



# Connect to Care Approach Helping Agency Fact Sheets



























# 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](mailto: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





# 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.











# 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](#)











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







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