

Army Community Service

COVID-19 FACT SHEET



1231 Mahone Avenue, Building 9023
Fort Lee, VA 23801-1605
Telephone: (804) 734-6388 Fax (804) 734-6383



Hours of Operation: 0730-1630 Monday – Friday
DIRECTOR/OFFICER: 804-586-8041

Army Community Service (ACS) assists commanders in maintaining readiness of Warriors and their Families by delivering services which promote self-reliance, resiliency and stability during war and peace. ACS empowers Service Members to sustain a quality of life that is commensurate with their service. Family members have sacrificed and it's our job to make certain they remain strong, focused and capable to preserve the Family unit.

On-Call Services 24/7:

- ❑ **Empowerment Program Services/Victim Advocate** assists those who are victims of domestic violence. This includes safety planning, protective orders, community resource information and referrals.
- ❑ Domestic Violence/Child Abuse Allegations Hotline: 24/7
- ❑ On-call Domestic Abuse Victim Advocate: 804-479-6775
- Domestic Violence Victim Advocate 804-734-6378
- Domestic Violence Victim Advocate 804-734-6459

On-Site Services by Appointment (no-walk-ins):

- ❑ **Army Emergency Relief (AER)** offers emergency financial assistance to all Army active, retired and their Family members in the following categories: Food, rent, required travel, utilities, essential car repairs, medical bills, funeral expenses and essential needs in the event that pay is lost or not received.
 - AER Specialist : 804-734-7952
 - AER Officer: 804-734-7954
- ❑ **Exceptional Family Member Program (EFMP)** is a mandatory enrollment support program that works with other military and civilian agencies to provide coordinated medical, educational, housing, community support and personnel services to Soldiers who have a special needs Family member.
 - EFMP Manager: 804-734-6393
 - EFMP Systems Navigator: 804-734-7965
- ❑ **Family Advocacy Program (FAP)** builds healthy Families and sustains strong communities by providing comprehensive approaches to prevention, identification, and intervention of child and spouse abuse in military Families. Classes on Parenting, 5 Love Languages, Anger and Stress Management, Single Parent Support and others available upon request.
 - FAP Manager: 804-892-3627 (report child abuse/neglect allegations)
 - FAP Educator: 804-734-7353

- **New Parent Support Program (NPSP)** offers services to expectant parents and parents of newborns through three years of age. The New Parent Support Home Visitors can visit with you at home or can schedule an office visit. Services are tailored to your Family's needs and goals.
 - NPSP Home Visitor 804-734-7876
 - NPSP Home Visitor 804-734-6505

- **Financial Readiness Program (FRP)** offers classes on bank account management, money management, and budgeting. Information is available on several other financially related topics of interest to Military and Families. Other classes are available upon request.
 - Financial Readiness Program Manager 804-765-3800
 - Personal Financial Counselor 804-734-7178

- **Survivor Outreach Services (SOS)** connects survivors with people who can help you move forward and find strength. Many times after you have lost a loved one, there are unresolved issues or questions that may surface months or years after the loss. We are there to help and provide you with needed resources. SOS demonstrates the Army's commitment to Families of the fallen.
 - SOS Coordinator 804-734-6445
 - SOS Financial Counselor 804-734-6446

- **Program and Administrative Support:** provides administrative and program support to the ACS Operations.
 - Program Support Assistant 804-734-7851
 - Administrative Support 804-734-6388/6381

ARMY COMMUNITY SERVICE FAMILY RESOURCE ANNEX

Welcomes newcomers or walk-ins for information

- **Army Community Service Specialist** is designed to link service members and their Family members with other military and civilian helping agencies. Provides assistance in transition by maintaining current information on installations worldwide and operating a lending closet for temporary use of basic household items. POCs for Newcomer's Orientation, Community Action Council, and Overseas Briefing. Request for ACS Information tables for Unit events (Stand Downs or ACS Overview Briefing).
 - **ACS Specialist Manager** 804-734-6431
 - ACS Specialist 804-734-7827
 - ACS Specialist 804-734-6388
 - ACS Specialist 804-452-5719