

ALTUS AF BASE HELPING AGENCIES (AHA)



*"Airmen taking care of Airmen...Deploying
Airman Warriors"*

Altus AFB



The Might 97th Airlift Mobility Wing Community Action Team (CAT) is a combination of helping agencies that together provide a comprehensive umbrella of care and support for the people of Altus AFB. The members of CAT/AHA are committed to improving the working relationship of our base support agencies to better provide for the needs of our community by delivering responsive care through proactive and coordinated programs and services.

AIRMAN & FAMILY READINESS CENTER (A&FRC)

Location: 301 N. First Street, Bldg. 52, Suite 1201

Hours: Monday - Friday / 0730 – 1630/ Closed Thursdays 1300 -1530 for training

Phone: DSN: 866-6761 or Comm: 580-481-6761

The Airman & Family Readiness Center offers services to personnel and their families through numerous core programs offering workshops, special events and one-on-one consultations. Each staff member works as a Community Readiness Consultant and can provide services in the center or as outreach services throughout Altus AFB. The core programs are: Personal & Family Readiness, Personal & Work Life, Personal Financial Management, Employment Assistance Services/Career Focus, Relocations Assistance, Transition Assistance, Volunteer Resources, Information and Referral, Air Force Aid Society (AFAS), Key Spouse Program, Emergency Assistance, Military Family Life Consultants (MFLC) and Exceptional Family Member Program (EFMP) and many more. The program services are also available to National Guard and Air Force Reserve Airmen, family members and civilians.

ALCOHOL AND DRUG ABUSE PREVENTION AND TREATMENT (ADAPT) PROGRAM

Location: 301 N. Street, Bldg. 46

Clinic Hours: Monday - Friday / 0700 - 1630

Phone: 866-5376 or 580-481-5376

The primary objectives of the ADAPT Program is to promote health, wellness and readiness through the prevention, treatment and deterrence of substance; to minimize the negative consequences of substance abuse to the individual, family and organization; to provide comprehensive education and treatment to individuals who experience problems attributed to substance abuse; to return identified substance abusers to unrestricted duty status and/or to assist them in their transition to civilian life, as appropriate. Services are primarily available to active duty air force personnel. Assessment and referral, to off base substance abuse providers, may be provided to dependents or civilian personnel on a space available basis.

BEHAVIORAL HEALTH CONSULTATION SERVICE (BHOP)

Location: 301 N. Street, Bldg. 46

Clinic Hours: Monday - Friday / 0700 - 1630

Phone: 866-7082 or 580-481-7082

The Behavioral Health Consultation (BHC)

(BHC) Service is a program made available to all beneficiaries within the primary care clinics as a part of overall good health care. The purpose of this service is to offer assistance when habits, behaviors, stress, worry, or emotional concerns about physical or other life problems are interfering with someone's daily life. The BHC is a Psychologist or Social Worker with specialty training who works as a member of the primary care team. This team approach allows us to consider physical, behavioral, and emotional aspects of health. For example, BHCs can help reduce symptoms associated with various chronic medical conditions, or help you cope better with these conditions, such as: Headaches, Chronic pain, Diabetes, Asthma and COPD, Hypertension, and Irritable bowel syndrome. BHCs can help develop plans for behavioral change programs or lifestyle modifications, such as: Smoking cessation, Weight loss, Alcohol use, and Exercise & healthier eating. BHCs can also help with emotional or behavioral problems: Family or relationship problems, Stress, Depression and bereavement, Anxiety, Sleep problems, and Anger problems.

What should I expect when I see the BHC?

You can expect the BHC to ask you specific questions about your physical symptoms, your behaviors, any emotional concerns you are experiencing, and how all of these might be related. As with all health care providers, communications with the BHC may not be entirely confidential. Although every effort will be made to protect your privacy, BHCs have the same reporting obligations as all providers when information related to detrimental mission impact is disclosed by an active duty patient.

Your appointments will generally be no longer than 30 minutes. You can expect the BHC to provide brief, solution-focused interventions. You can also expect to be seen in this clinic, and for the BHC to have a close, working relationship with your PCM.

How is this service different from mental health?

The services provided by the BHC are simply another part of your overall health care. You are seen directly in the Family Health Clinic and the BHC will not provide traditional psychotherapy. If you request, or the BHC thinks you would benefit from specialty mental health services, the BHC can assist you with a referral.

Another difference from specialty mental health care is documentation. Assessment and recommendations from the BHC will be written in your outpatient medical record; a separate mental health record will not be kept when you see the BHC. **Remember:** Your primary care manager remains in charge of your health care – the BHC's primary job is to help you and your PCM develop the best health care plan for YOU!

CHAPLAIN

Location: 301 F. Avenue, Bldg. 301

Hours: Monday - Friday / 0730 - 1630

Phone: DSN: 866-7485 or Comm: 580-481-7485

The Chapel's vision is to glorify God, serve Airmen and pursue excellence. The chapel staff is available to deliver spiritual fitness to Airman Warriors and family members at Altus AFB. Chaplains offer confidential counseling, spiritual coaching, and guarantee the First Amendment right of freedom of worship. Chaplains are available 24 hours a day via Command Post at 866-6313 / 580-481-6313.

CHILD AND YOUTH PROGRAMS

Child Development Center: Bldg. 53, Phone: DSN: 866-7502 or Comm: 580-481-7502

School Age: Bldg. 1866, Phone: DSN: 866-7502 or Comm: 580-481-7502

Youth Programs: Bldg. 1866, Phone: DSN: 866-7502 or Comm: 580-481-7502

Child and Youth Programs Mission Statement: To assist DoD military and civilian personnel in balancing the competing demands of the accomplishment of the DoD mission and family life by managing and delivering a system of quality, available, and affordable programs and services for eligible children and youth birth through 18 years of age.

DRUG DEMAND REDUCTION PROGRAM (DDRP)

Location: 301 N. Street, Bldg. 46, Room 1261

Hours: Monday - Friday / 0800 - 1630

Phone: DSN: 866-6761 or Comm: 580-481-6761

The Air Force Drug Demand Reduction Program is to deter civilian employees and military members from abusing illegal drugs and other illicit substances, the Air Force Surgeon General implemented the Demand Reduction Program, which is managed by the 97th Wing. The DDRP's purpose is to maintain the health and wellness of a fit and ready fighting force; this is accomplished through comprehensive programs of education, prevention, deterrence and community outreach.

Services Provided:

Military and civilian random drug testing

Military squadron sweeps

Drug awareness briefings for new civilian employees & supervisors
Drug prevention education for dependents of active duty, retired, and civilian employees.

EAP (Employee Assistance Program) and Work/Life Program

Personal and family problems can diminish your health, your happiness, and your ability to be at your best for yourself and your family. With the help of your EAP, provided by Federal Occupational Health, you can resolve these problems and become happier, healthier, and even more effective at home and at work.

Convenient Access by Phone or on the Web: Employees can call 1-800-222-0364 (TTY: 1-888-262-7848) from anywhere in the United States to receive immediate assistance, 24 hours a day, 365 days a year. You can also get information and resources online at FOH4You.com. There, you will have easy access to educational materials, self-assessment tools, and specific information on available EAP services.

Financial and Legal Services

FOH's EAP includes FREE consultation with financial experts and licensed attorneys to provide assistance with your legal and financial questions. Services include help with living will and health care power of attorney, housing, or real estate matters, estate planning, education funding, retirement planning, and investment strategies.

Counseling Services

Licensed or credentialed professional counselors provide face-to-face, short-term counseling to employees and family members. Counselors can also provide referrals to community resources based on client needs, health insurance coverage, and financial resources.

Health and Wellness Presentations and EAP Orientations

Health and wellness presentations and EAP orientations support both supervisors and employees. Health and wellness presentations include such topics as workplace civility, change and transition, balancing work and life, time and stress management, and more. The employee orientation sessions discuss the features and benefits of the EAP, how the EAP functions, and how to access and use the EAP. The supervisor orientation includes useful information about when and how supervisors refer employees to the EAP, documentation, crisis management, privacy, and confidentiality.

Supervisor and Risk Management Consultation

EAP counselors provide guidance and consultation so that supervisors and managers can effectively identify, interact with, and refer employees with performance or conduct issues to the program. FOH counselors are available 24/7 to discuss performance concerns and the appropriate EAP intervention.

Crisis response

Exposure to threats, acts of violence, natural disasters, injury, or death requires immediate response. EAP's in management consultations, services, and follow-up with the organization and individuals is provided as appropriate.

Confidentiality

The EAP is confidential in accordance with both state and federal laws, including the Privacy Act of 1974 and applicable Confidentiality Regulations (42 CFR 1A2). However, when clients disclose life-threatening situations, such as child or elder abuse, or threats of serious harm to themselves or others, counselors must report these disclosures as required by law.

For more information call toll free – 1-800-262-7848, or visit us online at www.FOH4You.com

Work/Life Program

Federal Occupational Health's (FOH) Work/Life program, WorkLife4You, helps employees better manage their work and personal responsibilities and reach higher levels of personal achievement and satisfaction – both on and off the job. Complete confidentiality, Available 24 hours a day, 7 days a week, 365 days a year. 1-800-222-0364, www.worklife4you.com

How can a Work/Life program benefit my Federal agency?

A Work/Life program can boost your agency's productivity by providing employees with the resources and tools they need to effectively manage their responsibilities at work, at home, and in their communities.

How can employees access WorkLife4You?

Employees can call 24 hours-a-day to speak with bachelors and master's-level work/life specialists. Program specialists have expertise in numerous fields including child development, gerontology, education, finance, and law, and will provide personalized guidance to meet each employee's specific needs.

Can this program help employees manage caregiving obligations?

FOH's WorkLife4You program provides employees with trusted child and elder care resources; emergency backup care options; caregiver counseling and education; and transportation resources. In addition, our Geriatric Care Management program provides in-home care assessments, facility reviews, post-hospitalization assessments, and coordination of continued care.

What online resources does WorkLife4You provide? WorkLife4You.com is the FOH Work/Life program's customizable, interactive, and user-friendly Web site. Employees and their family members can instantly access work/life balance tips and checklists, seminars and Webinars, podcasts and videos, health encyclopedias and medical animations, child development trackers, and searchable databases. Online discussion groups on parenting, adult caregiving, and career development are also available.

What support for financial and legal concerns does WorkLife4You offer? WorkLife4You provides access to financial planning professionals who can help employees with budget, credit, debt management, mortgage, bankruptcy, and foreclosure issues. Licensed attorneys provide consultation and prepare documents for legal issues such as divorce, estate planning, and living wills.

EQUAL OPPORTUNITY (EO)

Location: 301 N. Street, Bldg. 52

Hours: Monday - Friday / 0730 - 1630

Phone: DSN: 866-7684 or Comm: 580-481-7684

The primary mission of the Air Force EO program is to improve mission effectiveness by promoting an environment free from personal, social, or institutional barriers that prevent individuals from rising to the highest level of responsibility possible based on their individual merit, fitness, and capability. It is against Air Force policy for any Airman, military or civilian, to unlawfully discriminate against, harass, intimidate or threaten another Airman on the basis of race, color, religion, sex, national origin, age, disability, reprisal, or genetic information. We assist military, civilian, and family members in addressing unequal treatment and/or perceived unequal employment opportunity based on unlawful discrimination. Aggrieved members are encouraged to immediately address these issues within the chain of command or contact our office. We provide impartial counseling for aggrieved members, assuring complaints are fairly and thoroughly addressed and that final actions are taken in a timely manner. We also provide education, conflict resolution and teambuilding services to employees and management to assist in fostering a positive human relations climate.

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

EFMP-Medical

Location: 301 N. Street, Bldg. 46

Clinic Hours: Monday-Friday / 0730 - 1630

Phone: DSN: 866-5315 or Comm: 580-481-5315

EFMP-FS

Airman and Family Readiness Center

Location: 301 N. Street, Bldg. 52 Suite 1201

Hours: Monday - Friday / 0730 - 1630

Phone: DSN: 866-6761 or 580-481-6761

The Exceptional Family Member Program (EFMP) is designed to provide support to military family members with special needs. EFMP is a mandatory enrollment program that protects federal entitlements and military benefits of special needs family members. Under the umbrella of the EFMP you have EFMP-M (Medical) and EFMP-FS (Family Support). The Medical function provides identification, enrollment and clearance to ensure appropriate medical and educational services are available. The Family Support function provides information, referrals, parent education and recreational events. Family Support looks at the need of each individual family and can assist with finding the appropriate resources in the community. Both functions work together and with other military and civilian agencies to ensure EFMP families have an enhanced quality of life.

FAMILY ADVOCACY PROGRAMLocation: 301 N. 1st Street, Bldg. 46

Hours: Monday - Friday / 0730 - 1630

Phone: DSN: 866-1359 or Comm: 580-481-1359

The Family Advocacy program offers services under four major programs. (1) The New Parent Support Program is staffed by a team of professionals who provide support and education to families expecting a child or with children under the age of three. The Registered Nurse offers home visits, phone consultations, child development screenings and pregnancy and parenting education in the home or in the community. (2) Maltreatment Case Management Services provide assessment and counseling by licensed social workers to families if there is physical, emotional, sexual abuse or neglect between partners or if there are concerns about child physical, emotional, sexual abuse and neglect. (3) The Family Advocacy Strength based Therapy program offers relationship focused counseling for those who voluntarily seek assistance to prevent domestic violence. There is no Command involvement. (4) The Outreach Program offers briefings and free classes on Stress and Anger Management, Couple's Communication, Parenting Skills and many other topics.

HEALTH PROMOTION (HP)

Location: 301 N. Street, Bldg. 46

Hours: Monday - Friday / 0730 - 1630

Phone: DSN: 866-5647 or Comm: 580-481-5647

The primary focus of Health Promotion (HP) is to build a resilient community where healthy behaviors are the cultural norm. The target areas that HP programming is centered on are tobacco-free living, nutritional fitness and healthy weight, physical activity, and sleep health. Community outreach interventions are based on standardized, evidence-based programs as well as collaborative efforts with other helping agencies. HP strives to help people establish healthy behaviors to enhance wellbeing and prevent the onset of disease by reducing risk factors. Anyone within the base community (AD, dependents, civilians, etc.) can utilize HP services.

MENTAL HEALTH FLIGHT

Location: 301 N. Street, Bldg. 46

Hours: Monday - Friday / 0730 - 1630

Phone: DSN: 866-5376 or Comm: 580-481-5376

Services are currently limited to Active Duty members only. Dependents and retirees can still be seen through BHOP in the Primary Care Clinic and referred to an off-base provider for mental health services. AD members can be seen in mental health for individual and educational treatment for stress, anxiety, depression, adjustment difficulties and other psychological concerns. Military evaluations for special clearances or duty are arranged as required by AF Instruction.

Services provided: Adult Individual Therapy; Group Therapy; Emergency Assessments/Interventions; Clearances and Evaluations (as required by other programs); Outreach and Prevention; Stress Management; Disaster Mental Health; Suicide Prevention; and Resiliency Training.

MILITARY & FAMILY LIFE CONSULTANTS (MFLC)

Location: 301 N. Street, Bldg. 52 Suite 1201

Hours: Monday - Friday / 0730 - 1630

Phone: 580-693-0136

MFLCs are available to help service members, spouses, family members, and children. MFLCs address: Deployment/Reintegration issues; Marriage & Relationship issues; Parent/Sibling & Family issues; Communication challenges; Stress & Anxiety; Depression; Greif & Loss; Daily Life Issues. Consultations and trainings are free and anonymous. No records are kept. After-hours and weekend appointments are available and group or off-site meetings can be arranged.

SCHOOL LIAISON OFFICE (SLO)

Location: 301 N. Street, Bldg. 52

Hours: Monday - Friday / 0800 - 1700

Phone: DSN: 866-5439 or Comm: 580-481-5439

The School Liaison Officer (SLO) serves as a community facilitator connecting schools, families, and community services to address the educational needs and issues impacting military children. School Liaison Services: Advises Installation Commander on matters relating to schools and military child education; Promotes communication and collaboration between schools, military organizations, community services, students and parents; Assists to resolve issues when they cannot be resolved through the proper chain of command; Provides information on school enrollment and requirements as well as school advisory councils; Provides assistance to all DoD students on or in need of developing an Individual Education Plan (IEP) / 504 Plan or those needing assistance under the Individuals with Disabilities Education Act (IDEA); Provides transition assistance and information for families moving to Altus; Provides outbound referral information on SLO at members gaining installation.

SEXUAL ASSAULT RESPONSE COORDINATOR (SARC)

Location: 301 F. Avenue, Bldg. 116, Room 129

Hours: Monday - Friday / 0730 - 1630

Phone: DSN: 866-7428/7835, Comm: 580-481-7428/7835 or 24 Hour Hotline 5870-649-0656

The Sexual Assault Prevention and Response Program reinforces the Air Force's commitment to eliminate sexual assaults through awareness and prevention training, education, victim advocacy, response, reporting and accountability. The program promotes sensitive care and confidential reporting for victims of sexual assault.

Any victim of sexual assault may contact the Sexual Assault Response Coordinator (SARC) who will explain reporting options and answer any questions the victim may have regarding the reporting process. The SARC also provides one-on-one direct interpersonal support to victims, crisis intervention, referral and ongoing support. The victim can request to work with a volunteer victim advocate who can provide victim assistance through initial investigative, legal and recovery processes. The SARC is available 24 hours a day to provide direct response to victims of sexual assault.

Violence Prevention

Location: 100 Inez Blvd, Bldg. 1, Room 206

Phone: 866-7951/5824 or 580-481-7951/5824

The Office of Violence Prevention provides violence-related primary prevention education and training for the total base population and for those at heightened risk for violence. This office collaborates and integrates violence related primary prevention in areas such as sexual assault, domestic violence, stalking, and suicide. The objectives of this office are to integrate violence-related primary prevention with the goals of reducing risk factors for violence that are shared across multiple forms of violence, promoting common protective factors, creating efficiencies in the development and delivery of violence-related primary prevention, ensuring prevention best practices are employed, and that a public health perspective is considered in prevention planning. The Violence Prevention Integrator represents violence-related primary prevention issues as a member of the Integrated Delivery System (IDS) team and other relevant local boards.

2018 Violence Prevention Workshops

(<https://www.altusvp.com>) is a tool members can use to register for their own annual training. Access to the site can be gained using a smartphone, personal computer, or workplace computer. Individuals select the workshop to attend based on the following: Register for the 60-Minute “Refresher” training if you attended the previous year’s Green Dot training. Register for the 90-Minute “Initial” training if you DID NOT attend the previous year’s Green Dot trainings session. Consult with your AFTR records or UTM if you are unsure which workshop applies to you.

SUPPORT/REFERRALS:

Legal

(580) 481-7294

301 N. Street, Bldg. 52

Provides free legal assistance and advice to all active duty and dependents, guard/reserve on federal active duty and their dependents, retired personnel and their dependents, and dependent survivors

Power of attorney, notaries, tax exempt forms (walk-ins):

Monday – Friday 8:00 a.m. – 4:00 p.m.

Legal assistance with an attorney (non-Wills):

Mondays 2-4 p.m. and Wednesdays 9-11 a.m.

Will by appointment:

Tuesdays 9-10 a.m. and Thursdays 1 -2 p.m.

Security Forces

580-481-7444

ACE SUICIDE PREVENTION

Ask your wingman

➤ Have the courage to ask the question but stay calm

➤ Ask the question directly: Are you thinking of killing yourself

Care for your wingman

- Calmly control the situation; do not use force; be safe
- Actively listen to show understanding and produce relief
- Remove any means that could be used for self-injury

Escort *your wingman*

- Never leave your buddy alone
- Escort to chain of command; Chaplain, behavioral health professional, or primary care provider
- Call the National Suicide Prevention Hotline

1 (800) 273-8255 Military Crisis Line Press 1