

# Welcome to the A&FRC



## Programs & Services Overview





## Programs and Services Overview

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## Our Mission

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The mission of the Airman and Family Readiness Center is to appropriately align services and resources that support and enhance mission and family readiness, encourage adaptation to the military way of life, and promote self-sufficiency to strengthen Tri-Border military community personnel and their families.

## Our Vision

~~Our vision is to promote a spirit of community through~~ services and programs that improve the quality of life for all the citizens of the Tri-Border military community.

## About the Airman & Family Readiness Center

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The A&FRC offers an array of specialized programs and services for military members and their families, as well as U.S. civilians, retirees, etc.

The A&FRC is located in building 78. Our operating hours are Monday—Thursday 0800-1700, Friday 0800-1430, 0800-1200 First Thursday of the month. We are closed on weekends and Germany NATO holidays.

Staff are able to bring any program or service that are offered in the center into the units or to the GSUs that we support. Staff members also take individual appointments for more personalized services.

## Customer Service Statement

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- Our priority is to help people find and access resources to meet their long- and short-term goals. To this end, we pledge to update and maintain materials and knowledge of A&FRC and other helping agencies' services.
- The A&FRC does not provide any type of therapeutic counseling, regardless of the academic background and credentials of those employed at the center.

## Employment Assistance

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A&FRC provides employment skills counseling to prepare customers for local and long-distance job searches; resources for self-employment, small business and entrepreneurial efforts.

Programs and services include:

- Resume workshops
- Interview workshops
- 10 Steps to a Federal Job
- Information about job fairs
- Posting of job opportunities in center and via email

## Personal Financial Readiness/Air Force Aid

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The A&FRC offers information, education and personal financial counseling to help individuals and families maintain financial readiness.

Programs and services include:

- Individual financial assessments and consultations
  - Individual emergency assistance
    - Emergency loans and grants
    - Car Care Because We Care
    - Give Parents A Break
    - Volunteer Child Care Program
    - Child Care for PCS
  - Classes
    - Basic Money Management
    - Bundles for Babies
    - Saving and Investing
    - Debt Management
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## Information and Referral

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Information and Referral (I&R) is a critical and basic function of the A&FRC. The goal is to provide individuals and families with the resources necessary to assist in family and community adaptation. These services assist individuals and families in identifying and clarifying needs, determining appropriate forms of assistance and providing linkage to resources.

The A&FRC maintains a large collection of booklets and brochures to aid in living in this area. In addition, we have a library of travel books, employment books, and many other useful sources of information. All materials are kept up-to-date.

## Deployment Planning and Support

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Provides services for Deployments, Contingencies and Emergencies. We offer information, education, and support to individuals, families, and the community.

Programs and services include:

- Pre-deployment briefings
    - On-site squadron pre-deployment briefings
    - Individual pre-deployment briefings
    - Mobility lines
  - Reunion/Reintegration education workshops
  - Personal development classes and consultations
  - Special events for families of deployed members
  - Heart link orientation
  - United Through Reading
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## Personal and Work Life

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The program provides assessment, intervention, referral, prevention, enrichment, consultation, and skill-building to assist Airmen and their families. The activities are educational in nature, offered in group or individual settings. Topics can include interpersonal communication skills, relationship building, maintaining long-distance relationships (during deployment and other separations), marriage preparation, positive parenting, elder care, time management, and team building. The Key Spouse program also falls under this umbrella.

Programs and services include:

- Heartlink
- True Colors
- Key Spouse Training
- Spouse Connection Group

## Relocation Assistance

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PCS (Permanent Change of Station) is a term well known to military families. Proper preparation is a key to successful moves and a goal of the Relocation Assistance. Services provided often change in response to community needs. Programs and services include:

- Newcomers' Orientation/Commander's INTRO
  - Cultural adaptation activities
  - Walking tour
  - German language basics
  - Smooth Move
  - Loan Locker
  - Sponsorship training
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## Transition Assistance Program

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The Transition Assistance Program (TAP) provides information, tools, and training to ensure Service members and their spouses are prepared for the next step in civilian life whether pursuing additional education, finding a job in the public or private sector, or starting their own business. Programs and services include:

- Five-day Transition Assistance Program Seminars
- Pre-separation counseling
- Capstone
- Career planning
- Individualized Transition Plan (ITP)
- Boots 2 Business, Technical, and Education Benefits briefings

## Volunteer Resources

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The Volunteer Resource program identifies and disseminates volunteer opportunities, registers volunteers, and facilitates recognition programs. Volunteers track hours on the Presidential Service Volunteer Awards (PVSA) website; A&FRC certifies PVSA hours yearly. We collect and evaluate quarterly volunteer awards, and host a yearly Volunteer Appreciation Event.

The Employment and Volunteer programs work closely together. Paid employment in a specific career field is sometimes difficult to secure in the Geilenkirchen area; for this reason, many spouses choose to volunteer on projects or in positions of responsibility, which they will then use to update their resumes.

Volunteers may qualify for free childcare at the CDC/SAP through the Air Force Aid Society's Childcare for Volunteers program. Volunteers should check with the Air Force Aid Officer for eligibility and vouchers.

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## School Liaison Officer

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The School Liaison Officer (SLO) serves as the primary link between schools, Commanders, and military parents pertaining to K-12 educational issues. The job of the SLO involves informing and linking military families to the resources and information needed to maximize the educational opportunities to ensure academic success for all military children.

## Military Family Life Counselors (MFLC)

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Military Family Life Consultants provide short-term, non-medical counseling addressing life skills such as anger management, conflict resolution, parenting, parent/child communication, relationship issues, and marriage enrichment; the military lifestyle, including deployment stress, reintegration, relocation adjustment, separation, coping skills, homesickness, and loss and grief.

MFLC's possess a master's degree or Ph.D. and are located in the Airman & Family Readiness Center. Child and Youth Behavioral Military and Family Life Consultants (CYB-MFLC) are available to address deployment related stressors in children and are available through the CDC/ School Age Program.

We also have an MFLC and CYB-MFLC serving JFC Brunssum and USAG Schinnen.

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## Privacy, Confidentiality, and Mandatory Reporting

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The A&FRC offers privacy—not confidentiality—to its clients. In the event a staff member is made aware that a criminal act has been committed or is being considered, the staff member must immediately notify either the Director or the Superintendent of the situation. If neither of these individuals are available, the employee should notify the next highest ranking employee who will take the appropriate action (i.e. seek advice of 470 ABS/CC and/or 470 ABS/CCF).

If a staff member is made aware that an individual is either suicidal or homicidal, the staff member should immediately notify the Director or Superintendent, who will immediately contact the necessary officials for assistance. Although the staff member should encourage the individual to remain at the center, the staff member should not attempt to restrain the individual if he/she chooses to leave. Attempting to restrain the individual or prevent them from leaving, could jeopardize the safety of both the individual and other center personnel.

Center employees are also mandated reporters of suspected cases of spouse or child maltreatment. In these situations, the center employee is responsible for contacting the Family Advocacy Office (FAO) directly. The center employee should contact the FAO immediately and not wait until the next duty day. The Family Advocacy Outreach Manager conducts annual trainings at the center to discuss this area in more detail.

## Helpful Websites

**SharePoint - A&FRC Page**

<https://portal.usafe.af.mil/sites/52MSG/470ABS/SitePages/Homepage.aspx>

**Military Installations** (Info about the base):

<http://www.militaryinstallations.dod.mil>

**Air Force Aid Society:**

<http://www.afas.org/>

**USAF Services Spouse Support Page:**

<https://www.usafservices.com/Home/SpouseSupport.aspx>

**AFPAAS** (Air Force Personnel Accountability and Assessment System):

<https://afpaas.af.mil>

**Military One Source:**

<http://www.militaryonesource.mil/>

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470 ABS/DPF

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## Airman & Family Readiness Center

Geilenkirchen NATO Air Base, Bldg 78

Comm: +49-(0)2451-63-7291

DSN: (314) 458-6015

Email: [470abs.dpf2@us.af.mil](mailto:470abs.dpf2@us.af.mil)