



Connect to Care Approach Helping Agency Fact Sheets





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NOTE: This document is designed to provide additional information on the service providers and helping agencies listed in the Toolkit Field Resources. This document should be used in conjunction with the other Field Resources and not as a standalone product. Additionally, there are service providers listed in this document not covered in the Field Resources to provide a more comprehensive list of resources available to individuals seeking assistance.



Military & Family Readiness Center

M&FRC | Military & Family Readiness Policy

Mission

Installation Military and Family Readiness Centers (M&FRC)* provide programs and services to assist commanders in identifying, assessing, and minimizing personal and family related challenges to maintain unit cohesion and strengthening operational readiness through services that enable development and sustainment of resilient, ready Airmen, Guardians and their families. M&FRCs provide consultation to senior leadership and commanders in support of the development and execution of policies, programs and processes to enhance individual, family and community readiness, resilience and quality of life with services provided directly to the supported population of the installation.

Provider Role(s) within Agency

Centralized installation support, assistance, and information and referral hub for family readiness services and re-sources.

Populations Eligible for Services

- Service members (active, Guard, Reserve, DoD Civilians), family members, and retirees who are DoD ID Cardholders
- Family members include those individuals for whom the military member (Regular AF, USSF, Air Force Reserve, Air National Guard, and retired) provides medical, financial, and logistical (e.g., housing, food, clothing) support
- Gold Star and designated survivor family members

Presenting Concerns for Which We Offer Support

- Deployment planning and support
- Crisis Response education and support (natural and manmade disasters)
- Emergency Family Assistance
- Personal Financial Readiness skills development and support
- Certified Financial Counselors
- Personal and Work Life skills development
- Casualty Assistance
- Long-term support to survivors and connection to the Tragedy Assistance Program for Survivors (TAPS)
- Key Spouse Program guidance and training
- Relocation Assistance Program
- Employment Assistance
- Exceptional Family Member Program (EFMP) Family Support
- Transition Assistance Program
- Wounded, ill and injured support services
- Long-term support to survivors
- Connection to Air Force Aid Society
- Federal Voting Assistance Program

Confidentiality Considerations

- **Duty to Warn:** M&FRC staff must report circumstances that include concerns about personnel reliability in accordance with Nuclear Weapons Personnel Reliability Program (PRP); domestic violence in accordance with the Family Advocacy Program; and any clear threat to mission accomplishment or individual safety



Military & Family Readiness Center

M&FRC | Military & Family Readiness Policy

Differences in Available Services Between Installations

- Regular AF and USSF installation M&FRCs provide all standard program areas
- Stand-alone Air Force Reserve installations and Air National Guard units do not have M&FRCs and provide Family Readiness Services to the extent they are capable of through in-office assistance, or, off-base and nearest active duty base referrals due to limited staffing

Hours of Operation

Open

Installation dependent

After Hours Availability

Installation dependent

Closed

Installation dependent

Resources:

- Air Force Personnel Center–Airman and Family Readiness: <https://www.afpc.af.mil/Airman-and-Family/>
- FaceBook: “Airman and Family Division”
- MyAirForceBenefits: <https://www.myairforcebenefits.us.af.mil>
- Air Force Aid Society: <https://afas.org/>
- Voting Assistance Program: <https://www.fvap.gov/>
- Military OneSource (comprehensive 24/7 support for Family Readiness Services, 1-800-342-9647): <https://www.militaryonesource.mil/>
- Installation websites, social media, and contact rosters



Alcohol & Drug Abuse Prevention Program

ADAPT | Chief, Air Force Alcohol & Drug Abuse Prevention & Treatment Program

Mission

The Alcohol and Drug Abuse Prevention Program (ADAPT) mission is 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; and to restore function and return members to unrestricted duty status, or to assist them in their transition to civilian life, as appropriate.

Provider Role Within Agency

Administrative Staff: The ADAPT Program Manager (PM) manages all substance abuse treatment, services, prevention, and staff members. Certified Alcohol and Drug Counselors (CADC) conduct evaluations, education, and individual and group therapy. ADAPT staff coordinates with other base agencies and off-base resources to supplement services.

Populations Eligible for Services

- Active Duty Military
- Reserve Airmen and Air National Guard (Title 10)
- Dependents and retirees (Typically space available or referred to network)
- Civilian employees (IAW AFMAN 44-198)

Presenting Concerns for Which We Offer Support

- Alcohol/Drug misuse

Confidentiality Considerations

- Limits of confidentiality (dependent upon referral source)
- Privacy Act
- Health Insurance Portability and Accountability Act (HIPAA) provisions

Differences in Available Services Between Installations

Varies depending on CONUS vs OCONUS, nature of mission, size of Military Treatment Facility (MTF), residency training facility status, and strength of downtown referral network

Hours of Operation

Open

MTF Specific

Closed

Saturday & Sunday

After Hours Availability

After hours on-call everywhere, but face-to-face access only at Emergency Department if large MTF



Chaplain AF/HC

Purpose

Chaplains provide counseling that supports the spiritual resources of the counselee to bolster spiritual fitness for Airmen, Guardians, their authorized dependents, and other authorized personnel, whether religious or non-religious.

Provider Role Within Agency

Chaplain

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- Reserve Airmen
- Guard Airmen

Presenting Concerns for Which We Offer Support

- Alcohol/Drugs
- Anxiety/Depression/Stress
- Child Maltreatment
- Domestic Abuse/Sexual Assault (between intimate partners)
- Education/Professional Development
- Finances
- Grief/Loss/Sadness
- Homicidal Thoughts
- Hostile Work Environment
- Interpersonal Conflicts
- Marriage & Family/Relationships
- New Parent Assistance
- PCS/Separation
- Problematic Sexual Behavior (in youth)
- Religious/Spiritual Accommodation and Mentoring
- Sexual Assault
- Sexual Harassment
- Suicidal Thoughts
- Workplace Discrimination

Confidentiality Considerations

- **100% Confidential:** Can maintain confidentiality but does not take restricted reports



Air Force Employee Assistance Program

AF EAP

Overview

The Air Force Employee Assistance Program (EAP) is a non-clinical, confidential resource for civilians and their families to connect with short-term mental health support, work-life referrals, resources, and information, as well as help with the daily challenges that may impact a civilian member and/or their family members. Services and referrals are provided at no cost to the civilian or family member.

Provider Roles Within Agency

All services begin with a call to our 1-866-580-9078 toll-free number. Depending on the evaluation, clients can receive services face-to-face with a local affiliate provider, on the phone, or via telehealth (a virtual counseling platform). Additional follow-up support is provided via email, and clients have access to a comprehensive website.

NOTE: High civilian-populated locations (e.g., AFMC, JBSA) have assigned on-installation resources that are available to the installation civilian population and their families.

Populations Eligible for Services

- DAF Civilian Employees
- NAF Civilian Employees
- Additional audiences: Supervisors of Civilians (military or civilian); Direct Hire Foreign Nationals in USAFE; Army civilians at Air-Force led bases (eg., Fort Sam Houston); Defense Logistic Agency (DLA) at Air Force medical facilities; DAF and NAF household/family members; Guard and Reserve civilian members and their families
- AF EAP also provides direct support to both military and civilian supervisors of civilians with respect to what will be available through the resource, how to approach the civilian, and what potential concerns to look for while supporting the civilian

Presenting Concerns for Which We Offer Support

- Alcohol/Drugs
- Anxiety/Depression/Stress
- Education/Professional Development
- Finances
- Grief/Loss/Sadness
- Hostile Work Environment
- Interpersonal Conflicts
- Legal (i.e., wills, power of attorney)
- Marriage & Family/Relationships
- New Parent Assistance
- Nutrition/Fitness/Tobacco
- PCS/Separation
- Sexual Harassment
- Sleep
- Special Needs/EFMP
- Workplace Discrimination

NOTE: EAP is a non-clinical support resource that can be used in all the situations above as initial prevention support, as a post-event response support, or as a stopgap for individuals who need in-the-moment help. It would not be the primary for any clinical response (Sexual Assault, Suicidal ideation, Domestic Violence). Individuals who call or connect with AF EAP for these needs would be triaged to ensure current safety and transferred to appropriate resources. Because the calls are confidential, unless concern is for immediate harm to self or others, all transfers will be voluntary.



Air Force Employee Assistance Program

AF EAP

Confidentiality Considerations

- **Mandatory Reporter:** Clear and present concern for immediate harm to self or others
- **100% Confidential:** Can maintain confidentiality but does not take restricted reports

NOTE: AF EAP is not required for disclosure on the Questionnaire for National Security Positions, question 21, which requires disclosure of mental health treatment because AF EAP operates only on a non-clinical basis.

Differences in Available Services Between Installations

The following locations have on-site resources: Hanscom, Wright-Patt, Robins, Eglin, Hill, Tinker, Kirtland, USSF in Colorado, USAFA, Lakenheath, Ramstein, and U.S. Air Force Academy (USAFA).

Hours of Operation

Open

24 hours a day, 7 days a week

Resources

- Telephone Helpline/Hotline: 1-866-580-9078 (available 24/7 at no cost)
- Follow-Up Support: Provided after calls and engagement
- Website: www.afpc.af.mil/eap
- Marketing materials (brochures, cards) available upon request to HAF.EAP.1@us.af.mil



Equal Opportunity

SAF/MRQ

Purpose

The Department of the Air Force (DAF) Equal Opportunity (EO) Program provides prompt, fair, and impartial services to all Airmen and Guardians (military and civilian), military family members, and retirees, reinforcing DAF's commitment to responding to unlawful discrimination and harassment which threaten Airmen and Guardian's well-being, unit morale, and ultimately degrades mission readiness and success. This includes ensuring the Total Force is equipped with knowledge about and has access to available resources such as trained EO practitioners and the DAF Unlawful Discrimination, Harassment, and Sexual Harassment Hotline.

The DAF EO Program provides civilian equal employment opportunity (EEO) and military equal opportunity (MEO) complaint processing, outreach, training, human relations education, and assistance through Negotiation and Dispute Resolution, and other related services and initiatives.

Provider Role Within Agency

- EO Directors (Program Oversight, Complaint Processing, Outreach, Training, Etc.)
- EO Practitioners (Includes Complaint Processing, Outreach, and Training)

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Military Retirees
- DAF Civilian Employees (APR/NAF)
 - DAF Civilian Applicants for Employment
 - DAF Former Civilian Employees
- Reserve Airmen (Title 10 Status)
- Guard Airmen (Title 10 Status)
- U.S. Government Contractors (limited circumstances)

Presenting Concerns for Which We Offer Support

- Workplace Discrimination - based on protected class
 - Military - Race, color, national origin, religion, sex (including pregnancy, gender identity, or sexual orientation)
 - Civilian - Race, color, national origin, religion, sex (including pregnancy, gender identity, and sexual orientation), age (over 40), disability, genetic information, or retaliation
- Unlawful Harassment (Sexual Harassment) - hostile work environment based on protected class
- Harassment - hostile work environment NOT based on protected class
 - Military - bullying, hazing, offensive jokes, ridicule or mockery, insults or put-downs, intimidating acts, veiled threats of violence, threatening or provoking remarks
 - Civilian - DAF EO does not have oversight on this; please contact civilian personnel

Confidentiality Considerations

- **Mandatory Reporter:** Must report all allegations of suspected criminal activity to appropriate authorities as outlined in existing policies. The DAF EO office preemptively defines sexual assault during an MEO complaint intake to help preserve a member's ability to file a restricted (confidential) report with the SAPR program

Differences in Available Services Between Installations

DAF EO operates across CONUS and OCONUS locations. Hours vary depending on location but generally follow installation guidance on what constitutes the duty day.



Equal Opportunity

SAF/MRO

Hours of Operation

Open

Monday-Friday 0730-1630

Closed

Saturday & Sunday

After Hours Availability

The DAF Unlawful Discrimination, Harassment, and Sexual Harassment Hotline is available and is operated by EO Practitioners at Air Force Personnel Center (AFPC) EO Operations. Complaints through the hotline are referred to the appropriate EO office or the appropriate agency that will handle the concern.

EO Practitioners ARE NOT professionally trained as crisis call center personnel and do not coordinate services. DAF EO is a non-clinical and non-victim advocacy/assistance program that is statutorily required to remain neutral/impartial.

Resources

- Telephone Helpline/Hotline: DAF Unlawful Discrimination, Harassment, and Sexual Harassment Hotline, 1-888-231-4058
- Website: <https://www.af.mil/Equal-Opportunity>



Exceptional Family Member Program

EFMP | AF/A1S

Overview

The Exceptional Family Member Program (EFMP) provides comprehensive support to military families with special medical or educational needs through: Identification & Enrollment, Assignment Coordination and Family Support Services. Airmen and Guardians on active duty enroll in the mandatory program when they have a family member with a physical, emotional, developmental, or intellectual disorder requiring specialized services so their needs can be considered in the military personnel assignment process. EFMP Family Support Coordinators provide outreach to newly identified EFMP families, family assessments for information and referral services, as well as a connection to the new duty location EFMP Family Support.

Provider Role Within Agency

- Assignments: Centralized Assignment Navigators (Personnel)
- Medical: Special Needs Coordinator (SNC)
 - Special Needs Technician (SNT)
 - Medical Review Officer (MRO)
 - Exceptional Assignment Programs (EAP) Physician
 - Medical Administrator (Triage)
 - Family Member Travel Screening (FMTS) Case Builders
 - Chief of Medical Staff (SGH)
 - Healthcare Benefits Analyst
- Family Support: EFMP-FS Coordinator (Non-Medical Case Management)
- Special Education: Special Education Attorney
 - Special Education Specialist

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- Reserve Airmen (Title 10)*
- Guard Airmen (Title 32)*

**Mandatory enrollment not required for Guard and Reserve members*

Presenting Concerns for Which We Offer Support

- Family Member Travel Screening (FMTS)
- Reassignment Coordination
- Information and Referral services for federal, state and local community partner agencies
- Special Education advocacy and guidance
- Legal Assistance and guidance

Confidentiality Considerations

- **Duty to Warn:** Staff must report circumstances that include concerns about personnel reliability in accordance with Nuclear Weapons Personnel Reliability Program (PRP); domestic violence in accordance with the Family Advocacy Program; and any clear threat to mission accomplishment or individual safety. Special Education Attorney maintains 100% confidentiality



Exceptional Family Member Program

EFMP | AF/A1S

Differences in Available Services Between Installations

DAF EFMP operates across CONUS and OCONUS locations with installation-level medical, assignment and Family Support stakeholders. FMTS has traditionally been a frustrating process for members, families, and leadership. In order to improve support, centralize and standardize processes with Sister Services and installation-level partners, the EFMP Central Cell was established at AFPC and available 24 hours/day through the Total Force Service Center to assist members. The DAF has 105 full time EFMP-FS Coordinators at 82 installations; larger population installations have more than 1 coordinator assigned. DAF EFMP Medical Offices are currently staffed with 83 primary duty Special Needs Coordinators, 66 alternate-duty Special Needs Coordinators, 78 primary duty Special Needs Technicians, and 42 alternate-duty Special Needs Technicians. Hours vary depending on location but generally follow installation guidance on what constitutes the duty day.

Hours of Operation

Open

Monday-Friday, 0730-1630

Closed

Saturday & Sunday

After Hours Availability

Active duty sponsors and their EFMP family members can contact the myPers - Total Force Service Center 24 hours a day, 7 days a week at commercial (210)565-0102 / Toll-Free 1-800-525-0102.

- Active duty sponsors will select menu option 1 (Regular AF with Personnel Inquiries) then submenu option 4 (EFMP/Humanitarian/Expedited Transfer) when prompted to connect with a myPers - TFSC representative
- EFMP family members over 18 years of age will select option 7 (EFMP/Humanitarian/Expedited Transfer) when prompted to connect with a myPers - TFSC representative

Resources:

Facebook: <https://www.facebook.com/AirForceEFMP>

DAF Family Vector: <https://daffamilyvector.us.af.mil>

AFPC Central Cell Organizational Inbox: afpc.dp3x.workflow@us.af.mil



Family Advocacy Program

FAP | Chief, Air Force Family Advocacy Program

Mission

The Department of the Air Force Family Advocacy Program (FAP) builds healthy communities by implementing programs designed for the prevention and treatment of domestic violence, child abuse and neglect, and problematic sexual behavior in children and youth. Air Force Medical Readiness Agency (AFMRA) FAP provides program and policy development, training and resourcing medical treatment facility staff, data collection and reporting activities, and program research and evaluation. AFMRA FAP also provides consultation services to key customers.

Provider Roles Within Agency

Medical Roles:

- Family Advocacy Officer (Clinical Social Worker or Psychologist)
- Family Advocacy Treatment Manager/ Intervention Specialist (Clinical Social Worker)
- Family Advocacy Nurse (Clinical Registered Nurse)
- NAF Civilian Employees (in OCONUS locations)
- Reserve Airmen (Activated Title 10)
- Guard Airmen (Activated Title 32)
- U.S. Government Contractors (in OCONUS locations)

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- DAF Civilian Employees (in OCONUS locations)
- Domestic Abuse Victim Advocate (Non-Clinical)
- Family Advocacy Program Assistant (Non-Clinical)
- Programs: Maltreatment Intervention Program, New Parent Support Program, Secondary Prevention and Client Engagement (SPACE) Program

Presenting Concerns for Which We Offer Support

- Child Maltreatment (sexual assault of minors is directed to FAP not SAPR)
- Domestic Abuse/Sexual Assault (between intimate partners)
- New Parent Assistance
- Problematic Sexual Behavior (in children and youth)

Confidentiality Considerations

- **Mandatory Reporter:** Must report any child maltreatment allegation to appropriate authorities as outlined in existing policies
- **Restricted Reporter:** Can take restricted reports of domestic abuse/sexual assault (between intimate partners)

Differences in Available Services Between Installations

- Civilian and/or contract employees in OCONUS locations are eligible to receive medical care in the Military Treatment Facility (MTF) using their medical insurance, which makes them eligible for all FAP services at no charge
- Activated guard and reserve (title 10 and 32) and their families who are eligible for care in the MTF are eligible for the full range of FAP services
- In Joint Base environments where the Air Force is the Supporting Service, AF manages the FAP office and all reports to FAP are processed and governed in accordance with the appropriate DoD and Air Force policies



Family Advocacy Program

FAP | Chief, Air Force Family Advocacy Program

Hours of Operation

Open

MTF Specific

Closed

Weekends and Holidays

After Hours Availability

Varies by location. Most installations have Domestic Abuse Victim Advocate response available 24 hours a day and 7 days a week. See FAP office for local numbers.

Resources

- **Telephone Helpline/Hotline:** Varies by location. Most installations have Domestic Abuse Victim Advocate response available 24 hours a day and 7 days a week. See FAP office for local numbers
- **Follow-Up Support:** Family Advocacy provides ongoing services to prevention and maltreatment clients



Legal Assistance

AF/JA

Mission

The Department of the Air Force Legal Assistance takes care of service members and their families to promote resilience and readiness. The Legal Assistance vision is that through legal assistance, service members and their families will be empowered to address their legal affairs and maintain their resilience and readiness.

Provider Role Within Agency

The Department of the Air Force Legal Assistance providers are available worldwide to advise Service members, family members and other eligible clients on legal affairs in a timely and professional manner. Providers deliver preventive law information, assist with personal legal problems, and alleviate the burden of full payment for legal services. More details are located on the [MyAirForceBenefits](#) website.

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- Reserve Airmen
- Guard Airmen

Presenting Concerns for Which We Offer Support

- Legal (i.e., wills, power of attorney)
- Marriage & Family/Relationships
- Special Needs/EFMP
- Other: Family law (divorce/child custody), legal assistance for victims, landlord/tenant, immigration/naturalization, consumer issues, tax issues, service member protections such as the Service Members Civil Relief Act

Confidentiality Considerations

- **100% Confidential:** Can maintain confidentiality but does not take restricted reports. In addition, there are several exceptions to confidentiality, including disclosures to prevent commission of a crime as well as to prevent certain death or substantial bodily harm

Differences in Available Services Between Installations

- To find your nearest legal assistance office, go to [legal assistance](#)
- For legal assistance offices at joint installations, contact that office to determine the services offered

Hours of Operation

Open

Varies by location

Closed

Varies by location

After Hours Availability

For emergencies, contact the local base command post

Resources

Website: The DAF Legal Assistance Website contains information on legal assistance services and is located here: [U.S. Air Force Legal Assistance \(AFLASS\)](#). Information on special education legal assistance is located here: [Content \(af.mil\)](#). Individuals can find their nearest legal assistance office here: [Armed Forces Legal Assistance \(AFLA\)](#). Many base legal offices operate a website or social media page.





Mental Health Clinic

MHC | Air Force Director of Psychological Health

Mission

The Mental Health Clinic (MHC) is committed to providing high quality care tailored to the unique needs of each patient. The Mental Health team supports the welfare and readiness of the community by providing psychological assessment, education, consultation, and treatment services using a wide variety of evidence-based modalities.

Provider Role Within Agency

- Providers and technicians work collaboratively with Commanders, First Sergeants, and various helping agencies to ensure Service Members and their families get the care they need
- Administrative Staff are readily available to provide information and facilitate scheduling appointments

Populations Eligible for Services

- Active Duty Military
- Reserve Airmen (Title 10)
- Guard Airmen (Title 32)

Presenting Concerns for Which We Offer Support

- Anxiety/Depression/Stress
- Interpersonal Conflicts
- Marriage & Family/ Relationships
- Sleep
- Suicidality
- Urges to harm others
- Other issues that foster distress and diminish readiness

Confidentiality Considerations

- **Mandatory Reporting:** Required to adhere to reporting requirements dictated by law and regulatory guidance
- **Restricted Reporter:** Can take restricted reports and maintain confidentiality

Differences in Available Services Between Installations

Varies depending on CONUS versus OCONUS, nature of mission, size of MTF, and residency training facility status.

Hours of Operation

Open

MTF Specific

Closed

Saturday & Sunday

After Hours Availability

After hours consultation is available to base leadership at all installations. Patients in crisis should call 911 or go to the nearest emergency department



Military and Family Life Counseling Program

MFLC | AF/A1S

Overview

Military and Family Life Counseling provides service members, their families, and survivors with non-medical counseling worldwide through licensed and credentialed counselors obtained through a Department of Defense contract. The non-medical counseling approach is psychoeducational, which helps participants learn to anticipate and resolve challenges associated with the military life. Support is aimed at preventing the development or exacerbation of mental health conditions that may detract from military and family readiness. Military and Family Life Counselors (MFLC) are trained to work with the military community to deliver valuable face-to-face counseling services, briefings, and presentations to the military community both on and off the installation.

MFLCs may be organized as rotational, rotational-embedded (within a unit), short-term surge, or on-demand support for adult, child and youth, or school-based populations. MFLCs may be assigned to various locations including, but not limited to, installation Military and Family Readiness Centers, resiliency centers, child development centers, teen centers, DoDEA schools, local education agencies and installation welcome centers, as well as, directly embedded in some units. Counseling is private and confidential with the exception of mandatory state, federal and military duty-to-warn reporting requirements, as each MFLC is licensed and credentialed in the state in which services are provided. Non-medical counseling services may occur both on and off military installations.

Provider Role Within Agency

MFLC non-medical counseling services

Populations Eligible for Services

- Active Duty Military and their immediate family members
- National Guard and Reserve (regardless of activation status) and immediate family members
- Department of Defense expeditionary civilians (90 days prior to deployment through 180 days post-deployment) and immediate family members during the eligibility period
- Veterans and their immediate families are eligible up to 180 days past separation from the military

Presenting Concerns for Which We Offer Support

- Deployment stress and reintegration
- Anger management
- Conflict resolution
- Parenting and parent-child communication
- Marriage, divorce, relationship, and family issues
- Identifying feelings, bullying, and self-esteem
- Problem-solving
- Time management
- Coping skills
- Homesickness
- Anxiety/Depression/Stress
- Finances
- Grief/Loss/Sadness
- Interpersonal Conflicts
- PCS/Separation



Military and Family Life Counseling Program

MFLC | AF/A1S

Confidentiality Considerations

- **Duty to Warn and Mandatory Reporting:** MFLCs must report domestic abuse, child abuse or neglect, potential harm to self and others, and other duty-to-warn situations. MFLCs are not authorized to receive domestic abuse or sexual assault restricted reports

Differences in Available Services Between Installations

MFLCs provide Department of Defense contracted non-medical counseling worldwide.

Hours of Operation

Open

Installation/unit dependent, MFLCs provide flexible 40-hour workweeks.

Closed

Installation/unit dependent, MFLCs provide flexible 40-hour workweeks.

After Hours Availability

Installation/unit dependent, MFLCs provide flexible 40-hour workweeks.

Resources

Website: [MFLC, Military & Family Life Counseling Program • Military OneSource](#)



Office of Special Investigations

OSI | SAF/IG

Purpose

The Office of Special Investigations (OSI) is the federal law enforcement and counterintelligence agency for the United States Air Force and Space Force. OSI provides professional investigative service to commanders of all DAF. OSI's primary responsibilities are criminal investigations and counterintelligence services. The vast majority of OSI's investigative activities pertain to felony crimes including murder, robbery, rape, assault, major burglaries, drug use and trafficking, sex offenses, arson, compromise of DAF test materials, black market activities, and other criminal activities.

Provider Role Within Agency

OSI is a federal law enforcement investigative agency and does not have a provider role.

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- DAF Civilian Employees
- NAF Civilian Employees
- Reserve Airmen
- Guard Airmen
- U.S. Government Contractors

Presenting Concerns for Which We Offer Support

- OSI provides investigative support to DAF Commanders

Confidentiality Considerations

- **Mandatory Reporter:** Must report the case to appropriate authorities as outlined in existing policies

Differences in Available Services Between Installations

OSI operates across installations and its mission depends on installation type and location. The OSI basic unit is the OSI Detachment located on all USAF installations, CONUS and OCONUS where they perform criminal, fraud and counterintelligence (CI) investigations and operations. Other locations that are not traditional include OSI locations at U.S. Embassies, Seat of Government Detachments, National Security Detachments, Joint Terrorism Task Force and Force Protection Detachments. These locations have a focused mission with regard to Counterintelligence Investigation, Operations and Liaison activities. Deployed locations in Europe and the Middle East are similar and carry a heavy CI-Focused Mission with the occasional criminal investigative support. Other OSI Units include Special Projects, responsible for all USAF Special Access Programs (SAPs) which performs program security, inspections, investigative and counterintelligence functions for all SAPs, and Procurement Fraud which specializes in large scale, "white collar" crimes affecting Air Force and DoD-wide contracts, programs, or weapons systems. These units may not be located on a Department of Air Force Installation.



Office of Special Investigations

OSI | SAF/IG

Hours of Operation

Open

24 hours a day, 7 days a week

After Hours Availability

ICON Global Watch Center

DSN: 240-8484

Commercial: 571-305-8484

Toll Free: 877-246-1453

Resources

- Telephone Helpline/Hotline: For tips requiring an immediate response, please contact AFOSI 24-Hour Watch at 1-877-246-1453 Report via Tip411 App:
 - For iPhone:
 - 1) Download the app, Tip411, from the App Store
 - 2) Choose Submit A Tip
 - 3) Click the link to select an agency and then select Air Force OSI
 - 4) Fill out form with as much information as possible
 - 5) Click Submit
 - For Android:
 - 1) Download the app, Air Force OSI Tips, on the Google Play store
 - 2) Choose Submit A Tip
 - 3) Fill out form with as much information as possible
 - 4) Click Submit.
- Report via Text: Text "AFOSI" Plus Your Tip Information to 847411 (Tip411)
- Website: www.osi.af.mil
- Other: AFOSI has a Facebook, Twitter, Instagram, and LinkedIn Account



Primary Care Behavioral Health

PCBH | DHA

Overview

Primary Care Behavioral Health (PCBH) provides consultation and brief intervention, not traditional psychotherapy. We also assist patients with the referral process if additional mental health is needed. We encourage and schedule follow-up appointments with your primary care manager for further assessment and intervention if needed. We assist patients with developing and sustaining healthier lifestyle choices. We manage and track patients who have been diagnosed with anxiety, depression, post-traumatic stress disorder or other mental health illnesses for which a primary care manager has prescribed antidepressant medication or anxiolytic medication. During assessments, we educate about medication, treatment expectations, potential side effects and possible remedies.

Provider Role Within Agency

Primary Care Behavioral Health provider

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- Reserve Airmen
- Guard Airmen

Presenting Concerns for Which We Offer Support

- Anxiety/Depression/Stress
- Grief/Loss/Sadness
- Interpersonal Conflicts
- Marriage & Family/Relationships

Confidentiality Considerations

- **Mandatory Reporter:** Must report the case to appropriate authorities as outlined in existing policies
- **Restricted Reporter:** Can take restricted reports and maintain confidentiality

Hours of Operation

Open

MTF Specific

Closed

MTF Specific

After Hours Availability

N/A



Psychological Health Advocacy Program

PHAP | AFRC/A1ZO

Purpose

The Psychological Health Advocacy Program (PHAP) advocates for Air Force Reserve Command (AFRC) members and their families regarding their mental health. Case management and outreach services allow clients to function within the demands of their environment. This is accomplished by using creative initiatives and collaboration with public and private organizations to effectively address the mental health needs of the Air Force Reserve community.

Provider Role Within Agency

AFRC Psychological Health Advocacy Program (PHAP) provides psychological health referral services to AFRC Reservists and their families to include referral information, follow-up to services rendered, provide outreach services at all AFRC Yellow Ribbon events and assistance to AFRC installation leaders with mental health issues within three regions in the United States and Guam. The PHAP Team is not authorized to counsel, diagnose, or treat any person requesting assistance.

Populations Eligible for Services

- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- DAF Civilian Employees
- NAF Civilian Employees
- Reserve Airmen

Presenting Concerns for Which We Offer Support

- Alcohol/Drugs
- Anxiety/Depression/Stress
- Child Maltreatment
- Domestic Abuse/Sexual Assault (between intimate partners)
- Education/Professional Development
- Finances
- Grief/Loss/Sadness
- Homicidal Thoughts
- Hostile Work Environment
- Interpersonal Conflicts
- Legal (i.e., wills, power of attorney)
- Marriage & Family/Relationships
- New Parent Assistance
- PCS/Separation
- Workplace Discrimination

Confidentiality Considerations

- **Mandatory Reporter:** Must report the case to appropriate authorities as outlined in existing policies

Differences in Available Services Between Installations

PHAP offers outreach or “morale” calls to requesting Reserve Airmen and families during all the stages of deployment: pre-deployment, during, and post deployment.



Psychological Health Advocacy Program

PHAP | AFRC/A1ZO

Hours of Operation

Open

PHAP maintains an on-call message line 24 hours a day, 7 days a week to respond to inquiries and referrals.

After Hours Availability:

- PHAP 24hr Message Line: 1-866-417-0707
- If not available, call 911 or go to Emergency Room

Resources

- Telephone Helpline/Hotline:
 - South Region: 678-655-2464
 - North Region: 937-656-1709
 - West Region: 707-424-2704



Reserve Director of Psychological Health

DPH | AFRC/SG

Purpose

Air Force Reserve (AFR) Directors of Psychological Health are privileged mental health providers ensuring support services, enhanced coordination, and crisis response in the AFR community. They maintain readiness and maximize psychological health, resilience, and well-being enabling members and their families to meet the unique challenges of a Reserve Citizen Airman.

Provider Role Within Agency

Reserve Directors of Psychological Health (DPH) provide leadership consultation, short-term problem solving, enhanced referral and resource coordination, crisis response to a myriad of behavioral health concerns to promote health.

Populations Eligible for Services

- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- DAF Civilian Employees
- NAF Civilian Employees
- Reserve Airmen

Presenting Concerns for Which We Offer Support

- Alcohol/Drugs
- Anxiety/Depression/Stress
- Child Maltreatment
- Domestic Abuse/Sexual Assault (between intimate partners)
- Education/Professional Development
- Grief/Loss/Sadness
- Homicidal Thoughts
- Hostile Work Environment
- Interpersonal Conflicts
- Marriage & Family/Relationships
- Nutrition/Fitness/Tobacco
- PCS/Separation
- Problematic Sexual Behavior (in youth)
- Suicidal Thoughts

Confidentiality Considerations

- **Mandatory Reporter:** Must report the case to appropriate authorities as outlined in existing policies
- **Restricted Reporter:** Can take restricted reports and maintain confidentiality

Differences in Available Services Between Installations

DPHs are placed in Reserve wings in addition to Active Duty host installations. When the Reserve wing serves as host of an installation, DPH services may be provided to Tenants units.

Hours of Operation

Open

DOD Duty hours, UTA weekends and on call as determined by Wing Commanders

Closed

As determined by Installation/Base Commander

After Hours Availability

If not available, call 911 or go to Emergency Room





Reserve Transition Assistance Program

TAP | AFRC/A1ZO

Overview

Reserve and Guard-specific Transition Assistance Program (TAP) services provide information, education, and referral to Reserve and Guard Airmen who are completing their first 180-day order, have previously completed 180-day orders without completing TAP requirements, and/or are referred to/in need of TAP assistance even if they are remaining in a Reserve or Guard status.

Provider Role Within Agency

Reserve and Guard TAP professionals operate in the unit Airman and Family Readiness (A&FR) Offices. These professionals provide support and guidance helping Reserve and Guard Airmen, in any status, become fully aware of and utilize veteran's entitlements as well opportunities for education, job search, entrepreneurship, mental health, and other benefits and support resources available.

TAP professionals in a Reserve/Guard A&FR Office or an active duty A&FR Center work with Reservists and Guardsmen to coordinate assistance from a variety of helping agencies and professionals including the VA, Directors of Psychological Health, the local America's Job Bank, base helping agencies, local community helping agencies, and national organizations. Connect to Care practices depend upon the severity of the situation varying from escorting personnel to needed services to sharing of contact, location, and information necessary for successful appointment with the referred-to agency.

Populations Eligible for Services

- Reserve Airmen
- Guard Airmen

Presenting Concerns for Which We Offer Support

- Education/Professional Development
- Finances
- Special Needs/EFMP
- Employment, education on Veteran's benefits and entitlements

Confidentiality Considerations

- **Mandatory Reporter:** Must report the case to appropriate authorities as outlined in existing policies

Differences in Available Services Between Installations

- Air Force Reserve and Guard Airmen, in any status, are eligible to access TAP services and programs at any branch or component family agency



Sexual Assault Prevention and Response

SAPR | AF/A1

Purpose

The Sexual Assault Prevention and Response Program (SAPR) reinforces the Department of the Air Force's commitment to eliminate incidents of sexual assault through awareness and prevention education, victim advocacy, response, reporting and accountability. The DAF promotes sensitive care and confidential reporting for victims of sexual assault and accountability for those who commit these crimes.

Provider Roles Within Agency

- Sexual Assault Response Coordinator (SARC)
- SAPR Victim Advocate

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- DAF Civilian Employees
- NAF Civilian Employees
- Reserve Airmen
- Guard Airmen
- U.S. Government Contractors (OCONUS/U.S. Citizen Only)

Presenting Concerns for Which We Offer Support

- Sexual Assault (for individuals 18 years or older and non-intimate partners)

Confidentiality Considerations

- **Mandatory Reporter:** Must report the case to appropriate authorities as outlined in existing policies
- **Restricted Reporter:** Can take restricted reports and maintain confidentiality for sexual assault cases. Victims are eligible to file a Restricted Report, providing they did not personally report the sexual assault incident to law enforcement, to include Military Criminal Investigative Organizations

Hours of Operation

Open

Monday-Friday 0800-1700

Closed

Saturday & Sunday

After Hours Availability

- Every Installation SAPR Office has 24/7 response capability
- DoD Safe Helpline: 877-995-5247
- Military Crisis Line: 1-800-273-8255
- Civilian Employee Assistance Program: 1-866-580-9078

Resources

- Website
 - o DoD Safe Helpline www.safehelpline.org
 - o DoD: [Home | SAPR](#)
 - o Department of the Air Force: [SAPR \(af.mil\)](http://SAPR.af.mil)





Victims' Counsel AF/JAJS

Mission

Empowering victims of crime through independent advice and victim-centered legal representation.

Vision

To be the premier Department of Defense Victims' Counsel (VC), through unrivaled legal representation, advancing comprehensive, enforceable, and meaningful victims rights.

Provider Roles Within Agency

Victims' Counsel and Victims' Paralegals provide privileged, confidential legal counsel through the military justice process for eligible victims. These attorneys and paralegals support and protect victims and their rights.

Populations Eligible for Services*

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- DAF Civilian Employees
- NAF Civilian Employees
- Reserve Airmen
- Guard Airmen
- U.S. Government Contractors

* Additional eligibility requirements listed in DAFI 51-207, paras. 3.2.4., et. seq.

Presenting Concerns for Which We Offer Support

- Domestic Abuse/Sexual Assault (between intimate partners)
- Hostile Work Environment
- Interpersonal Conflicts
- Sexual Assault

Confidentiality Considerations

- **100% Confidential:** Can maintain confidentiality but does not take restricted reports

Differences in Available Services Between Installations

VCs operate at only 49 installations worldwide. If there is not a VC Office at your installation, there is one responsible for your installation. Contact the legal office for further information.

Hours of Operation

Open

Monday-Friday 0730-1630

Closed

Saturday & Sunday

After Hours Availability

Contact the Command Post

Resources

Website: Afjag.af.mil





Victim and Witness Assistance Program

VWAP | AF/JAJM

Mission

The Victim and Witness Assistance Program (VWAP) mission is to mitigate the physical, psychological, and financial hardships suffered by victims and witnesses, foster cooperation of victims and witnesses within the military criminal justice system, and ensure best efforts are made to accord victims of crime enumerated rights, to include those described in Article 6(b), Uniformed Code of Military Justice (UCMJ).

Provider Role Within Agency

Victim and Witness Assistance Program (VWAP) Coordinators and Liaisons are charged with implementing the VWAP program at each installation by assisting victims and witnesses throughout the military justice process.

Populations Eligible for Services

- Active Duty Military
- Active Duty Dependents (18 years or older)
- Active Duty Dependents (Younger than 18 years)
- DAF Civilian Employees
- NAF Civilian Employees
- Reserve Airmen
- Guard Airmen
- U.S. Government Contractors

Presenting Concerns for Which We Offer Support

- Domestic Abuse/Sexual Assault (between intimate partners)
- Finances
- Hostile Work Environment
- Interpersonal Conflicts
- Sexual Assault
- Sexual Harassment
- Workplace Discrimination
- Other: Any victim of a criminal offense under the UCMJ

Confidentiality Considerations

- **Mandatory Reporter:** Must report the case to appropriate authorities as outlined in existing policies

Differences in Available Services Between Installations

VWAP is available at each installation and should be administered uniformly across the service.

Hours of Operation

Open

Monday-Friday 0730-1630; hours may vary

After Hours Availability

Generally, the same hours as the base legal office

Closed

Saturday & Sunday





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