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[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)



# Chapel

The **Andersen Air Force Base Chaplain Corps** is committed to serving the Team Andersen community by providing for the free exercise of religion as well as providing for the spiritual needs of all military members and their families.

The chapel provides regular opportunities for worship services, religious education, and religious rites and rituals such as weddings, baptisms and funerals. Additionally, we provide unit engagement, pastoral counseling with 100% confidentiality. A duty Chaplain is available 24/7.

**Mission:** Inspire readiness of Airmen and their families; Project soul care; Expand chapel capabilities; Strengthen leader advisement and religious liberty to Airmen.

**Vision:** Leading spiritually fit and ready Airmen; Delivering care for Airmen; Shaping the future of the Chapel operations.

**Priorities:** P1. Design and Develop Spiritually Fit Multi-Capable Airmen; P2. Operationalize the Base Chapel; P3. Cultivate Regional and Local Partnerships; P4. Advance Quality of Life and Quality of Service.

**Counseling:** For after hours or emergencies, call the Command Post at 366-2981 for the duty chaplain. To meet with a chaplain during duty hours, call the Chapel at 366-6139.

**Other Services:** For the Chapel Schedule and other resources, please call the Chapel at 366-6139 or follow us on Facebook at <http://www.facebook.com/PacafAndersenChapel>.

## CHAPEL FACILITIES

Chapel 1 – Bldg 22024, Beside the Base Theater

Chapel 2 – Bldg 1623, Beside the Child Development Center

Chapel Activity Center (CAC) – Bldg 1624, Behind Chapel 2

Phone – 671-366-6139

(For after hours emergencies, call phone Command Post – 366-2981)



# Children/Youth/Teen

**Child Development Center (CDC):** Our centers are designed to be a home away from home for children of working parents while providing a safe, healthy learning environment where children ages 6 weeks to 5 years can discover, explore and learn about the world around them. Our creative curriculum is used to promote your child's physical, cognitive, social, emotional and language development. Our philosophy is that children learn through play. Our highest goal is to provide a safe, healthy, caring environment that encourages growth in discipline, self-control and respect for other's rights. This is accomplished by setting clear, consistent limits, applying logical consequences, modeling acceptable behaviors and by using mistakes as learning opportunities. We offer both Full-time; Part-time Enrichment; and Hourly Care to Active Duty Personnel, DoD Civilians, and Contractors. Full-time care is based off of family income. Hourly care, reservations can be made 30 days in advance and will be confirmed the day of needed care. We offers Give Parents a Break / Parent's Nights Out (GPAB/PNO) every third Saturday of the month. All requests for care is on our wait list website Military Child Care: [www.militarychildcare.com](http://www.militarychildcare.com)

Child Development Center, Bldg. 1625 Santa Rosa Blvd., AAFB, GU PHONE - 671-366-1601-4 - Hours: Monday - Friday 6 a.m.to 6:30 p.m.

**Visit the website for details on each one of the Child Development Centers:** <https://aafb.militarymwrquam.com/programs>

**School Age Care:** Our School Age facilities provide care for school age children kindergarten thru 12 years of age. The School Age Care (SAC) program includes before and/or after school care as well as all day care on scheduled no school days. In addition, SAC offers week long camp programs during winter, spring and summer school breaks in conjunction with the Andersen Elementary School year schedule. All requests for care for the before school, after school, and camps require a request for care on our waitlist website

[www.militarychildcare.com](http://www.militarychildcare.com). In addition to the services above, Hourly Care (drop-in care with reservations) is available on a space-available basis with requests up to 30 days in advance. Please contact the individual centers to request hourly care. Hourly care is limited to 10 hours for SAC Before & Afterschool per week.

Andersen School-Age Care Bldg. 1622 Uliithi Avenue, AAFB, GU PHONE: 671-366-3490 HOURS: Monday –Friday 6a.m. -6:30p.m.

**Teen Center:** Are your teens looking for a cool hang-out spot to relax? Interested in joining a club to meet new people? Or how about go on a field trip or lock-in? Then check out the Teen Center today! The Teen Center offers recreational activities and instructional programs in six core areas: the arts, character leadership and development, education and career, health and life skills, sports, fitness and recreation, and technology.

Andersen Teen Center Bldg. 1605 Santa Rosa Blvd. AAFB, GU PHONE: 671-366-7706, HOURS: Monday –Friday 2-6p.m. Saturday and Sunday Closed



# Counseling

CLICK

## **Behavioral Health Optimization Program:**

Behavioral Health Optimization Program assesses the current functional impact for a symptom focused brief intervention. Generally services are complete within one to four 20-30 minutes appointment(s). Services provided to: Active duty, family members of active duty and retired military.

CLICK

## **Chapel:**

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CLICK

## **Family Advocacy:**

Family Advocacy offers marital counseling, crisis intervention, parenting education and consultation, and strength-based training. These services are offered to Active Duty, military family members and intimate partners.

CLICK

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

CLICK

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

CLICK

## **Military One Source:**

Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations. Provides help with money matters, deployment survival information, substance abuse education, Military 101, Transition to civilian life, legal matters, parenting information, and more. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

CLICK

## **Sexual Assault Prevention & Response (SAPR) & Sexual Assault Response Coordinator (SARC) 24/7 Hotline: 671-366-SARC (7272)**

Sexual Assault Response Coordinator (SARC) and Victim Advocates (VA) are available to assist victims (survivors) of sexual assault. Services provided to: Active Duty members, Active Duty members' dependents 18 and older, AF Reserve and Guard members, and AF Civilian employees. Monday – Friday office contact: 671-366-7714 or 671-366-7715

# Deployment

## **Airman & Family Readiness Center:**

**CLICK**

Through the Air Force Aid Society (AFAS), the A&FRC offers the "Car Care Because We Care" and "Give Parents a Break" Programs for those who will be or have been separated because of military commitments (deployments, temporary duties, remote tours). The A&FRC provides Pre-deployment and Reunion briefings, as well as deployment support throughout the cycles of deployment by providing information, resources, and referral services and activities for deploying Airmen/Sailors and family members. A&FRC offers "Hearts Apart" special events throughout the year for families of deployed service members. Contact A&FRC for more information on current Hearts Apart scheduled activities.

## **Chapel:**

**CLICK**

The Chapel offers Worship and Sacrament Services, Children's Church, Women's Monthly Fellowship, Women's Bible Study, Men's Prayer Breakfast, Men's Bible Study, Youth Ministry, Choir, Baptisms and Weddings. Chaplains also offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

**CLICK**

## **Family Advocacy:**

Family Advocacy offers Strong Families Strong Forces, which utilizes home-based counseling sessions to assist Air Force families with reintegration following deployments. Services provided to: Active Duty, Military Family Members, & intimate partners.

**CLICK**

**The Comprehensive Airman Fitness (CAF)** program includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

**CLICK**

## **Legal:**

The 36th Wing Legal Office provides assistance with wills, powers of attorney and other civil legal matters (landlord-tenant, divorce, etc.) for military members and dependents if the member is deploying within 30 days (must have orders or tasking letter).

**CLICK**

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

**CLICK**

## **Military and Family Life Counselors (MFLC)**

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# Divorce/Breakup

[CLICK](#)

## **Chapel:**

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[CLICK](#)

## **Family Advocacy:**

Family Advocacy offers a cooperative parenting and divorce program that is an interactive resource examining the complex realities of divorce. These services are provided to Active Duty and family members.

[CLICK](#)

## **Legal:**

The 36th Wing Legal Office provides legal assistance on divorce matters for military members and their dependents.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

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[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Provides help with money matters, deployment survival information, substance abuse education, Military 101, Transition to civilian life, legal matters, parenting information, and more. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

## **Behavioral Health Optimization Program (BHOP)**

BHOP assesses the current functional impact for a symptom-focused brief intervention. Generally services are complete within one to four 20-30 minutes appointment(s). Services provided to: Active duty, family members (age 2 and up) of active duty and retired military.

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# Drug or Alcohol Problems



Alcohol & Drug Addiction  
Prevention and Treatment (ADAPT)

Health Promotion

[Return to Main](#)

# Education

[CLICK](#)

## **Education Center:**

The Education Center provides a variety of educational opportunities; programs offered can range from certificates to master's degrees. Counseling services provided to: Active Duty, Guard, Reserve, Retirees, & Federal Civilian Employees and family members. The Education Center also administers military testing programs to include: Weighed Airmen Promotion System (WAPS), Defense Language Proficiency, Defense Language Aptitude Battery, Defense Language Oral Proficiency Interview, Career Development Courses, Enlisted Professional Military Education electronic Exams, AETC Type 6 Distance Learning, Air Force Officer Qualifying Tests, Armed Forces Classification Tests. Please visit the Force Development SharePoint for additional information:

<https://andersen.eis.pacaf.af.mil/36MSG/36FSS/FSD/SitePages/Home.aspx>

[CLICK](#)

## **Air Force Virtual Education Center (AFVEC):**

The AFVEC is the Air Force's premier site for information about educational benefits.

[CLICK](#)

## **Defense Activity for Non-Traditional Education Support (DANTES):**

The Defense Activity for Non-Traditional Education Support (DANTES) helps Service members and Veterans pursue their educational goals and earn degrees or certifications both during and after their service.

[CLICK](#)

## **Military One Source:**

Provides assistance with educational goals. Services provided to: Active duty, reservists and Family Members. Website:

[www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

**School Information:** School Liaison Office (SLO): 671-349-6251 or 671-349-1411

[CLICK](#)

**Home School Linkage and Support:** School Liaison Office (SLO): 671-349-6251 or 671-349-1411

# Education Center

**Tuition Assistance (TA):** Tuition assistance is a financial aid benefit for service members pursuing off-duty education, from high school completion through graduate study. You may receive up to 100 percent of the cost of studies and testing for high school completion. There is a limit (per semester hour and per year) on the aid you can receive for college tuition and fees. Members must upload degree plans to AFVEC. First Time TA Users must attend an initial TA briefing held weekly on Wednesday at 0900 in Bldg. 25005, UMUC Science Lab.

Email grade reports & reimbursement inquiries to AFPC Central TA office:  
[mlta.reimb@us.af.mil](mailto:mlta.reimb@us.af.mil)

If you need a TA waiver, please email:  
[mlta.waivers@us.af.mil](mailto:mlta.waivers@us.af.mil)

**CCAF/AF COOL/CCAF Professional Development Manager Certificate Info:**  
Walk-in available M-TH 1000 –1400  
Questions email: [36fss.fsde@us.af.mil](mailto:36fss.fsde@us.af.mil)

For Transcript Information go to:  
<https://www.airuniversity.af.mil/Barnes/CCAF> and click on Transcripts.

**CCAF Credit Culture Courses:**  
TWO free 3 SH course accepted for CCAF humanities, social science, and residency credit. Information and registration are at:  
<http://culture.af.mil/courses/index.html>

**VA Education Benefits or GI Bill information:**  
[www.benefits.va.gov/gibill/apply.asp](http://www.benefits.va.gov/gibill/apply.asp)

Link for GI Bill transfer to spouse & dependents:  
<https://www.dmdc.osd.mil/milconnect/>

VA Representatives visit the Education Center M-TH 1000-1400.  
Lead Consultant - 727-5854  
Consultant - 777-0292

**Defense Activity for Non Traditional Education Support (DANTES) :**  
<http://www.dantes.doded.mil>  
Provides information on DANTES testing and other services for DoD members and dependents.

**Military Testing Services:**  
[36fss.fsde.atesting@us.af.mil](mailto:36fss.fsde.atesting@us.af.mil)

**WAPS Testing:**  
Please contact your unit WAPS Monitor for in and out-of-cycle scheduling. The WAPS monitor listing is on the Force Support Development, WAPS Testing SharePoint site below.

Bldg. 25005, Andersen AFB, Guam  
Phone – 671-366-3170  
E-Mail: [36fss.fsde@us.af.mil](mailto:36fss.fsde@us.af.mil)

SharePoint Site: <https://andersen.eis.pacaf.af.mil/36MSG/36FSS/FSD/FSDE/DE/SitePages/Home.aspx>



# Emergency

[CLICK](#)

## **Airman & Family Readiness Center:**

The A&FRC provides immediate, short-term intervention and referral to appropriate agencies or services to assist service members and families facing crisis situations. The A&FRC also partners with the Air Force Aid Society to assist Airmen and families as financial emergencies occur. Services are provided to: Active Duty, Guard, Reserve, Retirees, & Federal Civilian Employees.

[CLICK](#)

## **American Red Cross:**

The Red Cross Emergency Communications Center quickly and efficiently obtains required information and sends emergency communication messages to service members wherever in the world they happen to be. The American Red Cross also works under partnership agreements with the Air Force Aid Society to provide quality, reliable financial assistance to eligible applicants 24/7/365. Assistance can include funds for emergency travel, burial of a loved one, emergency food and shelter, etc. Emergency Services provided to: Active duty, reservists and Family Members of AD.

[CLICK](#)

## **Chapel:**

Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Family Advocacy:**

DoD program to reduce and eliminate child and domestic abuse through prevention and intervention. If you are in immediate danger, call 911. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Provides help with money matters, deployment survival information, substance abuse education, Military 101, Transition to civilian life, legal matters, parenting information, and more. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Sexual Assault Prevention & Response (SAPR) & Sexual Assault Response Coordinator (SARC) 24/7 Hotline: 671-366-SARC (7272)**

Sexual Assault Response Coordinator (SARC) and Victim Advocates (VA) are available to assist victims (survivors) of sexual assault. Services provided to: Active Duty members, Active Duty members' dependents 18 and older, AF Reserve and Guard members, and AF Civilian employees. Monday – Friday office contact: 671-366-7714 or 671-366-7715

# Equal Opportunity

The **Equal Opportunity (EO)** office provides guidance in assisting commanders, staff agency chiefs, military and civilian personnel, family members and retirees on equal opportunity and human relations issues.

The Equal Opportunity (EO) program supports mission readiness by ensuring all personnel are provided an equal opportunity to fully use their abilities and talents toward mission accomplishment and enhance morale through fair and just treatment of personnel. EO works to improve mission effectiveness by **promoting an environment free from institutional and personal discrimination**. EO offers help to Commanders/Supervisors to conduct programs for equal opportunity and treatment. Additionally, EO processes formal and informal unlawful discrimination based off race, color, region, national origin, sex, sexual orientation, and sexual harassment complaints, as well as conducts human relations education. EO also makes referrals to appropriate agencies as necessary.

**Military Complaints: Formal:** You must contact EO within **60 duty days** of the alleged discrimination. **Informal: No time line**

**Civilian Complaints:** You must contact EO within **45 calendar days** of the alleged discrimination.

Services for Discrimination Complaints Resolution and Processing	EO Services	Services for Human Relations Education
<ul style="list-style-type: none"><li>• Formal</li><li>• Informal</li><li>• Commander Directed Inquiry (CDI)</li><li>• Mediation</li><li>• Equal Opportunity and Treatment Incident (EOTI) Clarification</li></ul>	<ul style="list-style-type: none"><li>• Informal/Formal Complaints</li><li>• Defense Organizational Climate Survey (DEOCS)</li><li>• Human Relations Education</li><li>• Specialized EO Training</li><li>• Alternate Dispute Resolution</li><li>• Special "Observances" Program</li><li>• Referral Services</li></ul>	<ul style="list-style-type: none"><li>• First Duty Station (FDS)</li><li>• Newcomers Orientation (NEO)</li><li>• Airman Leadership School (ALS)</li><li>• Leadership and Professional Development Seminar (LPDS)</li><li>• Key Personnel Briefing (KPB)</li><li>• Customized briefings</li><li>• Special (Ethnic) Observances</li></ul>

1713 B Polynesian Dr, Andersen AFB, Guam  
Phone – Comm: 671-366-5111  
Email: [36wg.eo@us.af.mil](mailto:36wg.eo@us.af.mil)



# Exceptional Family Member

The Air Force **Exceptional Family Member Program (EFMP)** is designed to provide support to military family members with special needs. All branches of the military offer EFMP, and each Service includes a variety of personnel, medical and family support functions under the EFMP umbrella.

**CLICK**

## **Airman and Family Readiness Center:**

The Exceptional Family Member Program – Family Support (EFMP-FS) Collateral Duty Case Liaisons provides information on available local family support services/resources. EFMP-FS services may include information and referral, systems navigation, needs assessments, development and maintenance of an individualized service plan, and non-medical case management.

## **36th MEDICAL GROUP**

EFMP Manager: 671-366-5125

Clinic Hours: Mon-Thurs 0800-1700, Fri 1000-1700 (Closed the second Thursday of the month for training)

Learn more about about the Exceptional Family Member Program:

<http://www.airforcemedicine.af.mil/EFMP/>

**For appointments call:** 366-WELL (9355) extension 4

***Return to Main***

# Family

[CLICK](#)

## **Airman & Family Readiness Center:**

The A&FRC assists service members and their families with identifying and clarifying personal and work-life needs, determining appropriate forms of assistance needed, and providing linkage to on- and off-base resources. Services are provided to: Active Duty, Guard, Reserve, Retirees, & Federal Civilian Employees.

[CLICK](#)

## **Chapel:**

The Chapel offers Worship and Sacrament Services, Children's Church, Women's Monthly Fellowship, Women's Bible Study, Men's Prayer Breakfast, Men's Bible Study, Youth Ministry, Choir, Baptisms and Weddings. Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

**Children/Youth/Teen:** Services provided to Federal Civilian Employees, NAF Civilians, DECA, Air Reserve Technicians, & their families.

[CLICK](#)

## **Family Advocacy:**

The Family Advocacy Program works to prevent abuse by offering maltreatment programs, anger management, stress management, and counseling. Family Advocacy also offers a variety of new parent support programs. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

The Comprehensive Airman Fitness (CAF) program includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC):**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Resources with Internet, telephone, and face-to-face counseling. Provides help with money matters, deployment survival information, substance abuse education, Military 101, Transition to civilian life, legal matters, parenting information. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **School Liaison Officer (for military children):**

The School Liaison Program aims to connect schools, families and communities in order to meet the educational needs of the military associated child. Services provided to: Active duty, reservists and Family Members of AD



Services provided to: Active Duty, Military Family Members,  
& Married as well as unmarried intimate partners.

# Family Advocacy

The **Family Advocacy Program (FAP)** works to prevent abuse by offering programs to put a stop to family violence before it starts. When abuse does occur, FAP works to ensure the safety of victims, helps military families overcome the effects of violence, and change destructive behavior patterns. FAP staff members are trained to respond to incidents of abuse and neglect, support victims, and offer prevention and treatment. FAP's goal is to build healthy families, free of child and partner abuse/neglect. FAP offers relationship enhancement programs and a variety of parenting programs.

**Prevention Programs:** FAP works to prevent domestic abuse and child abuse/neglect by providing education and awareness programs for all members of the military community. Couples Communication, Anger Management, Stress Management, Effective Parenting and Conflict Resolution are just a few of the educational programs available to help military families learn how to build positive relationships. FAP also provides educational programs to leadership and to service members during unit training.

**Counseling:** Sometimes counseling is the best way for individuals and couples to understand and change attitudes, impulses, and patterns of interacting that contribute to hurtful and potentially violent behavior. One-on-one support helps couples develop positive parenting techniques, manage anger and learn communication skills.

**Public Awareness Campaigns:** FAP works to help communities learn to recognize domestic and child abuse; where and how to report it and how victims can get help.

**In the event of an emergency please call 911**

36th MEDICAL GROUP, UNIT 14010 BUILDING 26001

Phone: 671-366-5167

Fax: 671-366-5122

AfterhoursCommandPost: 671-366-2981

Emergency Abuse Hotlines:

24/7 Domestic Abuse Hotline: 1-800-44-ABUSE (2-2873)

24/7 Child Abuse Hotline: 1-800-96-ABUSE (2-2873)

[Click here for additional information](#)

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Services provided to: Active Duty, Military Family Members, &  
Married as well as unmarried intimate partners.

# Domestic Abuse Victim Advocate (DAVA)

**Family Advocacy** takes action to protect victims from further abuse and help them heal.

**DAVAs support victims** by providing the following services:

**DAVAs provide** military personnel, their family members, or intimate partners who are victims of domestic abuse non-clinical emergent and urgent service whenever requested. Safety planning is one of the DAVA's most important roles in assisting victims of domestic violence. With the exception of mandatory state, federal and military reporting requirements (i.e., child abuse and duty to warn situations) the DAVA provides a private and confidential service to encourage victims seeking assistance.

**The DAVA role** is to provide safety-planning services and comprehensive assistance and liaison to and for victims of domestic abuse and to educate personnel on the installation regarding the most effective responses to domestic abuse on behalf of victims. All DAVA services are voluntary.

**Services include, but not necessarily limited to:** Responding to victim's emergency and ongoing safety concerns and needs; providing information about program and services available to victims and their children both in the civilian and military communities, and providing victims with ongoing support and referrals. This also includes assistance with Military Protective Orders and Civilian Orders of Protection. DAVAs also will provide information on Restricted and Unrestricted Reporting options for domestic violence. Victims do not need to have an open FAP case to access the DAVA.

36th MEDICAL GROUP, UNIT 14010 BUILDING 26001 Phone: 671-366-5167

Fax: 671-366-5122

Afterhours Command Post: 671-366-2981

Emergency Abuse Hotlines:

24/7 Domestic Abuse Hotline: 1-800-44-ABUSE (2-2873)

24/7 Child Abuse Hotline: 1-800-96-ABUSE (2-2873)

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Services provided to: Active Duty and their Family Members (FM)\*

# Comprehensive Airman Fitness (CAF)

**Resilience Training for military members, civilians, and family members**

The **Comprehensive Airman Fitness (CAF)** is a holistic approach to develop over-arching Airman fitness and resilience. "Airman" collectively refers to military, civilian, and family members.

CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

**MENTAL FITNESS ~ PHYSICAL FITNESS ~ SOCIAL FITNESS ~ SPIRITUAL FITNESS**

## **Mental:**

- Approach challenges with a positive mindset
- Demonstrate self-control, stamina, and good character
- One (1) or more hour of physical activity
- Know when to seek and offer help

## **Physical:**

- Develop healthy exercise and nutritional habits
- Excel in activities requiring:
  - Fitness
  - Endurance
  - Strength
  - Flexibility
  - Body Composition

## **Social:**

- Develop and maintain fulfilling personal relationships
- Foster good communication
- Exchange ideas, views, and experiences

## **Spiritual:**

- Strengthen beliefs, principles, or values that sustain a sense of purpose and well-being
  - Worldview
  - Religious Beliefs
  - Sense of connection
  - Values, ethics, and morals

Building 25045 (CORAL REEF FITNESS CENTER) Room H-106, Andersen, AFB

Office Hours: 0800-1600

DSN:315-366-4585/Comm:(671)

366-4585 <https://www.andersen.af.mil/CAF>

**Return to Main**

# Employee Assistance Program (EAP)

**Employee Assistance Program (EAP)** offers free and confidential assessments, short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems. EAP addresses broad and complex issues affecting mental and emotional well-being, such as alcohol and other substance abuse, stress, grief, marital/family problems, relationship issues, etc. EAP counselors also work in a consultative role with managers and supervisors to address employee and organizational challenges and needs. Further, EAP helps organizations prevent and cope with workplace violence, trauma, and other emergency response situations.

## Other Employee Assistance Program services:

- Child and Elder Consultations
- Legal and Financial Consultations
- Health & Wellness Presentations
- EAP Orientations
- Crisis Response Services

### Contact EAP:

1-866-580-9078 or Link: [www.AFPC.af.mil/EAP](http://www.AFPC.af.mil/EAP) or at  
<https://magellanascent.com/?ccid=hpZiwlTni%2FVKNrZgvUQNB%2F48XDQDTkmUQP2%2BS%2FPQIMM%3D>

## Supervisor and Management Consultation Services:

- Military supervisors of Federal Civilian Employees and Military who work with Federal Civilian Employees

## Life Services (Articles/Webinars/Kits):

- Child Care and Parenting
- Adult Care and Aging
- Senior Care Management – In-Home Assessment and Customized Care Plan
- Finance and Legal
- Emotional Health
- Health & Wellness
- Free Kits (Prenatal, Child Safety, College, Adult Care, and Be Well.

@ Magellan Ascend EAP Site enter code =  
USAIRFORCE



# Finances/Money

CLICK

## **Airman & Family Readiness Center:**

The A&FRC provides immediate, short-term intervention and referral to appropriate agencies or services to assist individuals and families facing crisis situations. The A&FRC also partners with the Air Force Aid Society (AFAS) to assist Airmen and families as financial emergencies occur. Additionally, the A&FRC provides financial education and training that emphasizes long-term financial responsibility through instruction on sound money management, debt management, saving, investing, and retirement planning. Services are provided to: Active Duty, Guard, Reserve, Retirees, & Federal Civilian Employees.

CLICK

## **Chapel:**

Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

CLICK

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

CLICK

## **Military One Source:**

Resources with Internet, telephone, and face-to-face counseling. Provides help with money matters, Military 101, Transition to civilian life, legal matters, and more. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

# Grief

[CLICK](#)

## **Chapel:**

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[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)



# Harassment

[CLICK](#)

## **Chapel:**

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[CLICK](#)

## **Equal Opportunity:**

The Equal Opportunity (EO) office provides guidance in assisting commanders, staff agency chiefs, military and civilian personnel, family members and retirees on equal opportunity and human relations issues. Services provided to: Active Duty, Guard, Reserve, Retirees, & Federal Civilian Employees.

[CLICK](#)

## **Inspector General:**

IG provides a fair and credible system for processing complaints; i.e., formal assertions of wrongdoing: violations of law, regulation, instruction, policy, procedure, or rule; or conditions detrimental to the operation, mission, or reputation of the Air Force. Services provided to Active Duty, Retirees, and their Family Members.

[CLICK](#)

## **Sexual Assault Prevention & Response (SAPR) & Sexual Assault Response Coordinator (SARC) 24/7 Hotline: 671-366-SARC (7272)**

Sexual Assault Response Coordinator (SARC) and Victim Advocates (VA) are available to assist victims (survivors) of sexual assault. Services provided to: Active Duty members, Active Duty members' dependents 18 and older, AF Reserve and Guard members, and AF Civilian employees. Monday – Friday office contact: 671-366-7714 or 671-366-7715

# Health

CLICK

## **Health Promotion:**

Health Promotion is the science and art of helping people change their lifestyle to move toward a balance of physical, emotional, intellectual, social and spiritual health. Health Promotion programs include all areas of nutrition, physical activity, sleep optimization, and prevention of tobacco initiation.

CLICK

## **Military One Source:**

Specialty consultations, are available through Military OneSource. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)





# Health Promotion

The goal of Health Promotion is to enhance mission readiness and performance through coordination, evaluation, and promotion of installation-specific, evidence-based interventions that support healthy behavior change to optimize health and resilience for the Joint Base Pearl Harbor Hickam community. Health Promotion provides guidance, education, and assistance to support commanders in cultivating a fit and healthy force.

The Health Promotion Coordinator is accessible for commanders and supervisors wanting to adopt healthy lifestyle behaviors in their units. We are a clearinghouse of information for individuals wanting assistance in general nutrition, sleep health, being more physically active, and/or quitting tobacco use.

## Health Promotion services include:

- Healthy Eating
- Active Living
- Tobacco Free Living
- Alcohol Education
- Drug Abuse
- Weight Management
- Comprehensive Airman Fitness
- Immunizations

Building 25045 (CORAL REEF FITNESS CENTER) Room H-116, Andersen AFB

Office Hours: 0800-1700

Phone: 671-366-2419 / 2494

<https://www.airforcemedicine.af.mil/Resources/Health-Promotion/>

# Injury (Emotional/Physical)

[CLICK](#)

## **Airman & Family Readiness Center:**

The A&FRC CAR assists to counsel injured members who suffer a loss due to a traumatic event on Traumatic Injury Protection Plan (TSGLI). Member can receive up to \$100,000 payment for a covered loss resulting from a traumatic injury. The CAR can also assist in the facilitation of Emergency Family Member Travel (EFMT), if an Airman is placed in a casualty status: Very Seriously Ill/Injured or Seriously Ill/Injured. Services are provided to: Active Duty, Guard, Reserve, Retirees.

[CLICK](#)

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[CLICK](#)

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[CLICK](#)

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[www.militaryonesource.com](http://www.militaryonesource.com)





# Inspector General (Complaints Resolution)

The **Inspector General's goal** is to ensure adherence to DOD and AF policies, standards, and programs. IG provides a fair and credible system for processing complaints; i.e., formal assertions of wrongdoing; violations of law, regulation, instruction, policy, procedure, or rule; or conditions detrimental to the operation, mission, or reputation of the Air Force.

The **Wing Inspector General (IG)** also oversees the base's complaints and Fraud, Waste, & Abuse programs; and its primary charge is to ensure a viable, responsive complaints program characterized by fairness, integrity and impartiality. IG also assesses unit readiness through a combination of base-wide exercises and the installation's self-inspection program. In this regard, it's also responsible for planning, executing and evaluating exercise scenarios in order to provide wing leadership a site picture of the wing's response capability.

## **Matters/Complaints Appropriate for the IG:**

Fraud, waste, and abuse or gross mismanagement; a violation of law, policy, procedures, instructions, or regulations; an injustice; abuse of authority, inappropriate conduct, misconduct, and allegations of restriction or reprisal.

**If you have a complaint:** Use your chain or command or local resources first; contact the IG if you're still unable to resolve the issue.

**Who Can Consult/File a Complaint with the IG:** Anyone. Including: military members, civilian employees, retirees, family members, or any other parties who allege fraud, waste, abuse, or other wrongdoing.

## **The Inspector General serves commanders/directors and their assigned organizations by executing the complaint resolution process designed to:**

- Indicate where commander involvement is needed to correct systemic, programmatic, or procedural weaknesses and ensures resources are used effectively and efficiently
- Resolve issues affecting the Air Force mission promptly and objectively
- Create an atmosphere of trust in which issues can be objectively and fully resolved without retaliation or the fear of reprisal
- Assist commanders in instilling confidence in Air Force leadership

23003 O'Malley Ave, Andersen AFB, GU, 96543

Phone: DSN: 315-366-5258 / Comm: 671-366-5258

Office Hours: 0730-1630 M-F24-Hour Fraud Waste and Abuse Hotline: 671-366-5367

<https://andersen.eis.pacaf.af.mil/WingStaffAgencies/36WGIG/SitePages/Home.aspx>

Services provided to: active duty personnel, retirees, and family members\*

**\*Please contact the law center for more information on eligibility**

# Legal Services

## Legal Assistance

By Appointment Only:

- Tues & Thurs 1300 – 1500

Walk-In:

- Mon & Wed 0900 – 1000

### **Free Notary & POA Service:**

- Mon-Fri 0830 – 1630

**\*\*Wednesdays we close at 1400 for training\*\***

**NOTE:** Prior to making an appointment for a will or Power of Attorney, customers must complete the worksheet at:

<https://aflegalassistance.law.af.mil/lass/lass.html>

- Click Legal Worksheet tab
- Scroll down to “Power of Attorney” and select the applicable type
- Call or bring your ticket number to the legal office and provide the ticket number prior to your appointment. Ticket numbers are case-sensitive.

**We provide legal services for all services. In addition to:**

Navy legal assistance can also be reached at (671) 333-2061

Army legal assistance can also be reached at (808) 655-8607.

DSN: (315) 366-2937, COMM: (671) 366-2937  
Wing HQ Building, 23003

## Area Defense Counsel

The ADC is a defense team working for you, not the 36th Wing!

**Under Article 31, UCMJ you have the right:**

- 1) To be informed of the alleged offense(s) of which you are suspected
- 2) To consult a lawyer free of charge before providing any statement
- 3) To remain silent—meaning say nothing at all

- |                      |                  |
|----------------------|------------------|
| • LOC/LOA/LOR        | • Suspect advice |
| • UIF/Control roster | • Article 15     |
| • Referral EPRs      | • Discharge      |
| • Adverse actions    | • Court-martial  |

(671) 366-2281

Bldg. 23028

For emergencies,

contact the Command Post at 366-2981, ask for the ADC

**Return to Main**



# Loneliness

[CLICK](#)

## **Chapel:**

The Chapel offers Worship and Sacrament Services, Children's Church, Women's Monthly Fellowship, Women's Bible Study, Men's Prayer Breakfast, Men's Bible Study, Youth Ministry, Choir, Baptisms and Weddings. Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Provides help with money matters, deployment survival information, substance abuse education, Military 101, Transition to civilian life, legal matters, parenting information, and more. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Morale/Welfare/Recreation**

Services provided to: Active duty, reservists and Family Members of AD.

# Mental

[CLICK](#)

## **Behavioral Health Optimization Program:**

Behavioral Health Optimization Program assesses the current functional impact for a symptom focused brief intervention. Generally services are complete within one to four 20-30 minutes appointment(s). Services provided to: Active duty, family members of active duty and retired military.

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## **Chapel:**

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[CLICK](#)

## **Family Advocacy:**

Family Advocacy Outreach offers educational classes including Stress & Anger Management. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

The Comprehensive Airman Fitness (CAF) program includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

[CLICK](#)

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# Mental Health

Services provided at the **Mental Health Clinic** include individual, group and psycho-educational treatment for stress, depression, anxiety, marital discord, military duty issues, adjustment difficulties, loss or death, family difficulties, management of anger and physical pain, communication problems, sleep disturbance, suicide prevention, and other mental health-related concerns.

The mental health clinic offers an educational sleep class by referral only. An educational class on depression is also available for current mental health patients. The clinic also provides extensive consultation to command and civilian entities on mental health issues. Military evaluations for Air Force special clearances or duty are arranged as required by Air Force instruction or policy.

Active Duty may **self-refer** by calling the MHC for an initial appointment. Members are **encouraged to seek help before problems become severe or disruptive** enough to have a negative impact on an individual's health, family, career, or mission. Mental health services are best used early when the opportunity for a positive outcome is highest.

Every effort is made to provide **privacy and confidentiality** for individuals seeking help. With the exception of individuals on the Personnel Reliability Program, unit leadership is not routinely notified of an active duty member's participation in MH services unless it is determined that the member's behaviors will significantly interfere with duty performance, the mission, in situations where there is danger to self and/or others, or there is a need to engage the command's support of the member.

36th MEDICAL GROUP  
Bldg 26012, Carolines Ave Andersen AFB, Guam 96929  
Phone – 671-366-5127  
Clinic Hours: Mon-Thurs 0800-1700, Fri 1000-1700  
(Closed the second Thursday of the month for training)  
<https://www.airforcemedicine.af.mil/>

[Click here for additional information](#)

[Return to Main](#)

# Mental Health

## Mental Health Services Include:

- **Treatment Services:** The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Medication evaluation and treatment is also available.
- **Educational Classes:** Please contact the clinic for further information or for a list of current offerings.
- **Suicide Prevention:** The Mental Health Clinic can provide suicide prevention information to all personnel. The goal is to reduce stigma and train personnel to identify individuals at risk and intervene appropriately.
- **Disaster Mental Health:** Disaster Mental Health services are designed to help personnel involved in a potentially traumatic event understand and process their reactions in order to speed recovery and prevent later problems. We can provide education and consultation within 24-48 hours of a Commander's request.
- **Crisis Intervention:** Available for those individuals who are suicidal or having severe difficulty coping. Emergency evaluations may be available at a Commander's request for individuals they feel may be suicidal, homicidal, or unable to care for themselves.

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(Closed the second Thursday of the month for training)  
<https://www.airforcemedicine.af.mil/>



Services provided to: Active Duty, Reserve/Guard, and their Family Members,  
Retirees/Separatees <180 days of separation

# Military & Family Life Counselors (MFLC)

The **Military and Family Life Counselor (MFLC)** program provides confidential, short-term, situational, problem-solving, non-medical, "walk-around" life counseling services to active duty military members serving in all branches of the military, as well as the National Guard and Reserves, and their family members at no cost.

Need to talk? Military families face unique challenges. They may struggle with issues such as deployment-related stress, reintegration and pressures of managing parenting and finances while a loved one is deployed. To support military families facing these or additional challenges, MFLCS are available to talk it out.

## **MFLC services include:**

- Confidential, short-term, non-medical counseling services to service members and their families at no cost.
- Psycho-education to help military service members and their families understand the impact of deployments, family reunions following deployments and other stresses related to the military life
- Augments existing military support services
- Flexible service delivery (can provide services on or off of military installations)
- Can provide services to individuals, couples, families and groups

\*With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential.

## **Counseling Available:**

- |                          |                           |
|--------------------------|---------------------------|
| • Life skills            | • Deployment stress       |
| • Anger management       | • Coping skills           |
| • Communication          | • Homesickness            |
| • Relationship issues    | • Relocation adjustment   |
| • Conflict resolution    | • Reintegration           |
| • Parenting              | • Separation              |
| • Decision-making skills | • Building resiliency     |
| • Military lifestyle     | • Sadness, grief and loss |

## **About Military and Family Life Counselors:**

- Masters or Doctorate-level licensed counselors
- Work with families, individuals, couples and children
- Work with existing military and family support programs to complement services provided

## **Military and Family Life Counselors Contact Information:**

Available on the next page

[Click here for additional information](#)

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# Military and Family Life Counselors

Located at DoDEA Guam schools, CYP, A&FRC and NBG. MFLCs are licensed professionals who provide confidential, short-term, non-medical problem solving support to children and families and the staff who support them. They can: provide individual/group sessions and educational presentations; assist with school adjustment, deployment/reunion adjustment, parent-child communication, behavioral concerns, fear, grief and loss, daily life issues; individual sessions - flexible hours, wait time 24-48 hours, meet on-base or off-base; temporarily provide telehealth services when face-to-face support is restricted due to COVID-19.

## SCHOOL BASED:

**ANDERSEN ELEMENTARY:** 671-688-6352

**ANDERSEN MIDDLE:** 671-687-5601

**GUAM HIGH:** 671-788-8118

**McCOOL ELEMENTARY:** 671-689-1210

**McCOOL MIDDLE:** 671-686-6352

## CHILD & YOUTH PROGRAMS (CYP):

**ANDERSEN CYP:** 671-929-1130

**NAVAL BASE GUAM CYP:** 671-929-5600

## ADULT:

**A&FRC:** 671-366-6352 or 671-689-0526

**NW FIELD:** 671-927-7537

**NBG Community Support:** 671-727-8224

MFLCs at Airman and Family Readiness Center (AFRC), Northwest Field and Naval Base Guam Community Support serve adults. They provide services for marriage and relationship issues, deployment stress, stress management, separation, anger management, job related issues, grief, loss and various types of life issues.

### For more information:

School Liaison (SL): 671-349-6251 or 671-349-1141

[sloguam@fe.navy.mil](mailto:sloguam@fe.navy.mil)



# Military Lifestyle

[CLICK](#)

## **Chapel:**

Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Family Advocacy:**

Family Advocacy Outreach offers educational classes including Stress & Anger Management as well as offers family readiness for deployment and reunification. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

Includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Provides help with money matters, deployment survival information, substance abuse education, Military 101, Transition to civilian life, legal matters, parenting information, and more. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Morale/Welfare/Recreation**

Services provided to: Active Duty, Guard, Reserve, Retirees, & Federal Civilian Employees

# Military One Source

**Military OneSource** is a confidential Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, Guard and Reserve Component members, and their families.

Military One Source provides policy and programmatic information, helpful resources, products, counselors, articles and tips on numerous topics related to military life. Confidential services are available 24 hours a day by telephone and online. It is a virtual extension to installation services.

The types of information provided include: deployment, reunion, reintegration, moves, relationships, grief, spouse employment and education, parenting, childhood, retirement and much more.

**Military One Source's web page** provides information on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support, and resources.

**Military OneSource confidential non-medical counseling services** can be provided online, via telephone, or face to face. Eligible individuals may receive confidential non-medical counseling addressing issues requiring short-term attention, including everyday stressors, deployment and reintegration concerns, parenting, grief and loss, and marital problems as well as assistance with financial management, taxes, career services, health and wellness, and much more. This personalized support is available 24/7 no matter where one lives or serve.

**Other examples of confidential information/resources to help deal with life challenges:**

money management, morale, welfare & recreation, non-medical counseling, health & family wellness, sexual assault, spouse education & career opportunities, transition assistance, voluntary education, wounded warrior, casualty assistance, child abuse and domestic abuse, children, youth & teens, crisis and prevention, disaster resources, EFMP/special needs, employee assistance program, K-12 and college education, legal information, and much more.

[www.militaryonesource.com](http://www.militaryonesource.com)  
**1-800-342-9647 (24/7)**

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# New Parent

[CLICK](#)

## **Chapel:**

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[CLICK](#)

## **Family Advocacy:**

Family Advocacy offers the New Parent Support Program. Services include – OB Orientation, Dads: The Basics class, Baby Basics Class, one-on-one parenting toddlers, prenatal fitness class, prenatal nutrition class, childbirth class, breastfeeding class, sibling class, and Bundles for Babies workshops. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

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[CLICK](#)

## **Airman & Family Readiness Center:**

Bundles for Babies – Learn about budgeting, support services, and how to plan for your baby's arrival. Receive a \$50 AAFES gift card, courtesy of the Air Force Aid Society (AFAS), upon completion of the workshop.

# Parenting/New Parenting

[CLICK](#)

## **Chapel:**

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[CLICK](#)

## **Family Advocacy:**

Family Advocacy Outreach offers parenting education and consultation. Classes such as Dads: The Basics, Baby Basics Class, one-on-one parenting toddlers, sibling class, and Bundles for Babies workshops. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

Includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

[CLICK](#)

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Website: [www.militaryonesource.com](http://www.militaryonesource.com)



# PCS/Relocation/Moving

[CLICK](#)

## **Airman & Family Readiness Center:**

Through the Navy Child and Youth Program (CYP), the A&FRC offers child care certificates under the "PCS Childcare" program, which provides 20 hours of free childcare through the Child Development Center and School Age Center under the Give Parents a Break Program (GPAB). Additionally, the Relocation Assistance Program (RAP) provides information and access to relocation services, to include guidance on permanent change of station (PCS) moves and access to online resources to research new locations. A&FRC also has a Loan Locker to provide household goods when belongings are in transit, both when first arriving on island and when preparing to move. RAP classes/workshops include Right Start, Smooth Move, Spouse/Newcomer's Orientation (SNO) and a FREE Hafa Adai Island Tour.

[CLICK](#)

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[CLICK](#)

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[CLICK](#)

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[CLICK](#)

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[CLICK](#)

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# Post Traumatic Stress Disorder (PTSD)

CLICK

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CLICK

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# Morale, Welfare, and Recreation (MWR)

All MWR programs and events are located on the MILITARY MWR Guam webpage at:



<https://aafb.militarymwrguam.com>



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# Relationships

[CLICK](#)

## **Chapel:**

The Chapel offers Worship/Sacrament Services, Children's Church, Women's Monthly Fellowship & Bible Study, Men's Prayer Breakfast & Bible Study, Youth Ministry, Baptisms and Weddings. Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Family Advocacy:**

Family Advocacy offers marital counseling, crisis intervention, parenting education and consultation, and strength-based training. These services are offered to Active Duty, military family members and intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

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# Resiliency

[CLICK](#)

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[CLICK](#)

## **Family Advocacy:**

Family Advocacy focuses on strengthening the bond between partners and/or the family and the family readiness for deployment and reunification. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

Includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

[CLICK](#)

## **Health Promotion:**

Health Promotion is the science and art of helping people change their lifestyle to move toward a balance of physical, emotional, intellectual, social and spiritual health. Health Promotion programs include all areas of nutrition, physical activity, sleep optimization, and prevention of tobacco initiation.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems.  
Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

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Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Community Support Coordinator:**

Get more info on Resiliency from the Community Support Coordinator/Master Resiliency Trainer (MRT).





Services provided to: Active Duty and their Family  
Members, Federal Civilian Employees



# School Liaison (SL)

## Joint Region Marianas, Guam

School Liaisons (SLs) help connect military families, commands and K-12 Schools to support military children and their families as they move around the world and transfer between school systems. Joint Region Marianas Guam School Liaisons are here to assist you with just about any school related question.

### CORE SERVICES

- School Transition Services (PCS Cycle):** School Liaison Officers assist families with school transfers and help "level the playing field" for military children and youth.
- Deployment Support:** School Liaison Officers connect educators with the deployment support system to inform them about the cycles of deployment and the tools available to assist educators in working with military children.
- Command, School, Community Communications:** School Liaison Officers serve as subject-matter experts for installation commanders on K-12 issues, helping to connect command, school and community resources.
- Home School Linkage and Support:** School Liaison Officers assist military families by gathering and sharing information on home schooling issues, policies and legislation from local school districts, and help leverage Navy Child and Youth Programs resources to support these families.
- Partnerships in Education (PIE):** PIE creates a volunteer network of resources to support installation and community members who have a vested interest in the success of all youth.
- Post-Secondary Preparations:** School Liaison Officers leverage installation and school resources to provide graduating military students with access to post-secondary information and opportunities.
- Special Needs System Navigation:** School Liaison Officers provide information about installation and community programs and services, make referrals to the Exceptional Family Member Program, and offer assistance in navigating the administrative systems within local education agencies.

Phone – 671-349-6251 / 1141 or 671-988-3580

Office Hours: 7:30 a.m. - 4:30 p.m. (M-F)

[sloguam@fe.navy.mil](mailto:sloguam@fe.navy.mil)

<https://www.militarymwrquam.com/school-liaison-officer>

### GUAM SCHOOL CONTACT INFORMATION

DoDEA Pacific – West

Guam Schools: <https://www.dodea.edu/pacific/>

- Guam Community Superintendent's Office: 671-344-9578
- Andersen Elementary: 671-366-1511 and Facebook
- Andersen Middle: 671-366-3880 and Facebook
- Guam High: 671-344-7410 and Facebook
- McCool Elem/Middle: 671-339-8676 and Facebook

Guam Public Schools: 300-1547 or [www.gdoe.net](http://www.gdoe.net)

Private Schools: <https://www.militarymwrquam.com/school-liaison-officer>

#### Homeschool

Navy Homeschool Group Point of Contact:

Facebook: Guam Military Christian Homeschoolers

Facebook: Guam Christian Homeschool Co-op- GCHC

Andersen AFB Homeschool Group Point of Contact:

Facebook: Andersen AFB Homeschool Group

<https://www.facebook.com/groups/363058103769310>

Guam Home School Association

<http://www.guam-hsa.org>

Email: [guamhsa@gmail.com](mailto:guamhsa@gmail.com)

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# Sexual Assault/Harassment

[CLICK](#)

**Sexual Assault Prevention & Response (SAPR) & Sexual Assault Response Coordinator (SARC) 24/7 Hotline: 671-366-SARC (7272)** Sexual Assault Response Coordinator (SARC) and Victim Advocates (VA) are available to assist victims (survivors) of sexual assault. Services provided to: Active Duty members, Active Duty members' dependents 18 and older, AF Reserve and Guard members, and AF Civilian employees. Monday – Friday office contact: 671-366-7714 or 671-366-7715

[CLICK](#)

**Equal Opportunity:**

The Equal Opportunity (EO) office provides guidance in assisting commanders, staff agency chiefs, military and civilian personnel, family members and retirees on equal opportunity and human relations issues. Services provided to: Active Duty, Guard, Reserve, Retirees, & Federal Civilian Employees.

[CLICK](#)

**Family Advocacy:**

The Family Advocacy Program works to prevent abuse by offering maltreatment programs, anger management, stress management, and counseling. Family Advocacy also offers a variety of new parent support programs. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

**Chapel:**

Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.



# Sexual Assault Response Coordinator (SARC)

**Sexual Assault Prevention and Response Coordinator (SARC) and Victim Advocates** assist victims (survivors) of sexual assault. The SARC is responsible for ensuring a victim support system exists, capable of responding to all reported sexual assaults, 24 hours a day-7days a week, occurring on or off the installation.

**Reports of sexual assault for military members, adult family members and Federal civilian personnel may be made to the SARC, Victim Advocate or healthcare provider.** The SARC shall assist as necessary to ensure victims of sexual assault receive the appropriate responsive care. Services are offered for victims regardless if the assault is recent or occurred in the past.

Additionally, the SARC is responsible for facilitating continuity of care and case management in the event the victim has a permanent change of station, is deployed or redeployed. Continuity of care and case management transfer is contingent upon victim's concurrence..

Victims may make a **restricted report** (available to AD/Guard/Res military personnel and their adult family members as well as GS and NAF Federal Employees) or an **unrestricted report** (available to all of the above to include GS and NAF employees dependents over age of 18).

## **The SARC engages in coordination and oversight efforts for the following services/areas:**

- Victim response, care, and support
- Victim referral and support services including SVC
- Restricted Reports (Report stays within SAPR office, NO Command involvement)
- Unrestricted Reports (Command Involvement & Law enforcement investigation)
- Track status of sexual assault cases in their area of responsibility
- Case Management Group
- Sexual Assault Awareness Month
- Outreach programs within local communities
- Victim Advocates

1713A Polynesian Dr., Andersen AFB, Guam 96929

Office Hours: 0600-1630 Phone – 671-366-7714

Email: [36WG.cvs@us.af.mil](mailto:36WG.cvs@us.af.mil)

24/7 Crisis Line 671-366-SARC (7272)

SharePoint: <https://andersen.eis.pacaf.af.mil/WingStaffAgencies/36WGSARC/SitePages/Home.aspx>

[Click here for additional information](#)

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# Sexual Assault Response Coordinator (SARC)

**Restricted reporting** option is for victims of sexual assault who wish to **confidentially disclose** the assault to the **SARC, victim advocate or healthcare personnel and receive medical treatment and counseling** without activating the official investigative process.

- It allows for the collection of forensic evidence without giving up confidentiality. Evidence includes, but is not limited to, a sexual assault forensic exam to be completed by a trained sexual assault medical forensic examiner. The evidence is anonymously coded and stored for up to 5 years and will not be processed without the victim's consent.
- The exceptions to restricted reporting include any communication that reveals imminent danger; the victim's release of information regarding the alleged assault; ordered by military justice; ordered by civilian court; or child abuse.
- To file a Restricted Report, the victim must meet with a SARC or VA.
- The SARC must be notified when a victim wishes to initiate a restricted report.
- Supervisors, Commanders, First Sergeants, Security Forces and OSI are mandatory reporters. If a victim reports the assault to anyone in their chain of command AFOSI will be notified and the only option available at that time will be an unrestricted reporting option.

**Unrestricted reporting** option is for victims of sexual assault who desire **an official investigation of the crime, receive command support**, medical treatment and counseling.

- When selecting unrestricted reporting, personnel can use current reporting channels e.g., chain of command, law enforcement, or report the incident to the Sexual Assault Response Coordinator (SARC) or request healthcare providers to notify law enforcement.
- To file a Restricted Report, the victim must meet with a SARC or VA. •The SARC must be notified when a victim wishes to initiate a restricted report.
- At the victim's discretion/request, a trained healthcare provider shall conduct a sexual assault forensic examination (SAFE), which may include the collection of evidence.
- Details regarding the incident will be limited to only those personnel who have a legitimate need to know.

## **Independent Reporting:**

- If you tell someone who subsequently notifies the chain of command, or if someone observes the assault and notifies command, an investigation is launched, and the option for a Restricted Report may not be available.
- To preserve your right to restricted report, contact the SARC or VA first.

1713A Polynesian Dr., Andersen AFB, Guam

Office Hours: 0600-1630 Phone – 671-366-7714 or 24/7 Crisis Line 671-366-SARC (7272)

Email: [36WG.cvs@us.af.mil](mailto:36WG.cvs@us.af.mil)

SharePoint: <https://andersen.eis.pacaf.af.mil/WingStaffAgencies/36WGSARC/SitePages/Home.aspx>



# Single

[CLICK](#)

## **Chapel:**

The Chapel offers Worship and Sacrament Services, Children's Church, Women's Monthly Fellowship, Women's Bible Study, Men's Prayer Breakfast, Men's Bible Study, Youth Ministry, Choir, Baptisms and Weddings. Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Family Advocacy:**

Family Advocacy Outreach offers single parent meetings cooperative parenting and divorce programs, and healthy marriage/healthy relationship programs. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Morale, Welfare and Recreation:**

Services provided to: Active duty, reservists and Family Members of AD.

[CLICK](#)

## **Frequently Dailed Phone Listing:**

List popular hangout locations and support facilities.

**\*\*Additionally, contact your First Shirt for more information.**

# Sleep

[CLICK](#)

## **Behavioral Health Optimization Program:**

Behavioral Health Optimization Program assesses the current functional impact for a symptom focused brief intervention. Generally services are complete within one to four 20-30 minutes appointment(s). Services provided to: Active duty, family members of active duty and retired military.

[CLICK](#)

## **Health Promotion:**

Health Promotion is the science and art of helping people change their lifestyle to move toward a balance of physical, emotional, intellectual, social and spiritual health. Health Promotion programs include all areas of nutrition, physical activity, sleep optimization, and prevention of tobacco initiation.

[CLICK](#)

## **Mental Health:**

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# Social

[CLICK](#)

## **Chapel:**

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[CLICK](#)

## **Family Advocacy:**

Family Advocacy outreach offers single parents meetings, couples communication prep, safe date for teens & families programs, and healthy marriage/healthy relationships programs. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

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[CLICK](#)

## **Airman and Family Readiness Center:**

A&FRC provides educational and supportive programs/ services to service members and their families to help them build and maintain healthy relationships, strengthen interpersonal and problem solving skills.

[CLICK](#)

## **Military One Source:**

Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

[CLICK](#)

## **Morale, Welfare and Recreation:**

Services provided to: Active duty, reservists and Family Members of AD.

[CLICK](#)

## **Community Support Coordinator:**

leads a cross-functional team with all of the helping agencies for quality-of-life, personal readiness, and community issues to formulate long-term solutions.

# Spouse

[CLICK](#)

## **Chapel:**

The Chapel offers Worship and Sacrament Services, Children's Church, Women's Monthly Fellowship, Women's Bible Study, Men's Prayer Breakfast, Men's Bible Study, Youth Ministry, Choir, Baptisms and Weddings. Chaplains offer privileged communication counseling. These sessions are 100% confidential and exempt from reporting to chain of command, this includes topics that indicate harm or potential harm to self or others. A Chaplain is always on-call after-hours through the Command Post (366-2981) by requesting the Duty Chaplain. Services provided to: All Military & Family Members, Retired Military, and all DoD Civilians.

[CLICK](#)

## **Family Advocacy:**

Family Advocacy Outreach offers many programs for spouses such as: a variety of parenting programs, marriage counseling, preventative programs, maltreatment programs, and maltreatment programs. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

Includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Airman and Family Readiness Center:**

A&FRC assists spouses with career exploration and developing employment search skills to secure on or off-base employment. A&FRC provides spouse employment classes and resources for those interested in brushing up their current resumes or are looking into starting a business in Guam. Additionally, A&FRC provides Initial, Refresher, and Quarterly Advanced training for the Key Spouse Program and also offers Spouse Newcomer's Orientation (Guam 101) and Heart Link (AF 101) to new military spouses.

[CLICK](#)

## **Military One Source:**

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[CLICK](#)

## **Spouse Employment : [www.afciviancareers.com](http://www.afciviancareers.com)**

Or contact the agencies below:

Airforce SPO: 671-366-2378 / 3677

Navy SPO : 671-333-2466

NAF : 671-349-1155



# Stress

[CLICK](#)

## **Behavioral Health Optimization Program:**

Behavioral Health Optimization Program assesses the current functional impact for a symptom focused brief intervention. Generally services are complete within one to four 20-30 minutes appointment(s). Services provided to: Active duty, family members of active duty and retired military.

[CLICK](#)

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[CLICK](#)

## **Family Advocacy:**

Family Advocacy Outreach offers educational classes including Stress & Anger Management. Services provided to: Active Duty, Military Family Members, & intimate partners.

[CLICK](#)

## **The Comprehensive Airman Fitness (CAF):**

Includes fitness in mental, physical, social, and spiritual domains and is not a stand-alone program or specified training class; instead, CAF is a cultural shift in how we view and maintain fitness in a more comprehensive manner and enables Airmen to hold each other accountable against Air Force Core Values. CAF provides an integrated framework that encompasses many cross-functional education and training efforts, activities, programs, and other equities that play a contributory role in sustaining a fit, resilient, and ready force.

[CLICK](#)

## **Health Promotion:**

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[CLICK](#)

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[CLICK](#)

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[CLICK](#)

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# Suicide

CLICK

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## **Mental Health:**

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Confidential services are available 24 hours a day by telephone and online. Confidential services, including non-medical counseling (Face-to-Face Counseling, Online Counseling, Telephonic Counseling and Video Counseling) and specialty consultations, are available through Military OneSource. Services provided to: Active duty, reservists and Family Members. Website: [www.militaryonesource.com](http://www.militaryonesource.com)

**National Suicide Hotline: 1-800-784-2433**

**Crisis Hotline: 1-800-273-TALK (8255)**

**Teen Suicide Hotline: 1-800-552-8336**



# Transition/Separation/Retirement

[CLICK](#)

## **Airman & Family Readiness Flight:**

Retiring service members complete DD Form 2656 and mandatory one-on-one Survivor Benefit Plan (SBP) briefing prior to retirement.

[CLICK](#)

## **Chapel:**

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[CLICK](#)

## **Mental Health:**

The Mental Health Clinic offers individual and group counseling to individuals experiencing difficulty with personal or relational problems. Services provided to: Active duty

[CLICK](#)

## **Military and Family Life Counselors (MFLC)**

Provides short-term, non-medical counseling services to service members and their families at no cost. With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential. Services provided to: Active duty and Family Members of AD.

[CLICK](#)

## **Airman & Family Readiness Center:**

The A&FRC provides a week-long Transition Assistance Program – Goals, Plans, Success (TAP-GPS) workshop for service members who are separating or retiring from the military. TAP-GPS workshops assist with fine tuning your career strategy, create a resume, learn about networking skills, and interview techniques. TAP-GPS workshops focus on helping to ease the transition from military life to the civilian world and addresses social, financial, and professional issues of separating and retiring members. Additionally, retiring service members must complete DD Form 2656 and mandatory one-on-one Survivor Benefit Plan (SBP) briefing prior to retirement.

[CLICK](#)

## **Military One Source:**

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# Air Force Wounded Warrior (AFW2) Program

<http://www.woundedwarrior.af.mil>

## **The Air Force Wounded Warrior (AFW2) Program includes:**

- a. Recovery Coordination Program
- b. Comprehensive Recovery Plan
- c. Caregiver Support Program
- d. Adaptive & Rehabilitative Sports Program
- e. Recovering Airman Mentorship Program (RAMP)
- f. Empowerment through Employment and Education in Career Readiness Programs
- g. Special Compensation for Assistance with Activities of Daily Living (SCAADL) Program
- h. Emergency Family Member Travel Program (EFMT)

## **Eligibility and Enrollment for Active Duty, Air Reserve Components (ARC)& Air National Guard (ANG) :**

Airmen identified by a Medical Authority with a VSI, SI, are going through or considered for a Medical Evaluation Board include:

- a. Highly Complex Medical Conditions
- b. Post-Traumatic Stress Disorder (PTSD)
- c. Traumatic Brain Injury (TBI)
- d. Military Sexual Trauma (MST)
- e. Purple Heart (automatic enrollment)

## **Eligibility and Enrollment for ARC who are:**

- a. Returned for more than 6 months on Title 10 medical orders (Serious/Severe Conditions)
- b. Returned to Title 10 orders for deployment related condition(s) (Serious/Severe Conditions)

**PACAF's Recovery Care Coordinator (RCC) : Mr. Cisco Johnson**

800 Scott Circle, Bldg. 1113, JBPHH, HI

Phone – DSN: 315-448-0126 / Comm: 808-448-0126

[cisco.johnson.1.ctr@us.af.mil](mailto:cisco.johnson.1.ctr@us.af.mil)

or

1-800-581-9437

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**Services provided to: Active Duty, Guard, Reserve, Retirees, Family Members & Federal Civilian Employees**

# AIRMAN AND FAMILY READINESS CENTER

The Airman & Family Readiness Center (A&FRC) at Andersen Air Force Base, Guam, offers an array of programs and services that support Active Duty Service Members, Dependents, DoD Civilians, Retirees, Guard and Reserve Members.

The A&FRC serves as a "one-stop shop" for information and referral services and is the primary link between service members/families and appropriate community resources, both on and off-base. A&FRC staff directly assists members and families to achieve mission readiness, personal resilience, and the ability to adapt to the demands and challenges of military life. Overall, enhancing the military community's quality of life.

Additionally, A&FRC is part of the Andersen Helping Agencies (AHA), which is a network of agencies, programs, services, partnerships and individuals that support personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness. These programs and services are a key resource for you and your family.

## **Deployment and Readiness**

- Deployment Readiness and Support
- Exceptional Family Member Program – Family Support (EFMP-FS)
- Key Spouse Program Support
- Personal and Family Life Education
- Relocation Assistance Program (RAP)

## **Career Support and Retention**

- Family Employment Readiness Program (FERP)
- Information and Referral (I & R)
- Personal Financial Management Program (PFMP)
- Retired Activities Office
- Transition Assistance Program (TAP)
- Volunteer Program

**Airman & Family Readiness Center (A&FRC)**  
36 FSS/FSH

Physical Address: O'Malley Ave, Bldg. 22026, Room 131

Mailing Address: Unit 14007 Box 17 APO, AP 96543

Phone: (DSN) 315-366-8136/ (COMM) 671-366-8136

Office Hours: Mon 1000-1630/Tue-Fri 0900-1630

Email: [36fss.fsh@us.af.mil](mailto:36fss.fsh@us.af.mil)

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Services provided to: Active Duty, Guard, Reserve, Retirees, Family Members & Federal Civilian Employees

# AIRMAN AND FAMILY READINESS CENTER

## Deployment and Readiness

### Deployment Readiness and Support:

The A&FRC provides deployment support briefings throughout the deployment cycle to include pre-deployment, mid-deployment, post-deployment and supports for deploying Sailors/Airmen and family members with information, resources, and referral services. "Hearts Apart" special events are also planned throughout the year to offer family-friendly activities for spouses and children with a deployed loved one.

### Exceptional Family Member Program:

A&FRC has an Exceptional Family Member Program – Family Support (EFMP-FS) Case Liaison who provides specific family support services. These services may include information and referral, systems navigation, needs assessments, development and maintenance of an individualized service plan and non-medical case management.

### Key Spouse Program Support:

A&FRC provides Initial, Refresher, and Quarterly Advanced training and resources for the Key Spouse Program; a volunteer based, unit commander program that acts as a conduit between leadership and families.

### Personal and Family Life Education:

Personal and Family Life Education provides educational, supportive, and preventive services to Service members, couples, and families to help them build and maintain healthy relationships; strengthen interpersonal competencies and problem solving skills. A&FRC provided classes/programs to address parenting (Bundles for Babies) and a new military spouse orientation - Heart Link (AF 101) and Spouse Newcomer's Orientation (Guam 101).

### Relocation Assistance Program (RAP):

A&FRC provides sponsor packages, information and access to relocation services, to include guidance on permanent change of station (PCS) moves and access to computer based technology resources to research new locations. A&FRC also has a Loan Locker to provide household goods when belongings are in transit, both when you first arriving on island and when preparing to leave the island. RAP classes/workshops include Right Start, Smooth Move, Spouse/ Newcomer's Orientation (SNO) and a FREE Hafa Adai Island Tour.

Airman & Family Readiness Center (A&FRC)

36 FSS/FSH

Physical Address: O'Malley Ave, Bldg. 22026, Room 131

Mailing Address: Unit 14007 Box 17 APO, AP 96543

Phone: (DSN) 315-366-8136/ (COMM) 671-366-8136

Office Hours: Mon 1000-1630/Tue-Fri 0900-1630

Email: [36fss.fsh@us.af.mil](mailto:36fss.fsh@us.af.mil)

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Services provided to: Active Duty, Guard, Reserve, Retirees, Family Members & Federal Civilian Employees

# AIRMAN AND FAMILY READINESS CENTER

## Career Support and Retention

### Family Employment Readiness Program (FERP):

FERP helps family members make career decisions and develop employment search skills through education, information, referrals, and assistance programs, giving family members the competitive edge to secure employment. The A&FRC provides workshops on resume writing, job search techniques, personal skills assessment, and interview techniques.

### Information and Referral (I & R):

The A&FRC maintains a list of community resources and makes referrals to appropriate military and civilian agencies, both on and off-base.

### Personal Financial Management Program (PFMP):

The A&FRC provides financial education and training that emphasizes long-term and short-term financial goals through instruction on sound money management, debt management, saving, investing, and retirement planning. Classes are available for individuals or couples.

### Transition Assistance Program (TAP):

Whether the service member is retiring or separating from the military, the A&FRC can help with the transition from military life to the civilian world with a week-long workshop to address social, financial, and professional issues.

### Volunteer Resource Program:

Volunteering is a great way to meet people, share knowledge, and give back to the community. The A&FRC provides volunteer opportunities to develop new skills and increase the quality of life within the local and military communities.

Airman & Family Readiness Center (A&FRC)  
36 FSS/FSH

Physical Address: O'Malley Ave, Bldg. 22026, Room 131

Mailing Address: Unit 14007 Box 17 APO, AP 96543

Phone: (DSN) 315-366-8136/ (COMM) 671-366-8136

Office Hours: Mon 1000-1630/Tue-Fri 0900-1630

Email: [36fss.fsh@us.af.mil](mailto:36fss.fsh@us.af.mil)

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Services provided to: Active Duty, Guard, Reserve, Retirees, Family Members & Federal Civilian Employees

# AIRMAN AND FAMILY READINESS CENTER

## Crisis Response and Counseling Services

### Gold Star Program

The Gold Star Program (GSP) is a comprehensive program to support families of service members who have passed away while on active duty. The program provides a level of long-term assistance and support for family members through a very difficult time helping them build resilience and establish a new normal. MFSC has a Gold Star Collateral Duty Liaison who serves as the primary point of contact for program-related support for information, referral and resources.

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# Frequently Dialed Base Phone Numbers

Air Force Aid Society (AFAS)	671-688-0532
Air Force Office of Special Investigations (OSI)	366-2987
Airman & Family Readiness Flight (A&FRF)	366-8136
Airman's Attic	366-8217
Airmen Against Drunk Drivers (AADD)	366-RIDE (7433)
Area Defense Counsel	366-2281
Alcohol & Drug Abuse Prevention & Treatment Program	366-5125
American Red Cross	671-688-0283
Auto Hobby Shop	366-2745
Base Exchange (BX)	671-653-1136
Bowling Center (Gecko Lanes)	366-5117/5085
Career Advisor (for Active Duty)	366-7829
Chapel	366-6139
Child Development Center	366-1601
Child Development Homes (In-home care)	671-969-6012
Cinderella's Closet	671-483-5900
Clinic (Appointments)	366-WELL (9355)
Command Post	366-2981
Commissary (Andersen AFB)	366-2264
Credit Union (Navy Federal)	888-842-6328
Credit Union (Pentagon, Andersen AFB)	671-653-6555/7986
Dental Clinic	366-WELL (9355)
Department of Revenue & Taxation	671-635-7652
Education Office	366-3170
Equal Opportunity (EO)	366-5111
Exceptional Fam. Member Prog (Medical/Family Support)	366-2853/366-8136
Family Advocacy	366-5167
Fitness Center (Coral Reef Fitness Center)	366-6100
Golf Course (Palm Tree, Andersen AFB)	366-4653
Housing Office (Andersen AFB)	366-2127
Housing Office (Navy)	333-2081

Honor Guard	366-5178
Inspector General (IG)	366-5258
ITT Ticket & Tour Office/Leisure Travel Office	366-2586/1476
Legal Office	366-2937
Liberty Center	366-2339
Library	366-4291/4977
Lodging	362-5501/5502
Mental Health	366-5125
Military Clothing Sales	366-8518
Military and Family Life Counselor (Adult)	671-689-0526
Military Personnel Section/ID Cards	366-2276
Navy Hostital (Central Appointments)	344-9202
Outdoor Recreation Center	366-5197/5204
Pass & ID (North Gate)	366-5477
Pet Boarding Facility	366-5020
Pharmacy	366-5271
Postal Service Center/Office	366-5259
Public Affairs	366-2228
Retirees Affairs Office	366-2574
Safety Office	366-SAFE (7233)
SATO (Travel/Ticket Office)	653-1130/1134
School Liaison Officer	349-6251
Security Forces	366-2910
Sexual Assault Response Coordinator (SARC)	366-SARC (7272)
Shoppette (Plaza Arcade / Gas Station)	653-1141 / 653-4677
Tax Center (February - April)	366-2937
Teen Center	366-7706/1640
Theater (Movie Schedule)	366-1523
TMO – Passenger	366-5185/2375
TMO – Personal Property	366-7193/4227
Youth Center	366-3490

**Additional Services and Contacts can be found on the Andersen Air Force Base Home page:**  
<https://www.andersen.af.mil/Phone-Directory/>

# Air National Guard

In-Service Recruiter:

MSgt Jerry M. Damian, Recruiting & Retention Superintendent, ANG  
jerry.damian@us.af.mil

COM (671) 366-7794  
DSN (315) 366-7794

[www.goang.com](http://www.goang.com)

# Air Force Reserve

In-Service Recruiter:

TSgt Michael Shinohara  
Michael.shinohara@us.af.mil

CELL (671) 727-8723  
COM 800-257-1212

[AFReserve.com](http://AFReserve.com)

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APO, AP 96543

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