



# AIRMAN & FAMILY READINESS CENTER

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**[Scott AFB; Airman and Family Readiness Center](#)**

# A&FRC Vision and Mission

## **Air Force Vision Statement:**

“Global Vigilance, Reach, and Power”

## **Air Force Mission Statement:**

“Deliver sovereign options for the defense of the United States of America and its global interests—to fly and fight in Air, Space, and Cyberspace.”

## **Airman & Family Readiness Center Statement:**

“Work collaboratively to build strong communities that promote self-sufficiency and enhance mission readiness, retention and adaptation to the AF way of life by providing total force members and their families and leadership with measurable and effective services.”

## **Airman & Family Readiness Center Eligibility Statement:**

“Department of Defense (DoD) Personnel & their families— includes all military members, all Services & Guard & Reserve, military retirees, DoD civilians, NAF personnel & their eligible immediate family members. Other Uniformed Services include US Coast Guard, National Oceanic & Atmospheric Administration, uniformed State Department personnel, Public Health Service personnel & members of foreign military units assigned or attached to a (US) installation.

## Foreword

The **A&FRC Information & Resource Guide** is provided as a quick reference for general program and service information.

## Community Readiness Consultant

**Community Readiness Consultant** is a representative of the A&FRC whose role is to promote the successful adaptation of Airmen & their families to the demands of military life through partnership with leadership and the community.

Each squadron is assigned a consultant who works with the squadron's commander, first sergeant, Key Spouse and others as necessary. They determine unit needs and assist in developing strategies to meet those needs.

### Unit CRC's

**Peggy Beauvais** – 375 AMDS, 375 DS, 375 MDSS, 375 MDOS, MDG CSS, USAF Band

**Lona Berndt** – 375 CS, 375 CSPTS, CG-CSS, USTRANSCOM, 345 RCS, 347 RCS, 561 NOS DET 3

**Rose Hill** – 375 FSS, 375 LRS, 375 CPTS, MSG-CSS, Wing Staff Agencies, AFNIC, 635 SCOW, 932 AW AF Reserve, DISA, 3 MRS

**Monica Stouffer** – 375 AES, 375 OSS, 906 ARS, 54 AS, 458 AS, OG CSS, 375 SFS, DITCO, DECA, 15 OWS

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# Airman & Family Readiness Center

**The Airman & Family Readiness Center** is a commander's tool to assist in development and execution of services, activities, and processes which enhance individual, family, and community readiness, quality of life, and motivation to service.



The A&FRC:

- Supports and maintains mission readiness by assisting individuals and families with adaptation to the challenges and demands of expeditionary operations and the military lifestyle.
- Serves DOD military and civilian personnel and families to include Guard and Reserve, other eligible uniformed members, military retirees, eligible family members, and annuitants.
- Collaborates with Air Force Reserve and Air National Guard to ensure all family members are prepared for the many demands and unfamiliar roles and responsibilities often associated with activation, mobilization and deployment.
- Offers proactive, preventive, and remedial services that foster self-sufficiency and sustain the personal and family readiness of the Total Force. Information and education are offered on many aspects of family life and personal growth as well as assessment counseling and referrals.

# Air Force Aid Society

**AIR FORCE AID SOCIETY** (AFAS) is the official charity of the U.S.



Air Force. It promotes the Air Force mission by helping "to relieve distress of Air Force members and their families and assisting them to finance their education".

Air Force Aid Society emergency assistance is available to meet immediate needs in an emergency situation. The Society provides interest free loans and grants based on the individual situation for needs such as:

- Basic Living Expenses
- Medical/Dental
- Emergency Travel
- Vehicle Expenses
- Child Care/Respite
- Funeral Expenses
- Miscellaneous Expenses

## **AFAS COMMUNITY PROGRAMS**

**Bundles for Babies:** A new parent educational program sponsored by the AFAS and the A&FRC for active duty Air Force families.

**Car Care Because We Care:** Visual safety inspection and oil change and lube for the family's primary vehicle for spouses of active duty Air Force members deployed for more than 30 days.

**Child Care for PCS Program:** 20 hours of free child care (per child) for AF families of all ranks with PCS orders within 60 days of arrival or departure of duty station.

**Child Care for Volunteers:** Child care expenses paid while doing volunteer work on base not for profit organizations supporting the Air Force community.

**Education Grants:** Competitive grants of \$2,000 awarded by the AFAS to dependants of active duty, retired or deceased members.

## How to Apply for AFAS

Eligible members who have an emergency need should contact the Air Force Aid Society office located at Scott Air Force base A&FRC. A&FRCs also provide assistance through the following agencies:

- **Army Emergency Relief**
- **Coast Guard Mutual Assistance**
- **Navy - Marine Corps Relief Society**
- **American Red Cross Chapters after hours**

[HTTPS://MY.AFAS.ORG/MEMBERPORTAL/](https://my.afas.org/memberportal/)

For more information visit: <http://www.afas.org>

## Casualty Assistance & Survivor Benefits

### Casualty Affairs Assistance Representatives

The primary goals of the Air Force Casualty Program are: prompt reporting, dignified and humane notification, and efficient, thorough, and compassionate assistance to the next of kin (NOK) at all times.



The Casualty Assistance Representative (CAR) closely tracks all casualty reports and notifications. Assistance is provided to the next of kin of all Air Force members as well as Air Force retirees until all claims and personal affairs are settled.

**Survivor Benefits Plan (SBP)** - SBP is a government program which makes it possible for retiring members to ensure that after their death, their eligible survivors receive a portion of their military retired pay in the form of a monthly annuity. Retiring Air Force members are required to have a one-on-one briefing with the SBP Counselor to discuss their options.



# Emergency Family Assistance Control Center

**Emergency Family Assistance Center (E-FAC)** is a collaboration of base and community support agencies which activates during emergency crisis situations as a result of a contingency operation or natural disaster to provide one-stop assistance/service/counseling and information to families in distress.

## Employment Assistance



**Employment Assistance** supports customers in achieving short-term and long-term employment and career goals.

Services include:

- Employment skills training
- Interviewing skills assistance
- Small Business Ownership
- Troops to Teachers
- Job Fairs
- Discovery Resource Center (internet access & career resources)
- Resume workshop and assistance
- Local and long-distance job search
- Federal Employment workshops
- Scholarship and Grant listings
- Spouse Employment Workshop

### EMPLOYMENT RESOURCES

[http://www.375fss.com/hro/naf\\_home.htm](http://www.375fss.com/hro/naf_home.htm) (NAF Jobs)

[http://www.linkedin.com/mbox?displayMBoxItem=&itemID=I814247\\_14](http://www.linkedin.com/mbox?displayMBoxItem=&itemID=I814247_14)  
(Linked In)

<http://www.indeed.com/I-Scott-AFB,-IL-62225-jobs.html> (Indeed Jobs)

<http://www.careeronestop.org/MILITARYTRANSITION/militaryspouses.aspx>  
(Career One Stop)

<http://www.ides.illinois.gov> (Illinois Department of Employment Security)

<http://www.usajobs.com> (Federal Government's official one-stop source for Federal jobs and employment)

# Key Spouse Program

**The Key Spouse Program** is a resource to enhance unit family readiness. The Key Spouse (KS) is a trained volunteer, appointed by the Unit Commander, who helps unit leadership address spouse/family issues and concerns. Airman & Family Readiness Centers (A&FRCs) provide oversight and assistance to Key Spouse by continuing education/training opportunities and information/referral support.

Responsibilities include:

- One year commitment
- Attend monthly KS meetings & training
- Develop skills for personal & professional growth
- Assists families of deployed members
- Welcome new families to the area
- Keep informed of squadron events and happenings

# Military Child Education

**Military Child Education** program is designed to reduce/eliminate stress caused by changing schools and adapting to new policies.



The goals of the program are to:

- Promote parental involvement & provide tools to overcome obstacles to education.
- Identify barriers to academic success & develop solutions
- **PASS (Parent Advocates for Students & Schools)** is a peer to peer network which promotes communication between parents & schools regarding the needs of military children.
- **School Liaison Officer (SLO)** is available to network, educate and work in partnership with local schools to enhance the education experience of military children.

## Personal & Family Readiness

**Personal and Family Readiness** provides mobility and deployment assistance to members/families to meet pre-deployment, sustainment, and post-deployment challenges. Services and activities help prepare members/families to successfully manage separation and reintegration, increase individual and family morale and unit cohesion, and support operational readiness. The focal points of separation are before, during, and after. Each separation is different, thus the importance of providing sustained support.



Available to families experiencing separations longer than 30 days. Support services include:

- Morale Calls
- Pre-Deployment & Reintegration Briefings
- Hearts Apart special activities and events
- USO United Through Reading
- Car Care Because We Care (free oil change) - AFAS
- Give Parents a Break (4 hours free child care monthly) - AFAS
- 16 hours free child care for post deployment
- Personalized Pillow Cases

## Personal & Work Life Education

**Family Life Education** enhances the individual's knowledge, skills, and abilities to anticipate and meet challenges throughout various stages of the military family life cycle. Offers personal enrichment workshops, services, and activities that strengthen individual, family, and unit readiness. Services include:



- One-on-one assessment counseling
- Crisis intervention

- Team Scott Spouse Link seminar for new military spouses
- Adoption, Foster Care and Mentoring representatives
- Activities and services based on identified needs and strengths of the community
- Tragedy Assistance Program for Survivors
- Information and referrals

## Personal Financial Readiness

**Personal Financial Readiness** offers information, education, and personal counseling to help individuals and families maintain financial readiness/stability and achieve their financial goals.



Services include:

- Spending plan development
- Bank account management
- Basic investing, including TSP
- Debt & credit management education
- Home buying & selling
- Ditching the Dorms
- First Term Airman and first duty station officer financial briefings
- Bundles for Babies
- Understanding your credit report/score
- Identity theft prevention
- And many more!

## Relocation Assistance



**Relocation Assistance** offers programs, information, and resources to help mitigate stress and challenges of moving to a new area. Contacting the A&FRC is an excellent first step in exploring the right options for you and your family. Services include:

- Newcomer Orientation for Active Duty members & Civilian Employees
  - *Team Scott Spouse Link* for Spouses
- Sponsorship Training – <http://apps.mhf.dod.mil/ESAT>
- Loan Locker (loan-out household items)
- Military Installations Database – [www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)
- “Get Your Move On” PCS Workshop
- One-on-one relocation assistance
- Welcome Packages & Newcomer Information
- General Officer In and Out-Processing Program

## Transition Assistance



**Transition Assistance** provides retiring, separating, and demobilizing members/families information regarding over \$200k in possible benefits and entitlements essential for a successful transition to the civilian community. By Air Force policy, transition assistance is also provided to DOD civilian employees and family members impacted by restructuring and reductions. Programs and benefits include:

- Pre-separation counseling
- Transition Assistance Workshop (TAP GPS)
- Disability Transition Assistance Workshops
- AFW2 (AF Wounded Warrior) – Ill or injured Airmen and family

- Starting Your Own Business Workshops
- Individual Transition Plans (ITP)
- One-on-one assistance

### **Employment, Job Leads, and Resources Website**

<http://www.scottafrfc.com/employhelp.php>

## Veterans Assistance Services

**Veterans Assistance Services** include disability claims assistance, employment & transition and counseling.



- **Department of Veterans Affairs** representative is available to answer questions regarding benefits and provide assistance with filing a disability compensation claim.
- **Veteran's Service Organizations** (VSOs) are also available to provide assistance to veteran's during their disability claim for compensation process or representation during the appeal process.

## Volunteer Program

**Volunteer program** provides opportunities to give back time, enhance skills or talents, develop professional experience through networking and personal growth. Benefits of volunteering include creating a flexible work schedule, free child care, free training and awards and recognition.

# Other Services & Resources

## Exceptional Family Member Program



**Exceptional Family Member Program Family Support Coordinator** offers support, education, information and resources to families with Special Needs.

## Military Family Life Consultant

**Military Family Life Consultant (MFLC) Program** provides confidential, private, short-term, non-medical counseling. Services can be provided on or off base to individuals, couples, families and groups in the following areas:

### Life Skills

Anger management	Conflict Resolution
Communication	Parenting
Relationship Issues	Decision Making Skills
Productivity at Work	

### Military Lifestyle

Deployment Stress	Homesickness
Coping Skills	Separation
Relocation Adjustment	Building Resiliency
Loss & Grief	Reintegration

MFLC for Adults Contact – (618) 381-5400

**Child Youth and Behavioral Consultant (CYB-MFLC) Program** provides confidential, private, short-term, non-medical counseling and support to military children and youth and to the family members and other adults who support them. Counseling provided in the following areas:

School Adjustment	Deployment & Separation
Reunion Adjustment	Behavioral Concerns
Daily Life Issues	Fear, grief, and loss
Sibling/Parent Communication	

MFLC for Children – (618)381-0635

**MFLCs are mandated reporters of child abuse, domestic abuse and duty to warn.**

## Military One Source

**Military OneSource (MOS)** is a DOD-funded program providing 24/7/365-day access to community support resources via Internet and telephone for active duty Air Force, Air National Guard, AF Reserve, Army, Navy, and Marines, and their families.



For more information visit <http://militaryonesource.com>

## Red Cross-Armed Forces Emergency Services



**Red Cross – Armed Forces Emergency Services** provides a number of additional services and resources to the military community.

For more information, call (618) 256-1855 or 1-877-272-7337

## 2-1-1 Call For Help Services

**2-1-1** provides free and confidential information and referral. Call 2-1-1 for help with food, housing, employment, health care, counseling and more.



**For a listing of additional servicing and support agencies please ask for a copy of our Scott AFB/Metro East Phone Link.**



## **The Scott AFB A&FRC Staff:**

### **Chief of Operations**

Ruth Nations

### **Readiness NCOIC**

MSgt Susan Hale

### **Readiness NCO**

MSgt Kimberly Freeman

### **Administrative Specialist**

Neena Cusick

### **Casualty Assistance Representative**

Tim Seaney

### **Community Readiness Consultants**

Peggy Beauvais

Lona Berndt

Rose Hill\* (currently deployed)

Monica Stouffer

Brenda Wells

### **Community Readiness Specialists**

Scott Raether

Deborah Teague

Paula Williams

### **Exceptional Family Member Program Coordinator**

Brenda Reed

### **Loan Locker/Relocation Clerk**

Amber Davis

### **School Liaison**

Dr. Cynthia Doil

