



# Connect to Care Approach

## Helping Agency Fact Sheets





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## **Military & Family Readiness Center M&FRC | Military & Family Readiness Policy**

### **Mission**

Installation Military and Family Readiness Centers (M&FRCs) \* 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 resources.

### **Populations Eligible for Services**

- DAF Service members (Active USAF & USSF, Guard, Reserve, DoD Civilians), family members, and retirees who are DoD ID Cardholders
- Family members include those individuals for whom the military member (Regular Air Force, United States Space Force, 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
- Emergency Family Assistance
- Certified Financial Counselors
- Personal and Work Life skills development
- Casualty Assistance



- Relocation Assistance Program
- Employment Assistance
- Exceptional Family Member Program (EFMP) 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
- Crisis Response education and support (natural and manmade disasters)
- Long-term support to survivors and connection to the Tragedy Assistance Program for Survivors (TAPS)
- Commander's Key Support Program guidance and training
- Personal Financial Readiness skills development and support
- Personal Financial Readiness skills development and support

### **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.

### **Differences in Available Services Between Installations**

- Regular United States Air Force and United States Space Force 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**

The hours of operation, including after hours, are installation dependent.



## Resources:

- [The Air Force Personnel Center— Military and Family Readiness website](#) is readily available for you to review
- FaceBook: “Airman and Family Division”
- [MyAirForceBenefits](#) can be accessed through their website
- The Air Force Aid Society has resources on their website here <https://afas.org/>
- Check out the Voting Assistance Program website at <https://www.fvap.gov/>
- Military OneSource (comprehensive 24/7 support for Family Readiness Services) can be contacted via phone 1-800-342-9647 or through their website at <https://www.militaryonesource.mil/>
- Installation websites, social media, and contact rosters



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

### **Mission**

The Alcohol and Drug Abuse Prevention Treatment (ADAPT) program mission is to promote readiness, health, and wellness through the prevention and treatment of substance misuse; to minimize the negative consequences of substance misuse, to the individual, family, and organization; to provide comprehensive education and treatment to individuals who experience problems attributed to substance misuse; 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 treatment, services, prevention, and staff members. The Certified Alcohol and Drug Counselor (CADC) conducts 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**

- DAF Active-Duty Military (USAF & USSF)
- DAF Reservists and Guard members
- Dependents and retirees (Typically space available or referred to network)

### **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 capacity of network provider caseloads.

### **Hours of Operation**

Open: MTF Specific

Closed: Saturday & Sunday

## Chaplain AF/HC

### Purpose

Chaplains provide holistic spiritual fitness counseling that supports the holistic wellness, resilience, and readiness of Airmen, Guardians, their authorized dependents, and other authorized personnel, whether religious or non-religious.

### Provider Role Within Agency

Chaplain

### Populations Eligible for Services

- DAF Active-Duty Military (USAF & USSF)
- DAF Active-Duty Dependents (18 years or older)
- DAF Active-Duty Dependents (younger than 18 years)
- Reserve Airmen
- Guard Airmen

### Presenting Concerns for Which We Offer Support

- Alcohol/Drugs (couples/single parents)
- 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
- Moral injury
- New Parent Assistance
- PCS/Separation
- Problematic Sexual Behavior (in youth/adult)
- Religious/Spiritual Accommodation and Mentoring
- Sexual Assault
- Sexual Harassment
- Suicidal Ideations
- Workplace Discrimination

### Confidentiality Considerations

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





## Department of Air Force Employee Assistance Program DAF EAP

### Overview

The Department of Air Force Employee Assistance Program (DAF EAP) offers a confidential, resource designed to support civilians and their families. It provides access to non-clinical short-term mental health support, work-life referrals, and a wide range of resources and information. Whether dealing with a personnel challenge or an everyday issue that affects a civilian member or their family, EAP is here to help. All services and referrals are provided free of charge to both civilians and their family members.

### Provider Roles Within Agency

All services begin with a call to our 1-866-580-9078 toll-free number. From there, individuals can choose the option that suits them best: face to face, phone consultations, or virtual counseling through our secure telehealth platform. We also provide ongoing follow up support ensuring continuity of care. Additionally, clients gain access to a comprehensive website filled with valuable resources to support their journey.

### Populations Eligible for Services

- DAF Civilian Employees, dependents, and household members
- NAF Civilian Employees, dependents, and household members
- Guard and Reserve Civilian Employees, dependents, and household members
- Army Civilian Employees at DAF led installations (e.g., JBSA-Fort Sam Houston)
- Direct Hire Foreign Nationals in USAFE
- The DAF EAP also provides direct support to both military and civilian supervisors with respect to available resources, 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                      | • Finances                 |
| • Anxiety/Depression/Stress          | • Grief/Loss/Sadness       |
| • Education/Professional Development | • 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: The DAF EAP is a non-clinical resource designed to provide early prevention and support. It is not intended to serve in a clinical capacity. Individuals who call or connect with DAF EAP for clinical needs (e.g., suicidal ideation, sexual assault, domestic violence) would be triaged to ensure current safety is assessed and are transferred to appropriate resources. Because the calls are confidential, unless a concern exists for immediate harm to self or others, all transfers will be voluntary. DAF EAP can also provide clinical resource referrals in the local community for services outside their scope.

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

### **Differences in Available Services Between Installations**

The following locations have on-site resources: Edwards, Eglin, Hanscom, Hill, JB San Antonio, Kirtland, RAF Laken heath, Langley, Pentagon, Ramstein, Robins, Tinker, Wright-Patterson, U.S. Air Force Academy (USAFA), and USSF in Colorado.



## 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
- [View the workforce resources on the Integrated Resilience website](#)

## Equal Opportunity EO SAF/MRQ

### Purpose

The Department of the Air Force (DAF) Equal Opportunity (EO) Program provides timely, fair, and impartial services to Airmen and Guardians (military and civilian) such as complaint processing, outreach, EO-related training and education, assistance through alternative dispute resolution (ADR), and other related services. This includes ensuring that Airmen and Guardians (military and civilian) are equipped with knowledge about and have access to available resources such as trained DAF EO practitioners and the DAF Unlawful Discrimination and Harassment Hotline.

### Provider Role Within Agency

- EO Directors (Program Oversight, Complaint Processing, Outreach, Training, etc.)
- EO Practitioners (Complaint Processing, Outreach, Training, etc.)

### Populations Eligible for Services

- DAF Active-Duty Military (USAF & USSF)
- DAF Civilian Employees (APR/NAF)
- DAF Civilian Applicants for Employment
- DAF Former Civilian Employees
- Reserve Airmen (Title 10 Status)
- ANG Airmen (Title 10 Status)
- U.S. Government Contractors (limited circumstances)

### Presenting Concerns for Which We Offer Support

Military - The DAF MEO program implements federal laws and DoD policies on prohibited discrimination and discriminatory harassment (including sexual harassment) against military members on the basis(es) of race, color, religion, sex (including pregnancy), national origin, gender identity, or sexual orientation—each category collectively known as a protected class.

- Prohibited discrimination and discriminatory harassment (including sexual harassment) includes the use of disparaging terms with respect to a person's race, color, religion, sex (including pregnancy), national origin, gender identity, or

sexual orientation which can contribute to a hostile environment.

- Harassment (bullying and hazing) can also include actions where an individual failed to use reasonable care and/or show caution under the circumstances (i.e., an individual showed a blatant and reckless disregard for another's wellbeing) and based on the severity, nature, and frequency of the conduct, would cause a reasonable person to believe they were in distress and subject to a hostile environment.

Civilian - The DAF EEO complaint program implements federal laws and DoD policies on unlawful discrimination and discriminatory harassment (including sexual harassment) against DAF civilian employees, former employees, and applicants for employment on the basis(es) of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, disability, age (over 40), genetic information, or retaliation for prior DAF EO activity—each category collectively known as a protected class.

- DAF EO does not have oversight on harassment allegations that are not based on a protected class; 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 a DAF 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**

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

### **Hours of Operation**

Open Monday-Friday 0730-1630

After Hours Availability Closed Saturday & Sunday



The DAF Unlawful Discrimination and Harassment Hotline is available 24 hours a day and is operated by DAF EO practitioners. Complaints made to the hotline are referred to the appropriate DAF EO office or the appropriate agency that can handle the concern.

\*DAF EO Practitioners are NOT professionally trained as crisis call center personnel and cannot coordinate support services or provide victim advocacy services as the program is statutorily required to remain neutral/impartial for all Airmen and Guardians (military and civilians) and other eligible individuals.

### **Resources**

- Telephone Helpline/Hotline: DAF Unlawful Discrimination, Harassment and Harassment Hotline, 1-888-231-4058
- You can find resources on their 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 individuals with special needs through: Identification and Enrollment, Assignment Coordination, and Family Support Services. The EFMP identifies family members with special needs, enrolls sponsors in the program, and participates in coordination of assignments for Active-Duty Service members so the special needs of the family members are considered during the assignment process. In June 2020, the Department of the Air Force (DAF) stood up the EFMP Central Cell co-locating multi-disciplinary support resources to include medical and family support with family member travel screening. The EFMP Central Cell provides comprehensive support to Active-Duty military members and their dependents with special medical and/or educational needs and ensures family members with special needs have the necessary medical and educational services available throughout a member's DAF career.

### 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

- DAF Active-Duty Military (USAF & USSF)
- DAF Active-Duty Dependents (18 years or older)

- DAF Active-Duty Dependents (younger than 18 years)
- Reserve Airmen (Title 10)\*
- Guard Airmen (Title 32)\*

\*Mandatory enrollment not required for Guard and Reserve members

### **Areas of Support**

- Family Member Travel Screening (FMTS)
- Reassignment Coordination (EFMP, Humanitarian, Expedited Transfers)
- Case Management (non-medical)
- 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.

### **Differences in Available Services Between Installations**

DAF EFMP operates across CONUS and OCONUS locations with installation-level medical, assignment and Family Support stakeholders. Family members traveling /PCS with the Active-Duty sponsor will complete specialty medical and education clearance requirements electronically through the Family Member Travel Screen (FMTS) process. Digital clearance processing significantly reduces the administrative burden on families and allows the family to track the status of the clearance request in real time.

Additionally, the DAF has 152 full time EFMP-Family Support Coordinators at 82 installations; larger population installations have more than 1 coordinator assigned. DAF EFMP Medical Offices are currently staffed with 82 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 myFSS – 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**

- DAF Family Vector: <https://daffamilyvector.us.af.mil>
- AFPC Central Cell Organizational Inbox can be reached at [afpc.dp3x.workflow@us.af.mil](mailto:afpc.dp3x.workflow@us.af.mil)



## Family Advocacy Program FAP | Chief, Air Force Family Advocacy Program

### Mission

The Department of the Air Force (DAF) 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 Command (AFMEDCOM) FAP provides program and policy development, training and resourcing medical treatment facility staff, data collection and reporting activities, and program research and evaluation. AFMEDCOM 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)
- 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

### Populations Eligible for Services

- |  |   |
|--|---|
| • DAF Active-Duty Military (USAF & USSF)             | • OCONUS locations)                                 |
| • DAF Active-Duty Dependents (18 years or older)     | • NAF Civilian Employees (in OCONUS locations)      |
| • DAF Active-Duty Dependents (younger than 18 years) | • Reserve Airmen (Activated Title 10)               |
| • DAF Civilian Employees (in                         | • Guard Airmen (Activated Title 32)                 |
|  | • U.S. Government Contractors (in OCONUS locations) |

### 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 (i.e., Child Protective Services)
- Restricted Reporter: Can take restricted reports of domestic abuse/sexual assault (between intimate partners) unless there are significant safety concerns

### **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 Department of Air Force policies

### **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
- [Use this Military OneSource page to find a domestic abuse victim advocate](#)
- 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 program supports Service members and their families by providing legal services and education on legal rights and responsibilities. The Legal Assistance vision is that through legal assistance, Service members and their families will be educated and empowered to address their legal affairs and maintain their readiness and resilience.

### **Provider Role Within Agency**

Legal assistance practitioners are available worldwide to advise Service members, family members, and other eligible clients on their personal civil legal affairs in a timely and professional manner. Legal assistance practitioners deliver preventive law information and assist with personal civil legal matters. This assistance also alleviates the financial burden of paying for these legal services. More details are located on the MyAirForceBenefits website.

### **Populations Eligible for Services**

- DAF Active-Duty Military (USAF & USSF);
- Reserve and Guard Members on Title 10 orders or preparing to deploy on Title 10 orders;
- Retirees;
- Dependents of these above
- Civilian employees and contractors deploying to or in a theater of operations may receive wills and powers of attorney;
- Civilian employees and contractors assigned outside the
- United States and its territories, including their dependents residing with them; and
- Other persons eligible by statute or regulation

### **Areas in Which We Provide Support**

- Wills and Estate Planning
- Powers of Attorney



- Notarizations
- Protections under the Servicemembers Civil Relief Act (SCRA) and the Uniformed Services Employment and Reemployment Rights Act (USERRA) including Spouse License Transfers
- Landlord-Tenant issues, including Privatized Military Housing Disputes
- Family law, to include adoptions, dependent care issues, divorce, child custody, and financial responsibilities
- Consumer Law, to include bankruptcy, ID theft, debt collection, and taxation
- Special Needs/Education Law
- Assistance obtaining civilian protective orders, in certain circumstances
- This list is not all inclusive, as legal assistance attorneys may provide advice on other issues that are personal civil legal affairs

### **Confidentiality**

- Clients and their legal assistance attorney from an attorney-client relationship, meaning any communication or information pertaining to the client are private and privileged under law and applicable professional rules and guidelines; however, there are several exemptions to confidentiality, including disclosures to prevent the commission of a crime as well as to prevent death or substantial bodily harm. Legal assistance attorneys do not take restricted reports.

### **Resources**

Website: The U.S. Air Force Legal Assistance website contains information on legal assistance services and is located here: [U.S. Air Force Legal Assistance \(AFLASS\)](#). Information on educational law (special education) legal assistance is located here: [DAF Family Vector \(af.mil\)](#). Individuals can find their nearest legal assistance office here: [Armed Forces Legal Assistance Locator \(AFLA\)](#) [Armed Forces Legal Assistance \(AFLA\)](#).



## **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**

- DAF Active-Duty Military (USAF & USSF)
- 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 installations.

### **Provider Role Within Agency**

MFLC non-medical counseling services

### **Populations Eligible for Services**

- DAF Active-Duty Military (USAF & USSF) 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      | • Marriage, divorce, relationship, and family issues |
| • Anger management                         | • Identifying feelings, bullying, and self-esteem    |
| • Conflict resolution                      | • Problem-solving                                    |
| • Parenting and parent-child communication | • Time management                                    |





- Coping skills
- Homesickness
- Anxiety/Depression/Stress
- Finances
- Grief/Loss/Sadness
- Interpersonal Conflicts
- PCS/Separation

### **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**

Find the [MFLC, Military & Family Life Counseling Program through this Military OneSource page](#)



## **Air Force Office of Special Investigations AFOSI | SAF/IG**

### **Purpose**

The Air Force Office of Special Investigations (OSI) is the federal law enforcement and counterintelligence agency for the United States Air Force and Space Force. AFOSI is an investigative organization as defined in Air Force Mission Directive (AFMD) 39, Air Force Office of Special Investigations (AFOSI). AFOSI investigates major criminal allegations affecting DAF personnel, resources, and interests. AFOSI's responsibility is to assess and lead the criminal investigative process of major criminal activities and aid outside entities when AFOSI is not the lead agency.

### **Provider Role Within Agency**

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

### **Populations Eligible for Services**

All person(s) with a DoD Nexus to the Department of Air Force including;

- DAF Active-Duty Military (USAF & USSF)
- DAF Active-Duty Dependents (18 years or older)
- DAF 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**

- AFOSI provides investigative support to DAF Commanders

### **Confidentiality Considerations**

- \*Mandatory Reporter: Must report the case to appropriate authorities as outlined in existing policies (\*see Law Enforcement Sexual Assault Victim Disclosure Exception for details.)

### **Differences in Available Services Between Installations**

AFOSI operates across installations and its mission depends on installation type and location. The OSI basic unit is the AFOSI 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.

### **Hours of Operation**

Open: 24 hours a day, 7 days a week

After Hours Availability (contact your local Base Defense Operations Center)

ICON Global Watch Center DSN: 240-8484

Commercial: 571-305-8484

Toll Free: 877-246-1453

### **Resources**

- 24/7 Access to the [online Air Force Anonymous Tip Line](#)
- Telephone Helpline/Hotline: For tips requiring an immediate response, please contact AFOSI 24-Hour Watch at 1-877-246-1453 Report via P3 Tips App:
- For iPhone:
  1. Download the app, P3 Tips, 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)
- Report via website [www.osi.af.mil](http://www.osi.af.mil)
- Other: AFOSI has a Facebook, X, Instagram, and LinkedIn Account



## **Primary Care Behavioral Health PCBH | DHA**

### **Overview**

Primary Care Behavioral Health (PCBH) is a team-based approach to managing behavioral health (BH) conditions in primary care. Our Behavioral Health Consultants (BHCs) provide focused assessment and brief intervention, with individual patients in appointments that last no longer than 30 minutes. Our BHCs also conduct educational classes targeting particular symptoms/conditions. Our BHCs may 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. Our Behavioral Health Facilitators (BHCFs) manage and track patients who have been diagnosed with anxiety, depression, and/or post-traumatic stress disorder (PTSD) for which a primary care manager may have prescribed antidepressant medication or anxiolytic medication. Our BHCFs provide education to patients on depression, anxiety, PTSD or other health behavior as well as education about medication.

### **Provider Role Within Agency**

Primary Care Behavioral Health provider (BHC)

### **Populations Eligible for Services**

- DAF Active-Duty Military (USAF & USSF)
- DAF Active-Duty Dependents (18 years or older)
- DAF 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
- Chronic disease management
- Psychosocial problems
- Adverse health behaviors



### **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



## **Reserve Director of Psychological Health DPH | AFRC/SG**

### **Purpose**

Air Force Reserve (AFR) Directors of Psychological Health are privileged, licensed mental health providers ensuring support providers using a medical perspective to ensure leadership coordination, crisis response, enhanced referral coordination and supportive counseling in the AFR community. DPH promote readiness and maximize psychological health, resilience, and well-being. DPH serve the Reserve community, supporting members and families to meet the unique challenges of a Reserve Citizen Airman.

### **Provider Role Within Agency**

Reserve Directors of Psychological Health (DPH) are privileged, licensed mental health providers, leadership consultation, short-term problem solving, enhanced referral and resource coordination, crisis response to a myriad of behavioral health concerns. DPH assess Service members and ensure connection to the appropriate level of care utilizing military, Veterans Affairs and civilian healthcare systems to optimize mental health. DPH connect members with non-medical supports when appropriate.

### **Populations Eligible for Services**

- Reserve Service members (any status) and Dependents
- May be accessed on base, by phone or other methods to overcome geographical barriers
- DAF Civilian Employees
- NAF Civilian Employees

### **Presenting Concerns for Which We Offer Support**

- |   |  |
|---|--|
| • Alcohol/Drugs   | • Homicidal Thoughts   |
| • Anxiety/Depression/Stress                                 | • Occupational concerns such as communication struggles and hostile Environments |
| • Adverse Childhood Events                                  | • Interpersonal Conflicts including within marriage & family                     |
| • Domestic Abuse/Sexual Assault (between intimate partners) |  |
| • Grief/Loss/Sadness  |  |

- Nutrition/Fitness/Tobacco
- Stress surrounding PCS/Separation
- Responses to trauma and morale injury
- Sexuality and intimate partner concerns
- 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 and Air National Guard (ANG). Services varies between RedAF, AFR, and ANG DPH programs. When the Reserve wing serves as host of an installation, DPH services may be provided to partner 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 Military and Family Readiness (M&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 M&FR Office or an Active-Duty M&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 and military sexual harassment 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 military sexual harassment to include accountability for those who commit these crimes.

### **Roles Within Agency**

- Sexual Assault Response Coordinator (SARC)
- SAPR Victim Advocate
- Deputy SARC (DSARC)
- Volunteer Victim Advocate (VVA)

### **Populations Eligible for Sexual Assault Services**

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

### **Populations Eligible for Sexual Harassment Services**

- DAF Active-Duty Military
- Reserve Airmen
- Guard Airmen

### **Presenting Concerns for Which We Offer Support**

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

### **Confidentiality Considerations**

- Mandatory Reporter: Must report the incident 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

Offices have 24/7 response capability

Closed: Saturday & Sunday

### **Resources**

- Military Crisis Line: 1-800-273-8255
- Civilian Employee Assistance Program: 1-866-580-9078
- DoD Safe Helpline: 1-877-995-5247
- [Website: DoD Safe Helpline](#)
- [DoD SAPR website accessible here](#)
- Department of Air Force: 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\***

- DAF Active-Duty Military (USAF & USSF)
- DAF Active-Duty Dependents (18 years or older)
- DAF 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., et. seq.

### **Presenting Concerns for Which We Offer Support**

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

### **Confidentiality Considerations**

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



### **Differences in Available Services Between Installations**

- VCs operate at 48 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.

### **Resources**

Website: Air Force Judge Advocate General's Corps (AFJAG Home or <https://www.afjag.af.mil>) – Victims' Counsel Contact Information

### **Hours of Operation**

Open Monday-Friday 0730-1630 (closed Saturday and Sunday)

## **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**

- DAF Active-Duty Military (USAF & USSF)
- DAF Active-Duty Dependents (18 years or older)
- DAF 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)
- Sexual Assault
- Sexual Harassment
- Finances
- Workplace Discrimination
- Hostile Work Environment
- Other: Any victim of a criminal offense under the UCMJ
- Interpersonal Conflicts

### **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

Closed: Saturday and Sunday

After Hours Availability: Generally, the same hours as the base legal office





## True North Program | AFMEDCOM

### Mission

True North is a prevention-focused effort under the Spectrum of Resilience that permanently embeds licensed behavioral health providers and religious support teams into Air Force units, giving Airmen and leadership in-unit access to behavioral and spiritual care and expertise.

### Provider Role Within Agency

**Embedded Mental Health (EMH):** True North EMH focuses on both non-clinical/preventative care and clinical care. Non-clinical preventative care includes providing education and training, unit outreach, sharing on & off base community resources & making referrals, and advising unit leadership as a subject matter expert on their assigned unit's climate & culture. True North EMH providers are privileged in the local military treatment facility, giving them the unique ability to provide both in-unit counseling and brief interventions for emergency or low risk concerns, and, when a higher level of care is needed, they have the ability to continue care in the local military treatment facility.

**Religious Support Teams (RST):** True North RSTs are comprised of an Active Duty Chaplain and Religious Affairs Airman (RAA). They provide outreach, education and training, provide resources and referrals, and advise leadership teams on the unit's climate and culture to help maintain spiritually fit Forces and families. Additionally, they conduct unit ministry and provide 100% confidential spiritual counseling.

### Populations Eligible for Services

- Non-Clinical EMH prevention operations are available to all unit members, including Active Duty, Guard/Reserve, DoD Civilians & qualified dependents
- Clinical EMH operations are available to Active Duty and Guard/Reserve on Title 10 orders members of the assigned unit
- Religious Support Team operations are available to all unit members, including Active Duty, Guard/Reserve, DoD Civilians & qualified dependents



## **Confidentiality Considerations**

- Embedded Mental Health Providers
  - Mandatory Reporting: Required to adhere to reporting requirements dictated by law and regulatory guidance
  - Restricted Reporter: Can take restricted reports and maintain confidentiality
- Religious Support Teams
  - 100% Absolute Confidential: Can maintain confidentiality, but does not take restricted reports

## **Differences in Available Services Between Installations**

True North is currently focused on units with the greatest need for permanently embedded preventative care, including Air Support Operations, Rescue, Security Forces, and Maintenance, though some providers are embedded in different units.