



Client Services | Information, Referral, & Follow-Up Program

HELPING SOLDIERS AND THEIR FAMILIES MAKE A HOME AND IMPROVE THEIR QUALITY OF LIFE WITH RESOURCES THAT MEET THEIR NEEDS.

The Community Information, Referral and Follow-Up Program provides Fort Carson Commanders, Soldiers and Families with information regarding community resources. Also known as I&R, it is the initial point of contact at the Army Community Service (ACS) Center. Staff links customers with on-post or off-post agencies and services.

<p>Client Intake and Assessment</p>	<p>If you are new to Army Community Service (ACS), Fort Carson, or you would like to get information about different resources to meet your needs, we will have you fill out a client intake form and sit down with one of our ACS Specialist for an assessment to go over more specific types of services and programs that will meet your needs and help improve your quality of life.</p>
<p>Client Intake at Unit Footprint</p>	<p>Ideally suited for units who have seen an increase in negative trends (financial issues, relationship issues, etc) with their Soldiers and Families, and units that will be going into a deployment, NTC/JRTC Rotation, or field training. Our ACS specialists give an ACS overview brief and provide a client intake form to assess the needs of Soldiers and their Families and support with referral management.</p>
<p>Client Service Advocacy</p>	<p>If you are in need of a liaison for a service, our ACS Specialists will work closely with you and the service provider to communicate and come to a mutual understanding. ACS Specialists monitor and evaluate delivery of services and client responses.</p>
<p>Class Registration and Memo of Enrollment</p>	<p>The Information, Referral, and Follow-up team help you navigate through the different classes ACS has to offer. They provide an overview, time, location, and sign you up for any classes that you may want to take. If needed, they will provide you an ACS Memorandum of Enrollment.</p>
<p>Community Partner Referrals</p>	<p>The Information, Referral, and Follow-up Program has partnerships with several community partners on and off post. We do a direct referral or educate you on community partners such as Women, Infants & Children (<i>now in-house on Monday afternoons</i>), El Paso County Child Support Services (<i>now in-house on Tuesday afternoons</i>), Catholic Charities, Home Front Military Network, Warriors Warehouse, and many more.</p>
<p>First Visitor / Enrollment to ACS Services</p>	<p>Our Information, Referral, and Follow-up staff are available to provide information on the various ACS programs. Let our team, set-up an appointment to go over a 1-on-1 ACS overview of services and programs, enroll you into our client tracking system for a thorough service delivery, and discuss with you the Army Community Service (ACS) Customer's rights and responsibilities.</p>
<p>Community Outreach - Connecting People and Services</p>	<p>Would you like to have an Army Community Service representative attend your next event to share information about the free resources and services that ACS has to offer? Are you a community partner looking to build a connection with Fort Carson's ACS? Reach out to our Outreach Program Coordinator today by calling (719) 526-0423</p>
<p>Refer your Soldier & or Family</p>	<p>Do you have a Soldier and/or Family who would benefit from a needs based assessment? Refer to us and we can be the connecting point to different service resources and agencies. Refer to us and we can identify the assistance needed and connect the Soldier/Family Member to the appropriate resource.</p>
<p>Pass It On Newsletter</p>	<p>The 'Pass It On' Community Newsletter provides an update of programs, services, and events on Fort Carson and the surrounding communities. That 'Pass It On' is sent out and posted every two weeks and is a great resource for leaders, Soldier and Family Readiness Groups, Soldiers and Families, and civilians. Would you like to receive the newsletter in your email inbox or view it online? Visit https://carson.armymwr.com/programs/community-information-newsletter-pass-it to check it out and sign-up!</p>

FIND CLASS DATES & REGISTER ON OUR WEBSITE
 CARSON.ARMYMWR.COM/ACS • (719) 526-4590



Updated: OCT 2023



ACS Center

6303 Wetzel Avenue
Building 1526
(719) 526-4590

Mon.-Fri.: 8 a.m. - 4:30 p.m.
Wed.: 9 a.m. - 4:30 p.m.
Federal Holidays: Closed



ACS Annex

1481 Titus Blvd.
Building 7492
(719) 526-0461

Mon.-Fri.: 8 a.m. - 4:30 p.m.
Wed.: 9 a.m. - 4:30 p.m.
Federal Holidays: Closed



Survivor Outreach Services

6990 Mekong Street
Building 6215
(719) 526-4590

Mon.-Tue.: 8 a.m. - 5 p.m.
Wed.: 9 a.m. - 5 p.m.
Thur.: 8 a.m. - 1 p.m.
Fri.: 8 a.m. - 4 p.m.
Federal Holidays: Closed

ACS is located across three different buildings on Fort Carson.
Each location houses different programs that offer resources for Soldiers & their Families.

