



Ramstein Air Base



Resource Toolkit

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Key Agency Phone Number List

AGENCY NAME	ACCRONYM	COMMERCIAL NUMBER	DSN NUMBER
Airman & Family Readiness Center	A&FRC	06371-47-5100	480-5100
Alcohol & Drug Abuse Prevention and Treatment Program	ADAPT	06371-46-2390	479-2390
Adolescent Substance Abuse Counseling Services	ASACS (RHS)	06371-47-6951	480-6951
	ASACS (RMS)	06371-47-7104	480-7104
American Red Cross	ARC	06371-47-2171/5464	480-2171/5464
Chapel	Northside	06371-47-6148	480-6148
	Southside	06371-47-5753/5754	480-5753/5754
	Vogelweh	0631-536-6859	489-6859
Child & Youth Behavioral Military & Family Life Counselors	C&YB MFLC	Contact Schools and/or Child & Youth Program	
Domestic Abuse Victim Advocate	DAVA	06371-46-2370 On-call cell: 0173-628-4624	479-2370
Education Office		06371-47-2032	480-2032
Exceptional Family Member Program - Family Support	EFMP-FS	06371-47-2954/5100	480-2954/5100
Family Advocacy Program	FAP	06371-46-2370	479-2370
Health Promotions	HAWC (formerly)	06371-47-4292	480-4292
Mental Health	MH	06371-46-2390	479-2390
Military & Family Life Counselors	MFLC 1	0152-2421-1233	N/A
	MFLC 2	0152-0266-3352	N/A
	MFLC 3	0176-6933-3243	N/A
	MFLC 4	01515674-8179	N/A
Military OneSource	MOS	OCONUS: 00-800-3429-6477 & US: 800-342-9647 www.militaryonesource.mil	
Primary Care Manager	PCM	06371-46-2273 / 479-2273 (Appointment Line)	
Sexual Assault & Response Coordinator	SARC	06371-47-5597/7272 On-call cell: 0172-821-4871	480-5597/7272
School Liaison Officer	SLO	06371-47-9374	480-9374
RAB Desk Sergeant	86th SFS	06371-47-2050	480-2050
Special Victim's Council	SVC	06371-405-4782	478-4782
Tricare Overseas		0800-7234214	
Tricare (RAB Office)		06371-46-2557	479-2557
Women, Infant & Children	WIC	06371-47-4466	480-4466

TELEPHONE ACCESS: To reach the military numbers from a civilian telephone, dial the prefix and then the last four or three numbers of the military numbers, as indicated:

The civilian number from inside of Germany: 06371-46 or 47 or 405-XXXX

Civilian number from USA: 011(Intl. Prefix)-49 (Germany country code)- 6371-46 or 47 or 405-XXXX

EMERGENCY TELEPHONE NUMBERS: Key these key numbers for Emergency Services.

Ambulance, Fire, and Police: **112** & Poison Control: **06371-86-7070**

Introduction

Welcome to the Key Spouse Program

The Air Force Key Spouse Program is an official Air Force unit family readiness program designed to enhance mission readiness and resiliency and establish a sense of community. It is a commander's initiative that promotes partnerships with unit leadership, families, volunteer Key Spouses (KS) and Key Spouse Mentors (KSM), the Airman & Family Readiness Center (A&FRC), and other Integrated Delivery Systems (IDS) agencies.

Key Spouse Resource Toolkit

This resource toolkit provides Key Spouses with information on: program basics, information & referral resources, critical and additional family support resources, and other tools that will assist in performing the valuable duties of a unit Key Spouse.

The content of this resource toolkit was gathered from various sources to include: Air Force Personnel Center Key Spouse Page, <http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/>, Wingman Toolkit, www.wingmantoolkit.org, Military OneSource, www.militaryonesource.mil, and others listed throughout this guide.

Additional resources can be found in the Commander, KS and KSM Desktop Guides, available electronically for download here: <http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/>. The resources in this toolkit, while numerous, are NOT all inclusive.

You can also find this toolkit online at: www.ramstein.af.mil/KMC-Spouses in the Key Spouse section.

We hope you find this toolkit useful during your service as a Key Spouse. However, if you are unable to find an answer or resource within the toolkit, please contact your Key Spouse program manager located at the Airman & Family Readiness Center.

Ramstein AB Airman & Family Readiness Center (Like Us on FB!)

M-T & TH-F: 0730 - 1630; W: 0730-1300 (after 1300 for emergency assistance) & closed family days and federal holidays

Building 2120, 1st floor

Commercial: 06371-47-5100

DSN: 480-5100

Organizational Email: 86fss.fsfrac@us.af.mil

Mailing Address: 86 FSS, Unit 3240, APO AE 09094-3240



Key Spouse Program Basics

1. Key Spouse Program Basics

This section includes an overview of the basics of the Key Spouse Program (KSP). The goal is to ensure that you have the tools to gain extensive knowledge of program requirements and guidance in order to become a well-rounded and expert Key Spouse:

- a. Official Program Guidance: Excerpt from the Airman and Family Readiness Center AFI 36-3009, KSP section
- b. Desktop Guides: Available for download in the Ramstein KMC Spouse link: www.ramstein.af.mil/KMC-Spouses or the AFPC Key Spouse Page: <http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/>.
- c. Training requirements for KS/KSM are detailed.
- d. Training options for Geographically Separated Units (GSUs).
- e. Accommodations specifically designed for GSUs are detailed.
- f. Wingman Toolkit: An overview of the Wingman Toolkit website explaining resources available for Key Spouses. (Pending re-activation as of Jan 2018)
- g. Key Spouse Team (KST): An overview of KST members, roles, and responsibilities.

a. Official Program Guidance

Air Force Instruction (AFI) 36-3009, Airman and Family Readiness Centers, paragraphs 3.8.4 - 3.8.4.6., provides guidance on the program.

AFI 36-3009, paragraphs 3.8.4 - 3.8.4.6 (current as of 18 February 2016)

3.8.4. The Air Force Key Spouse Program is an official Air Force unit family readiness program designed to enhance mission readiness and resiliency and establish a sense of community. It is a commander's initiative that promotes partnerships with unit leadership, families, volunteer Key Spouses, the A&FRC, and other IDS agencies. AFR and ANG commander's will establish a program as needed/required and/or have ability to implement.

3.8.4.1. Unit commanders will establish, promote, maintain, and support Key Spouse Programs.

3.8.4.2. A&FRC's will provide Key Spouse training on a quarterly basis or as requested by installation leadership IAW standardized Key Spouse training curriculum.

3.8.4.3. The unit commander selects and formally appoints the Key Spouse volunteer(s). Volunteers may include unit spouses of enlisted, officer, or DoD civilians. ANG may utilize retirees as a Key Spouse Volunteer.

3.8.4.4. Unit commanders' spouses are encouraged to serve as mentors; however, the unit commander may designate an alternate senior officer, enlisted, or DoD civilian spouse as mentor.

3.8.4.4.1. For the ANG, retirees may also be mentors.

3.8.4.5. MAJCOMs will implement the Air Force Key Spouse Program IAW AFI 36-3009. MAJCOMs may supplement this guidance with AF/A1SAA coordination and approval.

3.8.4.6. Guidance for the Key Spouse Operations Program is incorporated in the A&FR Key Spouse Desktop Guides.

b. Desktop Guide (Download as referenced on page 5)

In addition to AFI 36-3009, the Key Spouse (KS), Key Spouse Mentor (KSM), and Commander (CC) Desktop Guides provide further clarification on the roles and responsibilities of each KST member.

The Desktop Guides, are current as of 25 January 2017. Your Key Spouse Program Manager at the A&FRC will send information on updates so that KST members can download as needed. These guides are completed and distributed by the Air Force Personnel Center (AFPC) and are an invaluable resource for KST members. It is recommended these guides are reviewed periodically to ensure compliance.

c. Training

As a KS/KSM, **you are required to attend training** in order to: promote efficient and effective communication between unit leadership, KS, KSM, and unit spouses/families; as well as be a direct link (*for families*) to the Commander when establishing and building unit resilience and a sense of community.

A typical KS/KSM volunteer completes 16 or more hours of training **annually** between initial and continuing education. The specialized training you receive ensures you have the most up-to-date resources on their radar.

Please see pages 5 - 6, and 11 of the Desktop Guides for detailed information.

Training Requirements: (See also page 11 of the Desktop Guide)

- Initial mandatory KS training
 - Contact the A&FRC to schedule training
 - Only has to be taken **ONCE** to serve as a KS/KSM
 - Updated November 2015
 - 9 modules; 6 hours & **fully available for review online in (PDF format):**
<http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/>
- Refresher KS training
 - Must have completed Initial KS training in the past
 - Required when new to installation and being newly appointed as a KS
 - Required for KS who attended training prior to November 2015
 - 1 hour (class or one on one appointment)
- Quarterly KS continuing education/training:
 - Topics vary based on community trends
 - Normally 2-3 hours
 - Daytime/Evening times
- Annual Requirements:
 - Suicide Awareness
 - Sexual Assault Prevention and Response

Additional Recommended Trainings:

- Heart Link
 - Air Force 101 for spouses

- New Spouses Orientation
 - Names vary by base (Example: Ramstein Spouses Orientation (RSO))
 - Cultural, community, and/or base resource information
 - Normally 6-7 hours

- Virtual trainings/webinars: There are several sources of training available online. *See upcoming sub-section d, Training for GSUs, for additional info.*

Trainings are tracked and provided by the A&FRC. Ensure you document training attendance and topics.

d. Training for Geographically Separated Units (GSUs)

As a KS in a GSU, you may face unique challenges depending on the resources available at your host installation. Some GSUs locations have an A&FRC; others may be in isolated locations far from support, Air Force or otherwise; and others may be serviced by others branches of the military.

Regardless of location, **you are still required to attend training** in order to: promote efficient and effective communication between unit leadership, KSM, and unit spouses/families; as well as be a direct link (*for families*) to the CC when establishing and building unit resilience and a sense of community.

See Section 3, sub-section c, page 7 for additional details in training requirements.

Specific GSU accommodations/recommendations for meeting training requirements:

- Initial mandatory KS training
 - Contact A&FRC to inform them you will be appointed as a KS for a GSU
 - Review Initial KS training modules 1-9, to include notes
 - ***Fully available for review online in (PDF format):***
<http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/>
 - Contact the KS program manager *by email* stating: "I have reviewed/completed the 9 modules of virtual Initial KS training."
 - Submit your signed KS appointment letter to the KS program manager

- Refresher KS Training
 - Contact A&FRC to inform them you will be appointed as a KS for a GSU
 - Request the Refresher KS training slides be emailed to you
 - Contact the KS program manager *by email* stating: "I have reviewed/completed the Refresher KS training slides."
 - Submit your signed KS appointment letter to the KS program manager

- Quarterly KS continuing education/training:

It can be difficult to attend/engage in continuing education when you are in a GSU. Below are a few ways in which you can ensure you maintain and gain knowledge that will assist in performing your duties as a KS.

- If you have a servicing: A&FRC, Army Community Services (ACS) or Fleet & Family Support Center (F&FSC) attend trainings they offer and/or coordinate.
- Coordinate with your host installation agencies for additional trainings - regardless of the branch of service.
- Virtual trainings/webinars: There are several sources of training available online. This list is not all inclusive, but here are a few sites you can access.

Military OneSource (MOS): offers hundreds of webinars (active and archived) where you can access continuing education based on the needs of your units.

Topics include, but not limited to:

- Casualty Assistance
- Children, Youth & Teens
- Deployment
- EFMP/Special Needs
- K-12 and College Education
- Legal Information
- Money Management
- Moving/Relocation
- Non-medical Counseling
- Parenting
- Relationship Health & Family Wellness
- Spouse Education & Career Opportunities
- TRICARE
- Voluntary Education
- Wounded Warrior

Recommended MOS Webinars for Continuing Education:

Deployment:

Deployment Survival: Issues Families Face When the Military Deploys

www.militaryonesource.mil/social/webinar-archives?program=deployment

Relationship Health & Family Wellness:

The Military Spouse: Commander in Chief on the Home Front

www.militaryonesource.mil/social/webinar-archives?program=health-wellness|content_id=288370

Also: If you register with MOS as a Service Provider (see section 4, sub-section d, page 23 for details), you will have access to additional webinars and training through their partner site, Extension Learn: <https://learn.extension.org>.

Visit: www.militaryonesource.mil/social/webinar-archives for a complete list of webinar options.

Military Families Learning Network (MFLN): offers FREE webinars covering a variety of topics. These live webinars are offered on different platforms that work on and off military installations, so you can participate wherever you are. Registration is required. Get details about attending the live webinars through this site: <https://militaryfamilies.extension.org/webinars/mflnwebinars-howtojoinlive/> or by email: milfamln@gmail.com.

Topics include, but not limited to:

- Family Development
- Military Caregiving
- Personal Finance
- Nutrition and Wellness
- Community Capacity Building
- Family Transitions
- Network Literacy

Recommended MFLN Webinars for Continuing Education:

Spouse Employment:

Searching for a Job as a Military Spouse during Relocation

<https://militaryfamilies.extension.org/webinars/>

Family Transitions:

Discovering the Components of Strong Family Functioning

<https://learn.extension.org/events/2483>

Additional Recommended Trainings:

- Heart Link
 - Air Force 101 for spouses
 - A local event for GSU spouses can be coordinated with local leadership and agencies.
- New Spouses Orientation
 - If your base offers this type of event, attend and hear what local resources are available.

Ensure you document training attendance and topics. Advise A&FRC KS program manager of training completion.

e. The Key Spouse Team

The Key Spouse Team (KST) includes: Unit commander (CC), First Sergeant/Unit Superintendent/Chief or Senior NCO; the Key Spouse Mentor (KSM), the Key Spouse (KS) and the Airman and Family Readiness Center (A&FRC) .

Key Spouses work within a squadron to help connect families to information and support services. A KS has a positive outlook on life and the military and is committed to making a difference within the unit. Key Spouses are not just appointed, they earn the position. A KS is a force multiplier when it comes to connecting families to information and services.

Because this is such an undertaking, other individuals are part of the KST as well. Key Spouses are executing the program with a great deal unit of assistance.

The CC owns the KSP. In addition to recruiting, selecting and appointing KS volunteers, the CC also establishes goals and objectives for the program and assembles team members who make the endeavor positive for the entire unit. The CC's team can consist of several different people, but is usually a mix of the **first sergeant, the unit superintendent, chief or a senior non-commissioned officer** (normally a primary point of contact for the KS). The CC chooses a winning combination based on the personal and family readiness needs of the unit.

The KSM, is also a volunteer, but one who possesses a good deal of experience making a life, a family and home within the challenges of the military lifestyle. The KSM assists the KS by advising them and advocating when needed. Not all units will have a KSM, but those fortunate to have this resource use the knowledge and experience of the KSM to further the program toward achieving the family readiness goals of the unit.

The A&FRC provides training and resource information for KSP volunteers.

The KST is a comprehensive resiliency tool that is essential to building that strong family and maintaining a resilient force!

Key Spouse Team: Roles & Responsibilities information:

[http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/Key Spouse Training Slides with Notes, Modules 1-3 \(PDF with Notes\)](http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/Key-Spouse-Training-Slides-with-Notes-Modules-1-3-(PDF-with-Notes))

- Topics: Program Overview, Communication, Generational Diversity
- Module 1: Pages 9-14

f. Wingman Toolkit: Official Key Spouse Program Website (pending re-activation as of Jan 2018)

The Wingman Toolkit is an outreach and communication tool to make sure the total force always has quick and easy access to the latest Air Force Comprehensive Airman Fitness programs and resources. The Toolkit is a total force initiative designed to empower Airmen and their families to live healthier lifestyles both on and off duty. To do this, the Toolkit relies on the four domains of Comprehensive Airman Fitness (CAF): Physical, Mental, Social, and Spiritual Fitness. The goal behind the Toolkit is to assist Airmen in striking a balance between the four domains to become more resilient in their own life, and also to stand ready to assist others in their time of need.

How to use the Wingman Toolkit:

The toolkit includes a section specifically for Key Spouses and it is where you will find:

- Key Spouse Initial Training: Modules 1-9, with notes
- Key Spouse Desktop Guides: CC, KSM and KS
- Key Spouse Tools to include:
 - Key Spouse Brochure
 - *Editable* Key Spouse Brochure
 - Air Force Family Guide for Suicide Prevention
 - Key Spouse Social Media Handout
 - Social Media Network Overview/Smart Cards
 - AF Facebook Privacy Settings Overview (PDF)
 - Smart Card: Twitter
 - Smart Card: LinkedIn
 - Smart Card: Google
- Exceptional Family Member Program information and resources

The toolkit is constantly evolving and is not maintained at the installation level. If the information on the site is outdated, the A&FRC will provide up to date resources.

Visit: www.wingmantoolkit.org/key-spouse/key-spouse-resources/



Information & Referral Resources

2. Information & Referral Resources

This section is designed to ensure you have knowledge of available base and national services/resources that assist our military families. It is NOT all inclusive.

It includes:

- Resource & Referral Quick Sheet
- Community Action Team (CAT) *previously Integrated Delivery Systems (IDS)* Brochure
- Military OneSource resource information
- Incident notification/reporting guidance sheet
- Resources specifically for: deployed families, suicide prevention, sexual assault, and relocation

These resources will increase your ability to efficiently provide information and referrals to unit families reaching out to you for assistance. Keep in mind that these resources are NOT all-inclusive and there may be additional options available to you. The best way to find additional resources is to network with other Key Spouses as well as with the agencies who are providing the services.

Share additional resources you encounter with your KST.

When using these resources, please remember that most agency representatives are MANDATED REPORTERS. This means that they are legally required to ensure a report is made when abuse is observed or suspected; this includes harm to self or others. The CHAPEL is the ONLY agency that has 100% privileged communication.

As a KS/KSM, you are a trusted agent, NOT a mandated reported. This means you should report certain cases, but not a LEGAL obligation to do so. The "Incident notification/reporting guidance sheet" will provide additional insight on this task.

a. Community Action Team (CAT) Brochure

This brochure provides comprehensive information on Ramstein's helping agencies, to include: services provided, location, hours of operation, and contact information.

RAMSTEIN AIR BASE HELPING AGENCIES



"Airmen taking care of Airmen...from the Line"
Ramstein AB



The 86th Airlift Wing Community Action Team (CAT) provides a comprehensive umbrella of care for the people of Ramstein Air Base. It is a combination of helping agencies, which deliver responsive community care through proactive and coordinated programs and services. CAT members extend services and provide the appropriate help to our KMC community. They work to provide awareness, information of pertinent activities, events, and support available to the Ramstein AB community. We are committed to improving the working relationship of our base agencies to better provide for the needs of our community.

ADOLESCENT SUBSTANCE ABUSE COUNSELING SERVICES (ASACS)

Location: Ramstein High School / Bldg. 934

Location: Ramstein Middle School / Bldg. 1001

Hours: During the school day

Phone: RHS 480-6951 ext.2844 or 06371-47-6951; RMS 480-7104 or 06371-47-7104

ASACS is a comprehensive support program providing counseling services, classroom based drug/ alcohol prevention education and high-risk behavior reduction lessons to middle and high school students and their families within the Ramstein community. ASACS counselors maintain private offices within their respective schools and are credentialed providers through the Medical Group. This allows streamlining of at-risk students from initial referral, through the continuum of care. Services are free, confidential, and hours are flexible to meet the needs of our military families and civilian employees.

AIRMAN & FAMILY READINESS CENTER (A&FRC)

Location: Bldg. 2120

Hours: M-T & TH-F: 0730 - 1630; W: 0730-1300 (after 1300 for emergency assistance) & closed family days and federal holidays

Phone: 480-5100 or 06371-47-5100

The A&FRC offers services to personnel and their families through workshops, special events and one-on-one consultations. Community Readiness Consultants (CRCs) provide services in the center and/or throughout the Kaiserslautern Military Community (KMC) as outreach. A&FRC 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 (KSP), Emergency Assistance, Exceptional Family Member Program (EFMP) and Military Family Life Consultants (MFLC). Services are also available to mobilized National Guard and Air Force Reserve Airmen and their families.

ALCOHOL & DRUG ABUSE PREVENTION AND TREATMENT (ADAPT) PROGRAM

Location: Bldg. 2121, 4th floor

Hours: Monday - Friday, 0730 - 1630

Phone: 479-2390 or 06371-46-2390

The Air Force recognizes that alcohol misuse negatively affects public behavior, duty performance, and/or physical and mental health. ADAPT provides clinical assistance to eligible beneficiaries seeking help for drug or alcohol problems. ADAPT program promotes readiness, health, and wellness through prevention and treatment of misuse and abuse of drugs and alcohol. The goal is to provide comprehensive education and treatment, to restore function and return identified substance abusers to unrestricted duty status or to assist them in their transition to civilian life. Services are provided to: individuals, family, and organization. Services provided are: substance abuse evaluation and outpatient treatment for military members; referrals for medical detoxification/rehabilitation at medical facilities.

CHAPLAIN

Location: Northside Chapel, Bldg. 1201 (Primary)

Hours: Monday - Friday, 0730 - 1630

Phone: 480-6148 or 06371-47-6148

Location: Southside Chapel, Bldg. 2403

Hours: Monday - Friday, 0730 - 1630

Phone: 480-5753/5754 or 06371-47-5753/5754

Location: Vogelweh, Bldg. 2063

Hours: Monday - Friday, 0730-1630

Phone: 489-6859 or 0631-536-6859

The Chapel's vision is to glorify God, serve Airmen and pursue excellence. The chapel staff is available to deliver spiritual fitness to war fighters and family members at Ramstein AB. Chaplains offer confidential counseling, spiritual coaching, and guarantee the First Amendment right of freedom of worship.

CHILD AND YOUTH PROGRAMS (C&YP)

Ramstein CDC: Bldg. 800/862/832; Phone: 480-6011 or 06371-47-6011

Ramstein School Age: Bldg. 1003; Phone: 480-3272 or 06371-47-3272

Ramstein Youth Programs: Bldg. 428; Phone: 480-6444 or 06371-47-6444

Ramstein Teen Center: Bldg. 411; Phone: 480-3330 or 06371-47-3330

Vogelweh CDC: Bldg. 1029/1030; Phone: 489-6372 or 06371-47-6372

Vogelweh School Age: Bldg. 1028/1058; Phone: 489-6362 or 06371-47-63

Vogelweh Teen Center: Bldg. 2059; Phone: 489-6155 or 06371-47-6155

Family Child Care: Bldg. 849; Phone: 478-7420 or 06371-405-7420

Kapaun School Age: Bldg. 2785; Phone: 489-6028 or 06371-536-6028

Child and youth programs provide quality child care and recreational outlets for children 2 weeks - 18 years of age. Childcare is provided on a full-day, part-day or hourly basis for children 2 weeks - 12 years of age. Care is designed to protect the health and safety of our children. Youth programs provide recreational outlets for

youth to develop physical, social, emotional and cognitive abilities. This is done with programming in five core areas such as: character and leadership, the arts, fitness and recreation, health and life skills, education and career development.

DOMESTIC ABUSE VICTIM ADVOCATE (DAVA)

Location: Bldg. 2123

Hours: Monday - Friday, 0730 - 1630

Phone: 479-2370 or 0637146 2370, 24/7 Hotline 0173-628-4624

A DAVA is a domestic abuse victim advocate. DAVAs provide private and confidential services to victims of domestic abuse. They conduct risk assessments and assist with safety planning. They also provide education and referrals to community resources based on individual needs. In addition, DAVA's assist with linkage to legal services and will provide support at legal and medical appointments. Domestic Abuse does not always have to have a physical component. Abuse may consist of a pattern of coercion, threats, intimidation, isolation or emotional, sexual, or economic means of control. There are **Restricted and Unrestricted** reports.

DRUG DEMAND REDUCTION (DDR) PROGRAM

Location: Bldg. 2117

Hours: Monday - Friday, 0700 - 1600

Phone: 478-0996 or 06371-405-0996

The Air Force DDR Program is to deter civilian employees and military members from abusing illegal drugs and other illicit substances, the Air Force surgeon general implemented the DDR Program, which is managed by the 86th Medical Group.

The DDR Program'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 are: 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.

EQUAL OPPORTUNITY (EO)

Locations: Bldg. 2787 Kapaun AS or Bldg. 2101 (Hercules Theater), Ramstein AB

Hours: Monday - Friday, 0800 - 1700

Phone: 489-8534, 0631-536-8534

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, sexual orientation, disability, reprisal, or genetic information. We assist military, civilian, and family members in addressing perceptions of 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 in order to resolve the concerns at the lowest level and as quickly as possible. Individuals may also contact us. We provide impartial counseling for aggrieved members, ensuring complaints are fairly and thoroughly addressed and that final actions are taken in a timely manner. They also provide education, conflict resolution and teambuilding services to employees and management to assist in eradicating unlawful discrimination and fostering a positive human relations environment.

EXCEPTIONAL FAMILY MEMBER PROGRAM-MEDICAL (EFMP-M)

Location: Bldg. 2114, Room 147

Hours: Monday-Friday, call for appointment

Phone: 479-2375 or 06371-46-2375

EFMP is a mandatory enrollment program that protects the federal entitlements and military benefits of special needs family members. Total EFMP is: EFMP-M (Medical), EFMP-FS (Family Support), and EFMP-A (Assignments). EFMP-M provides identification, enrollment and clearance to ensure appropriate medical and educational services are available. EFMP-FS, located at the Airman & Family Readiness Center (page 2), provides information, referrals, parent education and recreational events. They consider the needs of each individual family in finding appropriate community resources. EFMP-A processes assignments and orders once EFMP-M reviews. Additional EFMP out-processing information can be found at: www.ramstein.af.mil in the "PCSing from Germany" section.

FAMILY ADVOCACY PROGRAM (FAP)

Location: Bldg. 2123

Hours: Monday - Friday, 0730 - 1630

Phone: 479-2370 or 06371-46-2370

FAP offers services under four programs. (1) The New Parent Support Program is staffed by a team of professional nurses who provide support and education to families expecting a child or with children three years of age and under. They offer home and hospital 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 or sexual abuse 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 or medical records documentation. (4) The Outreach Program offers briefings and free classes on Stress and Anger Management, Couple's Communication, Parenting Skills and more.

HEALTH PROMOTIONS (*previously* HEALTH AND WELLNESS CENTER - HAWC)

Location: Bldg. 2117A

Hours: Monday - Friday, 0730 - 1630

Phone: 480-4292 or 06371-47-4292

Health-related educational classes to include; Healthy Eating, Tobacco Cessation, Weight Management, and injury prevention. All services are free and customers may self-refer. (Other service available: body fat testing via the BOD POD).

MENTAL HEALTH FLIGHT

Location: Bldg. 2121, 3rd floor

Hours: Monday - Friday, 0700 - 1630

Phone: 479-2390 or 06371-46-2390

Services offered at the Mental Health Clinic include individual, group, and educational treatment for stress, anxiety, depression, adjustment difficulties and other psychological concerns. Marital and family therapy services are also offered. Military evaluations for special clearances or duty are arranged as required by AF Instruction policy. Services provided are: Adult Individual Therapy; Group Therapy; Emergency Assessments/Interventions; Clearances and Evaluations (as required by other programs); Outreach and Prevention; Stress Management (through Health and Wellness Center (HAWC)); Traumatic Stress Response; Suicide Prevention; Child Psychiatry and Assessment/Evaluation/Therapy.

MILITARY & FAMILY LIFE CONSULTANTS (MFLC)

Location: Bldg. 2104

Hours: Monday - Friday, 0730 - 1630

Phone: 0152-2421-1233; 0152-0266-3352; 0176-6933-3243; 0151-5674-8179

MFLCs are available to help service members, spouses, family members, and children. MFLCs can address the following concerns: 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. On or off-base meetings can be arranged (except in a vehicle or home). Briefings to units and groups are also available.

SCHOOL LIAISON OFFICE (SLO)

Location: Bldg. 2118, Room 231

Hours: Monday - Friday, 0730-1630

Phone: 480-9374 or 06371-47-9374; Email: 86MSG.SLO@us.af.mil

There are two SLOs on Ramstein: 1 US civilian and 1 Local National who can assist with German school resources as well. SLOs serve as the communication link between the community, schools, parents and the military on education related programs, concerns and initiatives for juvenile dependents. They assist with PCS transitions, issues impacting Military Child Education, promoting collaboration/strategic partnerships within the community, administering the USDA Free/Reduced Lunch Program (F/RLP), and providing parents with education related tools/resources. They also provide information on Home School options.

SEXUAL ASSAULT RESPONSE COORDINATOR (SARC)

Location: Bldg. 2101

Hours: Monday - Friday, 0700 - 1700

Phone: 480-5597/7272 or 06371-47-5597/7272; on-call cell number: 0172-821-4871

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 (**Restricted/Unrestricted**) 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.

ADDITIONAL SUPPORT & REFERRAL SERVICES:

- *American Red Cross*: 480-2171/5464 or 06371-47-2171/5464
- *Child & Youth Behavioral MFLCs*: Located schools & Youth Programs
- *Command Post*: 480-2121 or 06371-47-212
- *Office of Special Investigations (OSI)*: 480-2095/2381 or 06371-47-2095/2381
- *Security Forces*: 480-2050 or 06371-47-2050
- *Special Victim's Council*: 478-4SVC (782) or 06371 405 4SVC (782)

b. Resource & Referral Quick Sheet

This quick sheet will allow you to see which agencies provide services based on specific family concerns. Remember this quick sheet is NOT all-inclusive. *Green blocks specify agency that should be used*

Resource & Referral Quick Sheet												
AGENCY	A&FRC	ADAPT	ASACS (TEEN)	CHAPEL	C&YB MFLC	FAP	MENTAL HEALTH	MFLC	MOS	PCM	SARC	SLO
CONCERNS												
Alcohol/Drugs												
Anger Management												
Anxiety/Panic												
Child & Youth Counseling												
Child & Youth Abuse												
Communication Issues												
Deployment Support												
Depression												
Domestic Abuse												
Employment/Volunteer												
Finances												
Financial Emergency												
Grief/Death												
Homocidal Thoughts*												
Loss of Reality												
Marriage/Couples												
Parenting												
Physical Health												
School Concerns												
Sexual Assault												
Special Needs												
Spiritual Needs												
Stress/Worry												
Suicidal Thoughts*												
Teen Counseling												
This list is not all inclusive. See IDS Brochure for additional information. *Chaplains ONLY agency with 100% confidentiality*												

A&FRC	06371-47-5100	480-5100	
ADAPT	06371-46-2390	479-2390	
ASACS (RHS)	06371-47-6951	480-6951	
ASACS (RMS)	06371-47-7104	480-7104	
CHAPEL (Northside)	06371-47-6148	480-6148	
CHAPEL (Southside)	06371-47-5753/5754	480-5753/5754	
CHAPEL (Vogelweh)	0631-536-6859	489-6859	
C&YB MFLC	Contact Schools and/or Child & Youth Program		
FAP	06371-46-2370	479-2370	
MENTAL HEALTH	06371-46-2390	479-2390	
MFLC 1	0152-2421-1233	N/A	
MFLC 2	0152-0266-3352	N/A	
MFLC 3	0176-6933-3243	N/A	
MFLC 4	01515674-8179	N/A	
MOS	OCONUS: 00-800-3429-6477 & US: 800-342-9647		www.militaryonesource.mil
PCM	06371-46-2273 / 479-2273 (Appointment Line)		
SARC	06371-47-5597/7272	480-5597/7272	On-call cell: 0172-821-4871
SLO			

For more agencies & contact details, please see the IDS Brochure, pages 16-22

c. Incident Notification / Reporting Guidance

As a KS, you are a Trusted Agent. That means that although you are not a Mandated Reporter, your position dictates that in your trusted position, you should report certain issues and cases to either Command and/or the appropriate agencies. The sheet below will provide you with a visual of your notification guidance.



Notifications/Reporting

U.S. AIR FORCE

KS/KSM are not mandated reporters, but SHOULD report the following:

- **Child Abuse/Neglect**
 - Family Advocacy Program (FAP) (06371-46-2079) and unit Commander (CC)
- **Suicidal/Homicidal Ideations**
 - Mental Health (06371-46-2390) and unit CC
 - After hours contact Command Post (06371-47-2121) for on call agency representatives
- **Operation Security (OPSEC) Violation**
 - Notify the unit CC

PAUSE! Direct reporting of domestic abuse to law enforcement, CC, unit leadership team or FAP by the KS/KSM could jeopardize the victim's restricted reporting option:

Strongly encourage victims to speak to: SAPR, DAVA, FAP, medical provider, MOS or Chaplain as appropriate

- **Sexual Assault**
 - Sexual Assault Prevention & Response (SAPR) (06371-47-7272)
 - After hours (on-call cell number: 0172-821-4871)
 - Additional Resource: Sexual Assault Helpline, www.safehelpline.org
- **Partner/Spouse Abuse**
 - Domestic Abuse Victim Advocate (DAVA) 24/7 Hotline (0173-628-4624)
 - FAP (06371-46-2079)

For ANY imminent / potential life endangerment situation, call 06371-47-112 (112)

Integrity - Service - Excellence

See page 10 of the *KS/KSM Desktop Guides* for additional information and guidance on reporting procedures.

d. Military OneSource (MOS)

The Department of Defense offers *free confidential, short-term, non-medical counseling to eligible service members and their families*. The counseling is offered for help with marital problems, parenting, stress management, grief and loss, and other issues.

Different counseling options:

There are **four** different ways to speak with a non-medical counselor: face to face, over the telephone, online and through video chat. *Please keep in mind that only the face-to-face counseling option is available through the Military and Family Life Counseling Program (MFLCs).*

- *Face-to-face non-medical counseling:* Military OneSource offers face-to-face non-medical counseling in a variety of settings depending on your needs or preferences, counselor availability or other factors. You may attend traditional 50-minute counseling sessions in an office setting with a counselor located in the local community, or with military and family life counselors on assignments up to 180 days on an installation.
- *Non-medical counseling over the telephone, online and through video:* Counseling sessions are also available telephonically, through secure online chat or via video through Military OneSource. Service members and their families can request counseling services – any time of the day or night, any day of the year, including holidays – from anywhere in the world by calling Military OneSource at 800-342-9647 (for international phone numbers).

Important Details:

- *Eligibility:* Active-duty, National Guard and reserve service members (regardless of their activation status), Department of Defense civilian personnel, their family members and survivors.
- *Confidential help for children and youth:* Kids from ages 6 through 17 are eligible for face-to-face counseling with a parent (13- through 17-year-olds just have to have their parent in the first session). Counselors can help children with issues that include family relationships, school, adjustment to deployment or separation, and grief and loss. Counseling services are not available for very young children.
- *Qualified counselors:* Counselors are experts who possess a master's or doctoral degree in a mental health field and are licensed or certified in a state, territory or the District of Columbia to practice independently.

- *Issues addressed:* Confidential non-medical counseling addresses issues such as improving relationships at home and work, stress management, adjustment difficulties (like returning from a deployment), marital problems, parenting, and grief or loss.
- *Issues NOT addressed:* Counseling services don't address active suicidal or homicidal thoughts, sexual assault, child abuse, domestic violence, alcohol and substance abuse, and mental health conditions that require recurring in-patient hospitalizations. What's more, counseling isn't suitable for individuals prescribed psychoactive medication, receiving therapy with another practitioner, Family Advocacy Program cases, fitness-for-duty evaluations or court-ordered counseling.
- *Confidentiality:* Don't be afraid that seeking counseling will negatively affect your career or your spouse's career. Non-medical counselors can be trusted to keep your information private. However, they're required to report situations where you could be a danger to yourself or to others or that involve domestic or other violence against another person, child abuse or neglect and any present or future illegal activity. A family member or a legal guardian of a service member's dependents can use non-medical counseling sessions without the service member's knowledge. The service member or other eligible family members would still be able to use their own 12 sessions.

Topics include, but not limited to:

- Family and relationship
- Financial and legal
- Health and wellness
- Education and employment
- On and off base living
- Deployment and transition

Visit: www.militaryonesource.mil/confidential-help

Registering as a Service Provider and Ordering Materials:

Key Spouses can order MOS materials as service providers without additional documentation required.

Visit: www.militaryonesource.mil/service-providers, click on "Service Providers" and *create an account*. The process is easy; when it asks for your "Single Sign-on" (SSO) indicate "Key Spouse" as your affiliation. To see a full list of products you can order, look here: www.militaryonesource.mil/products.

Phone Numbers:

Toll-Free: 800-342-9647

En español llame al: 800-342-9647

TTY/TDD: Dial 711 and give the toll-free number 800-342-9647

International Calls: www.militaryonesource.mil/footer?content_id=267781



Critical Resources for Key Spouses

3. Critical Resources for Key Spouses

This section includes additional resources that will aide Key Spouses in providing *critical* support to families stationed at Ramstein Air Base. These resources cover some of the most challenging situations families may encounter, as well as some of the more challenging tasks you will face as a Key Spouse.

Topics include:

- Deployment: Family Support
- Suicide Prevention
- Sexual Assault & Response
- Relocation Support

These resources are not all-inclusive; therefore as a KS/KSM you may need to accomplish further research when assisting unit families.

a. Deployment: Family Support Resources

Supporting families of deployed members is one of the cornerstones of the Key Spouse Program. The goal is to strengthen family resilience. Our Air Force family structures are changing and needs will vary greatly from home to home. Knowing the resources and where to go for guidance will be a crucial part of your ability to support families of deployed members. In this section, you'll find some resources that will assist you in supporting your families.

KS Initial Training:

During Module 5 (Deployment) you will learn to: define common terms associated with deployments; discuss emotional cycle of deployments; explore ways to prepare families for separation; identify ways to prepare families for reintegration; and discuss readiness resources.

In addition, group exercises and scenarios may be discussed in order to ensure Key Spouses have a full grasp of deployment support capabilities.

KS Desktop Guide, January 2017: Appendix C - Supporting Families during Deployment, pages 13 - 15 (*Included in Section 3 of this toolkit*)

Airman & Family Readiness Center: *Personal and Family Readiness Program*

The Personal and Family Readiness Program provides the 86th AW with advice and resources on family readiness issues. It also provides assistance to family members before and after times of mobilization, deployments/separation or evacuation. The Readiness NCO promotes preparedness for these situations through family education and development of assistance programs such as: pre-deployment, deployment and reunion seminars, spouse support groups, Give Parents a Break and Car Care Because We Care programs.

In addition, the Readiness NCO helps families maintain contact during separations. This program assists you and your family during all phases of the deployment cycle, providing workshops and services to help meet the challenges of deployment, as well as information and referral to deployment-related resources. Services include: pre-deployment education briefings for deploying members and families; sustainment support services such as email connectivity and applicable Air Force Aid Society programs and return/reunion/reintegration support.

The A&FRC is ready to provide you with services that will ensure you and your family members are prepared for your deployment.

Services include:

Car Care Because We Care: One free vehicle safety inspection and oil change during deployment (must be deployed 30 days or longer).

Deployed Family Events: Monthly events and activities for family members of those that are deployed.

- Active duty members must add spouses to the deployed family distribution list prior to deployment. If this doesn't occur, families can contact us to be added and invited to events.

Give Parents A Break (GPAB): Free child care for children (6mths-12yrs) each month at a Child Development Center on a designated date.

- GPAB is NOT an automatic entitlement due to deployment status. It is need based on stressors associated with the deployment.
- The voucher can be requested at the A&FRC and a consultation may be required upon request to ensure the family is doing well and to see if any other assistance is needed.

Please reach out to the A&FRC if you need additional information or resources for deployment support.

Visit: www.86fss.com/core-programs/personal-and-family-readiness

Military Family Life Consultants (MFLCs):

MFLCs can provide counseling to individuals and families struggling with the challenges of deployment. In addition, they offer trainings specifically related to deployment. Consider coordinating these classes for your families before, during and/or after deployments - based on the needs you're observing.

Topics include, but not limited to:

- Children & Separation Issues of Deployment
- Deployment Survival
- Emotional Cycle of Deployment
- From Combat to Home
- Helping Children Cope with Post-Deployment Issues
- Issues Families Face When the Military Deploys
- Making Marriage Work after Deployment
- Redeployment: Issues for Children
- Reigniting the Passion after Deployment

To coordinate an outreach, contact MFLCs at: mflc.ram@gmail.com

Call: 01522 421 1233; 01520 266 3352; 01766 933 3243; 01515 674 8179

Child & Youth Behavioral (C&YB) MFLCs:

Often provide support groups in the schools or youth programs as well. Encourage families to update the schools and youth programs during deployments so that children can be added to existing and appropriate programs.

Child Care Support Services:

As mentioned in the A&FRC section, GPAB may be a resources for families during deployment. There are also additional programs that families may participate in:

Extended Duty Care Program

The *Family Child Care (FCC)* program offers child care through all stages of deployment. Parents must complete the Air Force FCC Expanded Child Care registration and submit it along with a copy of their orders to the FCC office. This form, and a current list of FCC providers, can be obtained from the FCC office:

Ramstein Air Base

Bldg. 849, Room 312

06371-405-7420/7421

www.86fss.com/family-and-youth/kmc-childcare

They offer child care services during *Pre-Deployment, Deployment and Returning Home stages*. Care can be provided for child ages 12 years and under. Application and details for this program must be coordinated directly with the FCC office. They require a copy of deployment orders.

Additional Ramstein Child Care resources: Comprehensive Air Force child and youth information. www.86fss.com/family-and-youth/airman-family-services

Additional local child care resource:

KMC MWR through the Army often has services that Air Force families may participate in based on eligibility criteria. Visit their site and contact them directly for additional information, but know they are a resource.

www.kaiserslautern.armymwr.com/europe/kaiserslautern/programs/childcare

Virtual Deployment Resources:

Military OneSource (MOS): They provide one on one counseling, checklists, educational resources, information, webinars, articles and support on pre, during, and post deployment (to include reintegration).

Topics include, but not limited to:

- Preparing for deployment
- During deployment
- After deployment

Each of these sections has hundreds of additional resources.

Visit: www.militaryonesource.mil/deployment-and-transition for a comprehensive deployment resources.

Additional Virtual Resources:

www.afterdeployment.dcoe.mil

www.militarykidsconnect.dcoe.mil

www.facebook.com/KMCAmericanRedCross

www.ramstein.af.mil/About-Us/RUfit

www.ramstein.af.mil/Deployment-Transition-Center

www.realwarriors.net

www.yellowribbon.mil/yrrp/

www.wingmantoolkit.org

b. Suicide Prevention Resources

As a KS/KSM, if someone exhibits or discloses suicidal ideation, you have **SHOULD take immediate action** to inform the appropriate authority. If you receive a crisis call, it is vital to:

- Remain calm and focused
- Get the person's name, location, and phone number
- Keep the caller on the phone while someone else calls the police
- Call or have someone else call **06371-47-112** (or 112)
- Reassure the victim that assistance is on the way
- Stay on the phone until help arrives
- Contact the commander/unit leadership
- **Always** take the threat of suicide seriously

IMPORTANT: It is NOT our expectation for KS/KSMs provide suicide interventions! The guidance provided just in case someone tells you they are thinking of suicide. Please do NOT place yourself in an uncomfortable or unsafe situation. Remember to stay safe and pass care along to an appropriate agency.

Appropriate authorities/agencies are:

- Unit Commander/First Sergeant
- Mental Health (MH), 06371-46-2390
- Command Post (if after hours/ unable to reach MH): 06371-47-2121
- Emergency Assistance: **06371-47-112** (or 112)

Other agencies such as: Chapel, MFLC, and/or MOS are more appropriate when there are stressors / concerns but suicide ideation has NOT been verbalized.

KS Initial Training:

During Module 2 (Communication) you will learn: signs and symptoms of suicide ideation, risk factors that contribute to suicide, military specific stressors, acute warning signs, barriers to seeking help, how to respond to suicide ideation, and additional resources.

In addition, group exercises and scenarios may be discussed in order to ensure Key Spouses have a full grasp of suicide intervention concepts.

KS Desktop Guide, January 2017: Appendix F - Suicide Prevention Awareness, page 18 (Included in Section 3 of this toolkit).

Virtual Suicide Prevention Resources:

Military OneSource (MOS): They do NOT provide suicide interventions, but can provide grief support services and information on coping skills.

Topics include, but not limited to:

- Tools For Parenting After a Suicide
- When Someone Close to You Dies by Suicide
- When a Service Member May Be at Risk for Suicide
- When Someone You Know May Be At Risk for Suicide

Visit: www.militaryonesource.mil search for "Suicide" for a full list of articles and resources.

Additional Virtual Resources:

Air Force Wingman Online-Suicide Prevention: Offers videos, helping resources, discussion starters and leadership tools to recognize individuals in need of help. www.wingmanonline.org/Home

National Suicide Prevention Lifeline: This hotline is available 24 hours a day. Calls are free and confidential, 24 hours a day, 7 days a week. 1-800-273-TALK (8255)

S.A.F.E. Alternatives: This website provides information about self-injury and treatment information. S.A.F.E. information line: 1-800-DON'T CUT (366-8288) www.selfinjury.com

Suicide Prevention: Military Crisis Line, 1-800-273-8255, www.suicideoutreach.org/

c. Sexual Assault Prevention & Response

According to the KS Desktop guide, a KS/KSM should refer a victim of sexual assault to the installation Sexual Assault Prevention and Response Coordinator (SAPR). The KS should not report the sexual assault to the unit leadership team as doing so may remove the victim's option to file a Restricted Report. DoD Safe Helpline 24/7— Provides confidential one-on-one support from a sexual assault professional Contact them at 1-877-995-5247 or www.safehelpline.org.

Defining Sexual Assault and Consent:

- Sexual Assault: Intentional sexual contact by force, threats, intimidation, abuse of authority or the victim does not or cannot consent
- Sexual assault conviction may result in mandatory dismissal or dishonorable discharge
- Consent: Freely given agreement to the conduct at issue by a competent person

The above definitions are different than the legal definition under the UCMJ.

Options for victims:

- SARC: Single point of contact to coordinate sexual assault victim care
- SAPR Victim Advocate: Provides non-clinical essential support and care and resource options to victims
- Confidential Communication: Process to report or disclose sexual assault in a confidential manner
- Special Victim's Counsel: Legal representation for victims
- Expedited Transfer: Option to PCS or PCA for unrestricted reports
- Mental Health Support: Providers trained to support survivors of trauma
- Medical Support: Medical evaluation, medical forensic examination and treatment of injuries and reproductive risk exposures and infections
- 50 Year Document Retention: Allows for use in VA benefit applications

KS Initial Training:

During Module 2 (Communication) you will learn: local SAPR contact and resources, defining sexual assault and consent, restricted/unrestricted reporting options, independent investigations, and other resources.

In addition, group exercises and scenarios are discussed in order to ensure Key Spouses have full awareness of sexual assault resources.

KS Desktop Guide, January 2017: Appendix E - Sexual Assault Prevention and Response Program, page 17 (*Included in Section 3 of this toolkit*).

Ramstein Sexual Assault Response Coordinator:



GET THE HELP YOU NEED!

Know the different reporting options, we are here for YOU!

OCONUS available to Service Members/DoD Civilians & their Dependents (18+)

Contact your local SARC to file a report!
DSN 314-480-7272 or 24/7 Hotline 017282114871

Restricted

*Command IS NOT notified
& NO Investigation initiated*

Available Resources:

- *SARC or Victim Advocate attend to victim needs – provides support services
- *Medical Care/Counseling
- *Special Victim's Counsel
- *Chaplain

***Can change to unrestricted option at a later date**

If you contact your chain of command or law enforcement, you may be unable to file a restricted report.

Unrestricted

*Command IS notified &
Investigation initiated*

Available Resources:

- *SARC or Victim Advocate attend to victim needs – provides support services
- *Medical Care/Counseling
- *Military Protective Order (MPO)/
Civilian Protective Order (CPO)
- *Special Victim's Counsel
- *Chaplain
- * Potential Expedited Transfer (PCS/PCA)

Independent

Anyone besides the victim who reports a sexual assault is an Independent Reporter. If these are reported to your chain of command, law enforcement or military criminal investigative agencies, an **UNRESTRICTED** investigation will be conducted. If you disclose to anyone other than the SARC, Chaplain, Special Victim's Counsel, any Victim Advocate or a Medical Provider you may lose the **RESTRICTED** reporting option.



If you would like to speak with a civilian counselor, contact the DoD's Safe Helpline for live, confidential, 24/7 world-wide access to experts.

Call: (DSN-94) 877-995-5247

Click: www.SafeHelpline.org

Text: (US) 55-247 (Overseas) 202-470-5546

Sexual Assault Support Group:

Army Community Services - ACS

- When: Fridays, 2:00pm
- Where: Family Readiness Room, 39th Transportation Battalion, Kleber Kaserne, Bldg. 3214, 3rd floor
- What: Open therapy process group for survivors of sexual assault and rape that has occurred in adulthood. Group is open to all TRICARE beneficiaries, with or without a restricted/unrestricted report.
- Additional Info: Call to RSVP, 0151-1114-8576; 0170-7688-299

Virtual Sexual Assault Awareness/Prevention Resources:

Military OneSource (MOS): They provide information, webinars and articles on resources for those impacted by sexual assault. They do NOT provide sexual assault interventions.

Topics include, but are not limited to:

- Distinctions Between Sexual Assault and Domestic Abuse
- Distinctions Between Domestic Abuse/Intimate Partner Violence and Adult
- Where to Find Help for Sexual Assault Assistance
- The Impact of Sexual Assault

Visit: www.militaryonesource.mil and search for "Sexual Assault" for a full list of articles and resources.

Additional Virtual Resources:

www.af.mil/SAPR.aspx

www.ramstein.af.mil/About-Us/SAPR

www.sapr.mil/

www.wingmantoolkit.org

d. Relocation Support Resources

A family's relocation into a new installation is an extremely stressful time. Even when families are excited about the move, there will be uncertainty that goes along with it and it will be a challenge. How much information and resources families have access to, will significantly decrease the stressors associated with PCSing in and out of an installation.

Airman & Family Readiness Center (A&FRC): *Relocation Assistance Program*

The A&FRC provides relocation information, education, and skills development classes for clients. Pre-departure and post-arrival services allow members to make informed decisions and preparations.

Services include:

- *One on One Consultations:* A&FRC provides information and referral services. Topics may include housing, child care, medically-related services, spouse employment, cultural and community orientation, and information on educational and volunteer opportunities.
- *Active duty sponsor training:* Additional to online basics, this training focuses on information and resources specific to Ramstein Air Base.
- *Spouse sponsorship training:* A developing program, A&FRC staff provide training to spouse groups who are interested in developing a unit specific spouse sponsorship program focused on the needs of dependents.
- *Base Intro:* Half-day mandatory briefings for AD members (spouses can attend) new to the Installation.
- *New Spouse Orientation (Ramstein Spouse Orientation - RSO):* A series of introductory briefings such as: MFLC services, Chapel, USO, employment resources (NAF/GS), SARC, Red Cross, Medical, Force Support Marketing, local Spouse Clubs (Officer / Enlisted) and a cultural adaptation briefing.
- *Phones/GPS Loans:* Families can borrow a burner phone and/or GPS for up to 2 weeks, if available. Orders must be presented at the time of the request.
- *Child Care for PCS:* Active duty families are eligible for 20 hours of free child care, in a Family Child Care (FCC) home, within 60 days of PCSing in or out of an installation. Must present a copy of orders to receive the voucher. Care is coordinated directly with the FCC provider. This is an Air Force Aid Society (AFAS) program.

Spouse Sponsorship Program: Coordinated group training for spouse groups that want to initiate a Spouse Sponsorship Program within their units. The A&FRC provides training and resources, and offers support and guidance as needed. To schedule training, contact the A&FRC.

Visit: www.86fss.com/core-programs/relocation-assistance

Additional Resource:

Loan Closet at the Airman's Attic

Bldg. 2162 (adjacent to the Southside Barbershop)

Phone: 06371-475980

Email: airmansattic.ramstein@ramstein.af.mil

Facebook: www.facebook.com/KMCAirmansAttic

Families PCSing into Ramstein can get a kit consisting of basic household items such as plates, utensils, pots, and more. These items will assist families in settling in and saving some money while they wait for their household goods to arrive.

Virtual Relocation Resources:

Ramstein Official Website: www.ramstein.af.mil: Offers checklists, timelines, resources and tools specific to those arriving and leaving Ramstein. This site also offers the most comprehensive information about everything to do with the installation.

Home Page sections include:

- Useful PCS Information
- PCS Information: Inbound
- PSC Information: Outbound

KMC Spouse Information: www.ramstein.af.mil/KMC-Spouses

Military OneSource (MOS): They provide links, checklists, timelines, information, webinars and articles on resources for those relocating as military families. They can also provide counselling to those encountering stress due to a military move as well as assist in finding resources for families.

Topics include, but not limited to:

- Planning Your Move
- On or Off Base Housing
- Relocation Support Offices and Services Locator
- OCONUS Moves

Visit: www.militaryonesource.mil/on-and-off-base-living/moving for more relocation resources.

Finances and Moving:

Families should plan AHEAD of the move for possible expenses associated with PCSing. MOS offers the "Relocation Budget Planner", a 5 page budget sheet that will guide families on possible expenses and items they should budget for before they PCS.

The planner can be downloaded through this link:

<http://download.militaryonesource.mil/12038/Project%20Documents/Plan%20My%20Move/Relocation-Budget-Planner.pdf>

Similar planners and / or calculators are available free online. In addition, families can schedule a one on one appointment with A&FRC financial counsellors for planning and urgent concerns. If a family arrives and is in crisis due to finances, please refer them to the A&FRC for assistance.

Additional Virtual Resources:

These resources will be useful for families arriving in the local community and looking for things to do and ways to connect. Please advise families you/we are NOT endorsing any websites, but are simply providing resources.

FACEBOOK: Search for "Ramstein Community Information"

www.86fss.com

www.finditguide.com/

www.gettingaround.net/pages/gateway-tel-ramstein.php

www.kaiserslauternamerican.com/tag/events

www.militaryingermany.com

www.militaryinstallations.dod.mil

www.kaiserslautern.armymwr.com/europe/kaiserslautern

www.ramstein-gateway.com

www.kaiserslautern.uso.org/ramstein

YOUTUBE: The 86th AW Public Affairs office creates "Ramstein How To" videos that assist families in learning ways to navigate the resources available at the installation. Topics include: Post Office, Space A travel, schools, driving, child care, and much more. Search: Ramstein How To on YouTube!

www.youtube.com/results?search_query=ramstein+how+to



Additional Family Support Resources

4. Additional Family Support Resources

This section includes additional resources that will aide Key Spouses in providing support to families stationed at Ramstein Air Base.

Topics include:

- Grief
- Spouse Employment & Volunteerism
- Financial Counseling
- Emergency Financial Assistance
- Special Needs (EFMP)
- Additional Resources not covered in other sections

These resources are not all-inclusive; therefore as a KS you may need to accomplish further research when assisting unit families.

a. Grief Resources

Since grief is such a wide topic that covers so many kinds of losses and an almost infinite range of emotions, there isn't a single definition that covers it all. However, for the purpose of this toolkit, we will focus on the grief someone feels as related to the death of a loved one. In the military, grief can often be a topic we deal with and we want to ensure you have the tools to assist families.

On Ramstein, the following agencies can assist families/individuals who are grieving: A&FRC, Adolescent Substance Abuse Counseling Services (ASACS), Chapel, Child & Youth Behavioral MFLCs, MFLCs, Mental Health (*on base or through a Tricare Network Provider*), Military OneSource, and Primary Care Managers (PCM).

Please see the IDS Brochure, Section 4, pages 14-20 for contact information.

Additional Counseling Resources:

- *Department of Veterans Affairs (VA)*, www.va.gov: Offers readjustment counseling and bereavement counseling to parents, spouses, and children of AD Service Members, also available to families of reservists and National Guardsmen who die while on duty. 24-hour availability. This bereavement counseling is of limited duration and may only be authorized up to 60 days. However, VA medical center directors have authority to approve a longer period of time when medically indicated.
- *Give an Hour*, www.giveanhour.org/: A non-profit, national network of volunteer mental health providers serving the needs of military members and their families in their own communities. Offers treatment for anxiety, depression, substance abuse, PTSD, loss and grieving. Open to individuals, couples and families, children and adolescents.
- *Military Treatment Facilities (MTF) through TRICARE*, www.tricare.mil: Appointments made with Social Workers, Psychologists, and/or Psychiatrists by referral from primary physicians. Health plan options and costs for TRICARE vary based on the sponsor's military status when he/she dies; if surviving family member is a spouse or child.
- *Substance Abuse and Mental Health Services Administration*, www.samhsa.gov/index.aspx: National Help line 800-662-4357: An agency within the U.S. Department of Health and Human Services established to reduce the impact of substance abuse and mental illness on America's communities.

Support Groups/Organizations:

- *Air Craft Casualty Emotional Support Services (ACCESS)*, www.accesshelp.org: An air disaster bereavement network dedicated to connecting those who lost a loved one in a plane crash.
- *Air Force Aid Society*, www.afas.org: Provides emergency financial assistance and education assistance programs to spouses and dependent age children of Air Force personnel who die on Active Duty)
- *Alcove Center for Grieving Children & Families*, www.thealcove.org/grief_guidelines_for_parents.html: Website offers suggestions and advice regarding dealing with your child's grief over the loss of a loved one.
- *American Gold Star Mothers*, www.goldstarmoms.com: Established in 1928. A community of mothers who lost a child on Active Duty in the military. Chapters located throughout the U.S.
- *American War Mothers*, www.americanwarmoms.org: Established in 1917. Members are mothers of children who have served or are serving in the Armed Services during a time of conflict.
- *American Widow Project (AWP)*, www.americanwidowproject.org: Established in 2006. Is a non-profit organization dedicated to the new generation of those who have lost the heroes of yesterday, today and tomorrow, with an emphasizes healing through sharing stories over blogs, get-aways/retreats, and conventions. Fiancés welcome.
- *Compassionate Friends*, www.compassionatefriends.org: Offers support groups in cities throughout the U.S. and online for bereaved parents, siblings, and grandparents. Printable online brochures available.
- *Friends for Survival*, www.friendsforsurvival.org/home.html: Established in 1983. A national non-profit outreach organization open to those who have lost family or friends by suicide. Offers a variety of peer support services that comfort those in grief.
- *Gold Star Wives of America*, www.goldstarwives.org: Established in 1945. A community of widows and widowers who lost a spouse while on Active Duty in the military. Chapters located throughout the U.S.
- *Grief Share*, www.griefshare.org: Offers grief recovery support groups weekly throughout the U.S. and Canada, and many internationally.

- *Men's Bereavement Network*, www.mensbereavement.org: Offers support groups throughout the U.S. for men grieving the loss of a spouse, specifically designed to address the unique way in which men grieve.
- *Snowball Express*, <http://snowballexpress.org/>: "Serving the children of our fallen military heroes." Provides an all-expenses-paid gathering for families of Service Members who have been killed in service since September 11, 2001.
- *Society of Military Widows*, www.militarywidows.org: Established in 1968. Serves the interests of women whose husbands died while on active military duty of a service-connected illness, or during disability or regular retirement from the Armed Forces.
- *Tragedy Assistance Program for Survivors (TAPS)*, www.taps.org: Established in 1994 for military survivors. Offers 24/7 information line, peer mentoring, publishes quarterly newsletters, hosts online community of survivors (chat rooms, message boards, and peer group discussion sites), military survivor seminars for adults and Good Grief Camps for children. Any relationship to deceased welcome.
- *Veterans' Widow(ers) International Network, Inc.*, www.vetsurvivors.com: Established in 1995. Provides help and support to all Veterans' Survivors either receiving benefits or are placed on a waiting list.

Virtual Grief Resources:

Military OneSource (MOS): They provide counseling, information, webinars and articles on resources for those grieving.

Topics include, but not limited to:

- Grief and Loss
- Survivor's Guilt
- Taking a Break From Grief
- Understanding Grief
- Grief Counseling Options
- Trevor Romain's Memory Box Grief Comfort Kit
- Mortuary Affairs and Grief
- Grieving the Loss of a Service Member

Visit: www.militaryonesource.mil and search "Grief" for a full list of articles and resources.

General Grief Websites:

- www.GriefNet.org
- www.GROWW.org
- www.Helpguide.org
- www.NationalResourceDirectory.gov

b. Employment & Volunteerism

For military spouses, the service member's career drives the momentum of military life, so military spouses in (or hoping to enter) the workforce need support and strong connections for career success. In this section, you'll find programs and services available to military spouses who need help finding employment and/or volunteer opportunities.

Airman & Family Readiness Center (A&FRC): *Employment Assistance Program*

The A&FRC supports military, civilians and family members in achieving short and long-term employment, by referring for education/training, and obtaining career goals in the private and public sectors. A&FRCs provide employment skills counseling to prepare for portable careers in the private and public sectors.

Services provided are:

- One on One consultations: federal and private sector resume reviews, local market guidance and information, employment goal setting, and more
- Resources for self-employment, small business and entrepreneurial efforts
- Skills and interests identification
- Skills development workshops
 - Spouse Employment Workshop
 - Resume Writing 101 for private sector
 - USAJobs Workshop for Federal Employment
 - LinkedIn Workshop
- Networks for employment
 - Civilian Personnel Office, 06371-47-5850, explains Military and Family Member Preference (MSP/FSP)
 - Contractor list
 - Job search websites useful for KMC employment
- Linkages to alternatives to paid employment (volunteerism / education)
- Other on-and off-base resources

Visit: www.86fss.com/core-programs/employmentcareer-assistance

Virtual Employment Resources:

Military OneSource (MOS): They provide links, checklists, timelines, information, webinars and articles on resources for spouses and dependents seeking employment.

Visit: www.militaryonesource.mil/education-and-employment/spouse-education-and-career-opportunities

MOS has partnered with Spouse Education and Career Opportunities (SECO) to provide comprehensive spouse employment support to all military spouses! <https://myseco.militaryonesource.mil/Portal/>

Spouse Education and Career Opportunities (SECO) services include, but not limited to:

- My Individual Career Plan, or MyICP: An interactive individual career plan with customized tools, resources and activities to help you plan and achieve your career and education goals. The new and improved MyICP provides a more personalized and targeted career plan for each military spouse. The MyICP Wizard will guide you through the process of developing your plan.
- Career counseling and exploration by certified career counsellors

Spouse Education and Career Opportunities (SECO) topics include, but not limited to:

- Going back to school
- Financing your education
- Building a resume
- Finding a job
- How to get hired
- Portable careers and telework
- Licensing and certification
- Working overseas

Additional Employment/Education Resources:

- *The My Career Advancement Account (MyCAA) Scholarship Program*, www.aiportal.acc.af.mil/mycaa/: Is a workforce development program that provides up to \$4,000 of financial assistance to eligible military spouses who are pursuing a license, certification or Associate's degree in a portable career field and occupation.
- *Military Spouse Employment Partnership (MSEP) Career Portal*, www.msepjobs.militaryonesource.mil/msep/: Is a targeted recruitment and employment solution for spouses and companies that:
 - Partners Fortune 500 Plus companies with ALL Military Services.
 - Connects human resource (HR) managers with military spouses
 - Prepares military spouses to be competitive, "job ready" applicants
 - Connects military spouses with employers

Air Force Aid Society (AFAS) Spouse Employment and Education Programs:

- *AFAS Spouse Employment*, <https://afas.org/spouse-employment-program>: Provides entry-level job training to AD Air Force spouses with the goal gaining immediate and viable employment. Your A&FRC will inform the community when/if the program is active in the local community.

- *AFAS Education Program*, <https://afas.org/education-history>: Education grants, merit scholarships, and educational loan program that can assist spouses and dependent in ultimately accomplishing their employment goals.

Airman & Family Readiness Center (A&FRC): *Volunteer Resources Program*

The A&FRC collaborates with other base volunteer agencies to recruit, train, place, and recognize volunteer service. The Air Force Volunteer Excellence Award (VEA) is a commander's program to recognize volunteer contributions in the local civilian community or military family community.

Volunteers are appreciated in our community and are celebrated throughout the year. Because of the limited employment opportunities, volunteering may be a great option for spouses or family members to become acquainted and involved with the community. Volunteering will also help you learn new skills, maintain skills that you already possess, and gain work experience while waiting for the job offer.

A list of volunteer positions available on Ramstein can be found here: www.86fss.com/afrc-forms-and-information/item/volunteers-position-listing

Additional Volunteer Organizations on Ramstein:

- USO: www.kaiserslautern.uso.org/
- American Red Cross: www.facebook.com/KMCAmericanRedCross/
- Ramstein Enlisted Spouses Club: www.resa-rab.com
- Ramstein Officers' Spouses Club: www.ramsteinosc.org

c. *Financial Counseling*

Finances are one of THE biggest stressors for military families. This can be caused by frequent moves, poor financial planning, and unemployment of spouses due to transitions, lack of knowledge on programs and services, and much more. This section includes resources families can access to assist in effective financial counseling and planning, to ensure our military families are financially successful.

Airman & Family Readiness Center (A&FRC): *Personal Financial Readiness Services Program*

The A&FRC offers information, education, and personal financial counseling to help individuals and families maintain financial readiness and build resiliency. At least one A&FRC staff member is required to be certified as a personal financial counselor via a national accreditation agency.

Services provided are:

- *One on One & Classroom Training on:* maintaining financial stability and reach financial goals to include; an understanding of pay and entitlements, banking and allotments, check book management, budgeting and saving (to include the Thrift Savings Plan), insurance, credit management, car buying, permanent change of station moves, information on obtaining counseling or assistance on financial matters, investment tools, state or country liability laws, local fraudulent business practices, and personal and family readiness.

Visit: www.86fss.com/core-programs/personal-financial-readiness

Virtual Financial Resources:

Military OneSource (MOS): They provide financial counseling, training, checklists, information, webinars and articles on financial resources.

Topics include, but not limited to:

- One on one counseling
- Benefits and how to use them
- Blended Retirement System
- Home and family finances
- Legal issues
- Medical expenses management
- Personal financial management and taxes

Visit: www.militaryonesource.mil/financial-and-legal

Additional Virtual Resources:

- www.annualcreditreport.com
- www.dfas.mil/
- www.militarysaves.org
- www.morningstar.com
- www.ssa.gov
- www.tsp.gov

d. Emergency Financial Assistance

Airman & Family Readiness Center (A&FRC): *Air Force Aid Society (AFAS)*

The A&FRC manages AFAS assistance in accordance with the AFAS Operation Guide.

The 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. Through the years, AFAS has become increasingly effective in helping individuals with personal emergencies-- as well as extremely useful when used by commanders to help solve personnel problems in their units.

How they help:

AFAS emergency assistance is available to Airmen and their eligible family members 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
- Emergency Travel
- Vehicle Expenses
- Funeral Expenses
- Medical/Dental
- Child Care/Respite
- Moving Expenses
- Miscellaneous Expenses

Standard emergency assistance loans and grants:

- Emergency based
- Intended to solve emergency financial need
- Loan/grant requests considered on a case-by-case basis
- Applicant completes application with budget

Falcon loans:

- Emergency based loan up to \$750 for active duty.
- Intended for certain categories of financial emergencies.
- Must be repaid in 10 months or less.
- Must not have current AFAS loan
- Budget not required

Eligibility:

- Active duty Air Force personnel and their eligible family members.

- Retired Air Force personnel and their eligible family members, but not on a continuing basis, and based on a case-by-case review.
- Spouses and dependent age children of deceased Air Force personnel (who died on active duty or in retired status).
- Air National Guard or Air Force Reserve personnel on extended active duty over 15 days under Title 10 USC.

How to apply:

Airmen or eligible family members who have an emergency need and are at an Air Force base may apply online, and then schedule a one on one appointment at the Air Force Aid office in the A&FRC.

To apply online enter the AFAS Member Portal to access the Application for AFAS Financial Assistance.

<https://afas.org/EA>

<https://my.afas.org/memberportal/Login/Login.aspx>

GSUs:

Airmen or eligible family members who have an emergency and are not near an Air Force base may apply for Air Force Aid assistance through any of the following agencies:

- Army Emergency Relief (located at Army installations, worldwide): www.aerhq.org/
- Coast Guard Mutual Assistance (located at Coast Guard installations, worldwide): www.cgmahq.org/
- Navy/Marine Corps Relief Society (located at Navy installations, worldwide): www.nmcrs.org
- American Red Cross: www.redcross.org/, 1-877-272-7337

e. *Special Needs / EFMP*

Many of our families have dependents with special needs and are enrolled in the Exceptional Family Member Program (EFMP). This can add unique challenges and stressors that compound issues normally associated with PCSing, deployment, finances, education, employment, and overall support at the installation. This is even more notable in overseas locations. This section provides information, programs and services available to support our families with special needs.

Airman & Family Readiness Center (A&FRC): *Exceptional Family Member Program, Family Support (EFMP-FS)*

EFMP is a three component program: The Medical Treatment Facility (MTF) provides medical support to Exceptional Family Members (EFMs) which includes screening, enrollment and assignment coordination through the Special Needs Identification Assignment Coordination process. AFPC/EFMP Assignment's Branch considers the medical and educational needs of the family during the assignment process. The EFMP-Family Support (EFMP-FS) Coordinator establishes, implements and maintains the family support portion of the EFMP in coordination with the installation's medical and assignments functions to enhance the quality of life of family members of active duty sponsors who have special needs as defined by the EFMP on installations with a full time EFMP-FS.

EFMP-FS and/or A&FRC staff will:

- Provide coordination of family support services on and off the installation to EFMs who have physical, developmental, emotional, or intellectual impairments/disabilities.
- Provide respite care support services, if available (more challenging overseas).
- Promote the EFMP by establishing and maintaining contact with federal, state, and local governments to include civilian sector educational and service organizations to ensure maximum availability of resources/services for families, outreach and awareness, and caregiver support activities.
- Provide detailed information and referral services to EFMs on available resources required to meet their needs. *Services do not include accompanying the EFM to service provider meetings.*
- Provide information and education at awareness briefings/orientations for command, unit and community.
- Refer special needs families to the MTF Special Needs Coordinator for screening if family is not enrolled in the EFMP.

- Place informational materials in strategic locations on the installation (i.e., MTF, TRICARE service center, Airman and Family Services facilities) and provide general EFMP marketing to the community.

Additional services include:

- One on one consultations
- Information and referral services, relocation related needs, schools, finance issues, crisis, and leadership consultations
- Workshops on various topics, based on community needs and trends
- Support groups and networking opportunities
- Monthly family events
- Monthly EFMP newsletter with resources (*found online*)

Visit: www.86fss.com/core-programs/efmp

Virtual Special Needs/EFMP Resources:

Military OneSource (MOS): They provide financial counseling, training, checklists, information, webinars and articles on special needs resources.

Topics include, but not limited to:

- One on one counseling
- Adults with special needs information
- Child Care options
- EFMP overview, information and products
- Financial planning
- Legal issues
- Medical expenses management
- Special education
- Tax filing and guidance for special needs families

Visit: www.militaryonesource.mil/family-and-relationships/special-needs;
www.militaryonesource.mil/efmp

Additional Virtual Resources:

TRICARE: offers several services under the basic TRICARE benefit for beneficiaries with special needs: www.tricare.mil/CoveredServices/SpecialNeeds

- Applied Behavioral Analysis
- Cancer Clinical Trials
- Durable Medical Equipment
- Home Health Care
- Hospice Care
- Mental Health Care
- Skilled Nursing Facility Care

TRICARE also has several special programs that provide services for beneficiaries with special needs: www.tricare.mil/Plans/SpecialPrograms

f. Additional Resources (Listed in alphabetical order)

Resources for military families, fortunately, are endless. This toolkit attempts to provide you resources that are available locally and nationally. In addition to the tools provided so far, below are additional resources that will assist you in providing comprehensive referrals to military families.

Airman & Family Readiness Center, monthly calendar updates:

www.86fss.com/family-and-youth/airman-a-family-readiness-center

Base Operator: DSN: 480-1110; Civilian: 06371-47-1110

Comprehensive list of RAB Phone Numbers (Civilian & DSN):

www.gettingaround.net/pages/gateway-tel-ramstein.php

To reach the military numbers from a civilian telephone, dial the prefix and then the last four or three numbers of the military numbers, as indicated:

- The civilian number from inside of Germany: 06371-47, 46 or 405-XXXX
- The Ramstein DSN prefixes are 480, 479 and 478-XXXX (respectively)
- The civilian number from the USA: 011(Intl. Prefix)+49
 - Example: 011 49 6371-47-XXXX

FBI Child ID APP: Two part in a 2 step process to assist in child safety!

1. Contact the Security Services Section, 06371-47-1215, and request the Child ID Kit then print the ID card.

2. Download the FBI Child ID App: Enter child information and when prompted for an organization contact add: kmcmismissingchild@us.af.mil.

- If it's activated, the information will be sent to: 86 AW, 569th, and Army local security forces squadrons.



Landstuhl Regional Medical Center (LRMC):

<http://rhce.amedd.army.mil/landstuhl/>

OPSEC: As Key Spouses, you have to ensure Operations Security (OPSEC). During KS Initial training you'll receive information. Additional training is available:

<http://cdsetrain.dtic.mil/opsec/>

Ramstein APP: Find phone numbers for agencies on Ramstein and throughout the KMC!

Download it to your smart phone today!

Android - @ Google Play Store

Apple - @ iTunes





Frequently Asked Questions

5. Frequently Asked Questions

In this section you will find a list of FAQs commonly asked by Key Spouses. This list is not all-inclusive; and we recommend the following methods of gathering additional information.

- Read all three Key Spouse Desktop Guides: Information crucial to management and development of the KS Program is contained in the guides. The guides provide information on the tasks and responsibilities of each of the members of the team.
- Review the Initial KS training slides periodically: Located at <http://www.afpc.af.mil/Benefits-and-Entitlements/Key-Spouse-Program/>, the slides have detailed notes as provided during the in person class and will provide much guidance on several important aspects of being a Key Spouse.
- Attend Quarterly trainings and Key Spouse Luncheon & Training events: If offered, you should attend as many of these as possible. Networking with other Key Spouses is crucial in learning effective and diverse ways in which programs, initiatives and initiatives function within the units. Without networking, you will likely lack information needed to create a well-rounded program.
- Read this KS Resource Toolkit: The resources and guidance in this toolkit will provide you with additional insight into ways of assisting your unit families.

Frequently Asked Questions: (Key Spouses)

Q. What exactly is my role as a Key Spouse?

A. Per the KS Desktop Guide, page 5: The KS contributes to unit readiness by promoting efficient and effective communication between unit leadership, KSM, and unit spouses/families. The KS is a direct link to the CC when establishing and building unit resilience and a sense of community. The unit CC may choose whomever he/she deems qualified to perform as a key spouse. Duties include:

- Contacts the A&FRC to schedule initial training
- Meets with CC to establish unit KS program expectations
- Creates KSP implementation strategy according to CC program goals
- Completes mandatory initial KS training
- Encourages new unit spouses to attend Heart Link
- Attends quarterly KS continuing education
- Obtains contact information for unit families (requires coordination with First Sergeant, Chief, Superintendent and/or a SNCO)
- Contacts families and provides contact information to unit spouses
- Provides families information on installation and community events
- Provides referral information on base and community resources as needed
- Meets with the CC/CCF regularly to discuss needs of unit families
- Protects sensitive information and unit rosters
- Submits resignation to unit CC when necessary (Appendix H)
- Protects sensitive information and unit rosters and uses Privacy Act Cover Sheets when in possession of unit rosters/information (Appendix L)

Q. Why do I need an appointment letter prior to attending Initial KS training?

A. Once training is completed; the A&FRC facilitator will sign your appointment letter certifying your attendance and training completion. To be an official Key Spouse, training and the appointment letter must be in place.

Q. We have a new Commander; do I need to provide a new appointment letter?

A. Yes, it is a Commander's program and he/she must re-appoint existing Key Spouses or appoint new ones.

Q. Who do I provide the appointment letter to?

A. A&FRC Key Spouse program manager; Commander/ First Sergeant; keep one for your records.

Q. I will be resigning as a Key Spouse; what do I do?

A. Inform your KST of your decision. Create a resignation letter, *example Appendix H, page 21 of the KS Desktop Guide*, to command and the A&FRC for removal from

the KS roster. This will ensure you stop getting emails and that the roster remains current.

Q. I attended Initial KS training at another base - do I need to attend again?

A. No, if you attended Initial KS training at another base you only need to attend the 1 hour Refresher KS training. This training is held at the A&FRC.

Q. I attended Initial KS training before it was updated in November 2015 - do I need to attend again?

A. No, if you attended Initial KS training before November 2015 you only need to attend the 1 hour Refresher KS training. This training is held at the A&FRC.

Q. Is the Key Spouse Mentor (KSM) my supervisor?

A. No, the KSM is there to provide guidance as an experienced military spouse. They are not supervisors to the Key Spouses.

Q. How often should the KST meet?

A. Communication is the key to program success. The CC, in concert with the unit KST, will establish expectations for communication to leadership and to the unit families. Communication considerations include:

- Meeting frequency (suggest at least quarterly)
- Unit communications plan/expectations
- Information flow, up/down chain
- Family notification procedures
- Logistic support required (typically KSs work from home)
- Meeting space
- Use of telephone/computer if needed/required
- Crisis/disaster communication plan
- Grounds/procedures for dismissal or replacing KS volunteer(s)

Additionally, to enhance communication across the installation, recommend unit KST meets to share information.

Q. I need some office supplies to promote the Key Spouse Program in our unit - do I pay for these supplies myself or is there any support?

A. According to the KS Desktop Guide, the First Sergeant, Chief, Superintendent and/or a SNCO may monitor the KSP and serve as the CC's Key Spouse primary point of contact. They offer logistic support (computer, meetings space, supplies).

Q. Our KST wants to coordinate a unit event and we need money; can we have a fundraiser?

A. No. Talk to your unit point of contact, often the First Sergeant, about the possibility of working with your unit's booster club for family support initiatives or

events. If you have additional questions, we recommend talking to the base legal office about fundraisers and non-profit organizations.

Q. I'm a Key Spouse and also part of the Social Spouses Club; is this a problem?

A. There isn't specific guidance regarding this dual role. Be mindful of the clarity of your role as a KS, your duties as a trusted agent, the need to dissipate (not engage in/create) rumors, inability to fundraise for KS functions, and the overall credibility you need to maintain as a KS.

Q. Do I need to attend continuing education trainings?

A. Yes, per the KS Desktop Guide as a KS you are required to attend training in order to maintain/gain knowledge and skills that will assist you in supporting your unit families. We understand that in person training cannot always be accomplished; therefore we offer the option of virtual training through MOS webinars. Once you accomplish a webinar, email your KS Program Manager the name of the webinar, length of the webinar, and date of completion. The training will be documented in your records.

Q. Families won't attend our events; what can we do?

A. Networking with other Key Spouses will be crucial to the success of your program. Different units use different strategies based on the specific unit make-up and needs. There isn't a one size fits all for participation; however, here are a few tips that seem to work for most KS groups.

- **Social Media:** It is how people communicate today. Whether you have a private unit group or a public KS page is up to you. Keep in mind the need to control the comments and posts that others make on your page and be responsive to messages.
- **Unit Rosters:** As a KS, you can obtain a unit roster with spouse information. According to the KS Desktop Guide, the First Sergeant, Chief, Superintendent and/or a SNCO may monitor the KSP and serve as the CC's Key Spouse primary point of contact. They provides unit roster (need to know information only) to enable the KS to accomplish official volunteer duties. Keep in mind some units may chose NOT to disclose this information, in which case you'll have to reach out to families in a different way.
- **Commander's Calls:** Commanders are encouraged to invite KS to Commander's Calls in order to introduce them to unit members and show their support for the KS program. Showing a united front will show members that leadership stands by the program and that it is a valid unit effort. (See *page 6 & 12 of KS Desktop Guide*)

The BEST way to get additional questions answered, is to network with other Key Spouses and talk to your unit leadership. Be involved!

Frequently Asked Questions: (Key Spouse Mentors)

Q. What is my role as a KS Mentor?

A. Per KSM Desktop Guide, page 5: The role of the KSM is to serve as an adviser to the KS. This is not a supervisory role but a supportive role. The KSM should be a volunteer who is knowledgeable of the military lifestyle. The unit CC may choose whomever he/she deems qualified to perform as a KSM. Duties include:

- Contacts the A&FRC to schedule initial KS training
- Participates in quarterly continuing education
- Serves as a mentor to the unit KS (share experiences/provide encouragement)
- Assists the KS in addressing concerns of unit family members
- Supports KS with family events
- Assists with KS recognition
- Meets with CC and KS unit leadership team
- Submits resignation to unit CC when necessary

Q. I'm a Leadership Spouse (LS), do I need to be appointed as a KSM?

A. Yes, per guidance, included AFI 36-3009 and the KSM guide, ALL KS Mentors and Key Spouses have to be appointed by Command—even if they are Leadership Spouses.

Q. I'm not a LS, but I'm an experienced military spouse/previous KS, can I be appointed as a KSM?

A. Yes! KSM appointment is not dependent on the position of the military member.

Q. I'm a LS and I want to be appointed as a KSM, but rather not go through the training because I have a lot of experience with the program and the military. Is that OK?

A. No. Anyone officially in the role of KSM or KS is required to attend training. If you don't attend training, you are not considered a KSM and cannot represent yourself as such.

Q. I am Commander's spouse and have been appointed as a KSM, do we have to keep all the existing Key Spouses?

A. It is a Commander's program and he/she must re-appoint existing KS or appoint new ones. We recommend observing the existing KS program prior to major changes so that the unit has a sense of continuity. It will allow the CC an opportunity to assess how the program is functioning and if any changes do need to be made.

Q. Is there specific training for KS Mentors?

A. No. KS Mentors and Key Spouses attend the same training.

Q. Am I the supervisor for the Key Spouses?

A. No, the KSM is there to provide guidance as an experienced military spouse. They are not supervisors to the Key Spouses.

The BEST way to get additional questions answered, is to network with other Key Spouse Mentors and Key Spouses and talk to your unit leadership. Be involved!



Frequently Used/Recommended Documents

6. Frequently Used/Recommended Documents

This section provides suggestions of documents that are frequently requested/used by KST members.

Resources (1-4) can be found on the AFPC Key Spouse website or the KS/KSM Desktop Guides. Resources (5-8) were created locally, by helping agencies, for your benefit. This is your Toolkit, add additional resources useful to you as a KS or KSM.

1. Key Spouse or Key Spouse Mentor Desktop Guide
2. Sample appointment letter (Appendix G, page 19 of KS or KSM Desktop Guide)
3. Sample resignation letter (Appendix H, page 20 of KS or KSM Desktop Guide)
4. Task checklist (Appendix J, page 24 of KS or KSM Desktop Guide)
5. Resource & Referral Quick Sheet
6. Incident Notification & Reporting Guidance
7. MFLC class list
8. KMC Child Supervision Matrix
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

Resources such as: deployment checklists, special needs toolkits, resource guides, financial and budget worksheets, assessments, and MUCH more can be found on Military OneSource. Conduct a search for ANY desired topic.

www.militaryonesource.mil

This list is not all-inclusive and often, KS Teams create their own documents for use. If you have any documents you find helpful, consider sharing them with your KS program manager. She/he will distribute them, as appropriate, through the KS Email Roster.

Glossary

This section covers agencies, terms and topics within the **KS Resource Toolkit** and the **KS Desktop Guide**, along with pages numbers where you can find these terms. The goal is to facilitate the use of the toolkit. *Most of these terms are also referenced on the “Key Phone Number List” on page 3 of this toolkit.*

Abuse (any): 15, 17-20, 23-24, 26, 36, 38, 45/ **10**

Adolescent Substance Abuse Counseling Services (ASACS): 17, 23, 45

Air Force Aid Society (AFAS): 17, 30, 39, 46, 48-49, 51-52/ **21**

Airman & Family Readiness Center (A&FRC): 2, 6-12, 17, 20, 23, 30-32, 39-41, 44, 47-53, 58-59/ **1, 4-8, 11, 16, 19**

Alcohol & Drug Prevention and Treatment (ADAPT): 17-18, 23

Assault (any): 7, 15, 22-24, 26, 29, 36-38/ **8, 10, 17, 22, 25**

Chapel: 15, 18, 34, 39, 44

Child & Youth Behavioral MFLCs (C&YB MFLC): 22-23, 32, 44/ **25**

Child Care: 18, 31-32, 39, 41, 51, 54

Education: 7, 9-10, 17-22, 26, 30, 32, 39, 45, 47-51, 53-54, 58, 60/ **3, 5, 6, 8, 11, 13, 19, 21-22, 24, 25**

Emergency: 17, 21, 34, 43, 45, 51-52/ **16, 21**

Employment: 10, 17, 20, 26, 39, 43, 47-50, 53/ **16, 22**

Exceptional Family Member Program (EFMP)/Special Needs: 9, 17, 20, 43, 53-54/ **7, 21**

Family Advocacy Program (FAP): 20, 23-24, 26/ **10**

Finances/Financial: 10, 17, 26, 41, 43, 45-52, 53, 54/ **15, 16, 21, 25**

Grief: 25-26, 34, 43-46/ **22, 25**

Geographically Separated Units (GSU): 5, 8-10, 52/ **6, 8**

Mental Health: 18, 21, 23-26, 34, 36, 44, 54/ **16, 18, 25**

Military Family Life Counselors (MFLC): 17, 21-23, 24, 31-32, 34, 39, 44, 63/ **7, 25**

Military OneSource: 9, 14, 23, 25-26, 32, 34, 38, 40-41, 46-48, 50, 54, 60/ **10, 21**

Notification/Report(ing): 15, 19, 22, 24, 26, 36, 38, 50, 59, 63/ **8, 14**

OPSEC: 55/ **12**

Primary Care Manager (PCM): 23, 44

Referrals: 15, 17-20, 22-23, 30, 39, 44, 53-55, 58, 63/ **1, 6-7, 11, 16, 18, 22-23**

Relocation: 9-10, 15, 17, 29, 39-41, 54/ **11, 25**

Resilience: 7-8, 30, 58/ **4, 6-8, 23-24**

School Liaison Officer (SLO): 21-23

Sponsorship: 39-40

Suicide: 7, 12, 15, 21, 24, 29, 34-35, 45/ **8, 18, 21-22, 24**

Training: 5-12, 21-22, 30-31, 34, 36, 39-40, 47-48, 50, 54-55, 57-60/ **5-8, 11, 15, 19, 24**

Violence: 21, 24, 26, 38

Volunteer: 2, 6-7, 11, 17, 22, 39, 43-44, 47, 49, 59-60/ **4, 8, 11, 16, 17, 19-20**

Wingman Toolkit: 2, 5-8, 11-12, 33, 35, 38, 57, 63/ **1, 4, 21, 23**

