



# CIVILIAN EMPLOYEE SUPPORT RESOURCES

## Support Services Available to JBER Civilian Employees

Counseling & Support	Workplace Concerns	Safety & Advocacy	Family & Life	Emergency Support
<p><b>Employee Assistance Program (EAP) - DAF civilians</b> Provides confidential non-medical counseling &amp; support services for DAF civilian employees and their household members experiencing personal or work-related challenges. <b>DSN:</b> 384-0863 <b>TOLL FREE:</b> 866-580-9078</p>	<p><b>Equal Opportunity (EO):</b> Addresses complaints related to unlawful discrimination or harassment in the workplace &amp; provides guidance on reporting options &amp; processes. <b>DSN:</b> 552-2115</p>	<p><b>Sexual Assault Prevention &amp; Response (SAPR):</b> Provides confidential victim advocacy &amp; explains reporting options for individuals impacted by sexual assault, sexual harassment, &amp; coordinates access to medical, legal, &amp; support services. <b>DSN:</b> 552-2020</p>	<p><b>Military &amp; Family Readiness Center (M&amp;FRC):</b> provides essential support services to civilian employees in: Relocation, Employment, Financial Readiness, Personal and Worklife, Deployment, Voting, and Volunteering. <b>DSN:</b> 552-4943 or 384-1517</p>	<p><b>988 Suicide &amp; Crisis Lifeline:</b> Provides free, confidential 24/7 crisis counseling for individuals experiencing emotional distress or suicidal thoughts. Dial <b>988</b> in <b>Alaska, Hawaii, &amp; Guam.</b> Visit <a href="http://988lifeline.org">988lifeline.org</a> to access online chat or locate additional crisis resources in <b>Japan &amp; Korea</b></p>
<p><b>Chaplain Corps:</b> When approved by a civilian employee's commander, Chaplains provide routine care, confidential counseling, crisis support, and guidance for personal or family concerns. During a crisis, Chaplains deliver immediate support and then coordinate a referral to the appropriate authorized care provider. <b>DSN:</b> 552-5762</p>	<p><b>Civilian Personnel Office (CPO):</b> Provides guidance/advice on all aspects of civilian employment to include, workplace grievances, benefits/entitlements, allowances, &amp; reasonable accommodation. <b>DSN:</b> 552-3572 (APF) 552-4563 (NAF)</p>	<p><b>Sexual Harassment/Assault Response &amp; Prevention (SHARP):</b> Provides confidential victim advocacy &amp; explains reporting options for individuals impacted by sexual assault, sexual harassment, &amp; coordinates access to medical, legal, &amp; support services. <b>DSN:</b> 384-0766</p>	<p><b>Air Force School Liaison:</b> Provides support to families by assisting with school transitions, enrollment, record transfers, and understanding school expectations. Offers guidance on public, private/ international and home school options, NDSP support in qualifying locations and special education navigation support. <b>DSN:</b> 384-1505</p>	<p><b>American Red Cross:</b> Provides emergency communication &amp; humanitarian assistance during serious family emergencies, helping connect civilian employees with their families when urgent situations arise. <b>DSN:</b> (907) 201-1890 or 444-9529</p>
<p><b>Employee Assistance Program (EAP) - Army &amp; DHA civilians</b> Provides confidential non-medical counseling &amp; support services for civilian employees and their household members experiencing personal or work-related challenges. <b>DSN:</b> 384-0863 <b>TOLL FREE:</b> 800-356-7089</p>	<p><b>Inspector General (IG):</b> Receives civilian complaints related to fraud, waste, abuse, misconduct, restrictions, or reprisal &amp; helps ensure concerns are reviewed through appropriate oversight channels. <b>DSN:</b> 552-8384 or 384-0323</p>	<p><b>Substance Abuse Prevention Education (Prime for Life)</b> This 3-day psychoeducational course is open to all DoW civilian personnel, veterans, and dependent spouses wanting to gain insight into problematic substance use and prevention. Facilitated by Army ASAP. <b>DSN:</b> 384-1412</p>	<p><b>Exceptional Family Member Program (EFMP) Support:</b> Provides information &amp; resource navigation support for families with special medical or educational needs. <b>DSN:</b> 552-8840 or 384-0225</p>	<p><b>Federal Employee Education &amp; Assistance Fund (FEEA):</b> Provides emergency financial grants &amp; scholarship opportunities for federal civilian employees &amp; their families experiencing financial hardship. Access: <a href="http://www.feea.org">www.feea.org</a></p>