

# ACS Connection Guide

Army Community Service (ACS) offers multiple ways to connect Soldiers and Families with support. Leaders are encouraged to use the option that best fits the situation and the individual. Reaching out early is a proactive leadership action that strengthens readiness and resilience.

## A Note for Leaders

Referring a Soldier or Family to ACS is not a failure — it is a leadership strength. Early support helps prevent issues from escalating and reinforces a culture where seeking help is normal and encouraged.

## Call ACS

Best for: Immediate guidance, quick questions, or when a Soldier is present

Phone: 866.804.8763

Hours: Monday – Friday 0800-1630 (Exception: Wednesdays ACS Opens at 0900)

## Email ACS

Best for: Referrals, scheduling, follow-up, or documentation

[Email Us](#)

Leaders may CC Soldiers or Family members as appropriate.

## Microsoft Teams (Army 365 Required)

Best for: Quick coordination or leader-to-leader support

Team Members:

- [ACS Trainer](#)
- [ACS Stability & Support Specialist](#)
- [ACS Family Enrichment Program Manager](#)
- [ACS Family Enrichment Team](#)

Available during duty hours.

## Visit ACS in Person

Best for: Walk-in support or warm handoffs

Facility	ACS Programs in Facility
ACS Center 6303 Wetzel Avenue, BLDG 1526	<ul style="list-style-type: none"><li>• Army Emergency Relief (AER)</li><li>• Army Volunteer Corps (AVC)</li><li>• Employment Readiness Program (ERP)</li><li>• Exceptional Family Member Program (EFMP)</li><li>• Financial Readiness Program (FRP)</li><li>• Information &amp; Referral (I&amp;R)</li><li>• Military &amp; Family Life Counselors (MFLCs)</li><li>• Mobilization &amp; Deployment Program</li><li>• Relocation Readiness Program (RELO)</li></ul>

	<ul style="list-style-type: none"> <li>• Soldier &amp; Family Assistance Center (SFAC)</li> </ul>
ACS Annex 1481 Titus Blvd, BLDG 7492	<ul style="list-style-type: none"> <li>• Family Advocacy Program</li> <li>• New Parent Support Program (NPSP)</li> <li>• Victim Advocacy Program (VA)</li> </ul>
ACS Survivor Outreach Services 6990 Mekong Street, BLDG 6215	<ul style="list-style-type: none"> <li>• Survivor Outreach Services (SOS)</li> </ul>

### **Not Sure Where to Start?**

Begin with Information & Referral. ACS staff will help identify the appropriate program or partner and guide next steps.

### **What ACS Can Help With**

- Deployment and reintegration support
- Financial readiness and AER guidance
- Employment and career support
- Parenting and family life resources
- Relocation and newcomer support
- Exceptional Family Member Program (EFMP) assistance
- Healthy relationships and prevention education
- Warm handoffs to installation and community resources