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| **Rapid Response Resolution Matrix- FRG** |
| **Concern relates to:** | **Agency for Referral** | **Contact Information** |
| Anxiety, stress, mental health | 1. MFLC
2. Chaplain
3. RAHC Behavioral Health
 | (580) 442-0692; 574-7362/63/64; 699-4759; 215-2395 |
| 442-3302 (Admin Assist) |
| 442-4832/4833/4351 |
| Boredom, Loneliness, IsolationHelpful Facebook pgs & websites:Go Play LawtonLawton GrapevineSill.armymwr.com | 1. MFLC
2. Chaplain
3. ACS:
* Parent/child playgroups
* Employment Assistance
* Volunteer Program
* Take Classes!
1. Patriot Spouses Club—open to all ranks!
 | See AboveSee Above442-4916Facebook @Fort Sill PSC or fortsillpscmembership@gmail.com |
| BOSS  | 1. Better Opportunities for Single Solders
 | [www.boss.armymwr.com](http://www.boss.armymwr.com) 442-3575 |
| Breastfeeding Issues & Children under 5yrs playgroups and parenting assistance | 1. Oklahoma Breastfeeding Hotline
2. ACS New Parent Support Program (home visits and advice/materials)
 | 1-877-271-MILK (6455)[www.womenshealth.gov/Itsonlynatural](http://www.womenshealth.gov/Itsonlynatural)580 442-4916 |
| Child or Domestic Violence/Abuse | 1. Domestic Abuse Advocacy Hotline for Restricted Reporting
2. MP’s- Domestic Child Abuse POC
3. Domestic Abuse Victim Advocates
 | 580 574-0871442-2101/2102/2103ACS-442-4916 |
| Childcare Issues | 1. CYSS
2. ASYMCA
 | 442-3927/4836/1098355-5520 |
| Divorce | 1. Chaplain
2. Military Family Life Counselor
3. Legal Assistance Office
 | Family Life Chaplain: 442-5003ACS/MFLC-442-8539/37794th Floor, Suite 400, 442-5058 |
| Damage to property-on post | MP’s and/or Claims Office  | MP’s - 442-2103Claims - 442-2317 |
| Donate Blood  | * + - Southwest Oklahoma Blood Institute
		- Address: [211 SW A Ave, Lawton, OK](http://www.bing.com/maps/default.aspx?cp=34.60755~-98.39073&where1=Southwest%20Oklahoma%20Blood%20Institute&ss=ypid.YN703x21943555&FORM=SNAPST)
 | * + - Phone: (580) 353-6451
 |
| Education | Education Center | 442-3201 |
| Exceptional Family Members issues/resources needed | ACS- EFMP Program | 442-4916 |
| Employment—looking for | 1. ACS-Employment Readiness
2. USAJobs.gov
3. Workforce Oklahoma
 | 442-4916<https://okjobmatch.com/ada/r/>(580) 357-3500 |
| Emergency Communication with absent Soldier | 1. Red Cross
 | 877-272-7337 <http://www.redcross.org/get-help/military-families/emergency-communication>  |
| Financial Concern\*If pay related, see military pay below. | 1. ACS- Financial Readiness Program
2. Red Cross
 | 442-4916442-2426  |
| Financial-Failure to Support (Soldier not providing for family) | 1. Unit Commander
2. US Inspector General (IG)
3. ACS for Family Needs
 | See Unit #’s (back page)442-3176/3109442-4916 |
| Food Concerns (Lack of) | 1. ACS-Army Emergency Relief (AER) for food voucher2. ASYMCA (need referral from ACS)3. Lawton Food Bank | B4700/442-4916355-5520353-7994 |
| Foreign Language translation | Foreign Language Translator  | Militaryonesource.com1-800-342-9647 |
| FRG Questions | ACS Mobilization & DeploymentUnit FRG/Commander/Rear Detachment | B4700/442-0359 |
| FRG Deployment Support  | ACS Mobilization & Deployment Single Soldier/Geo Bachelor Linens (Redep)Toiletry Bags for Single Soldiers/Geo-bachelors (Redep)MWR/AAFES coupon flyers, etc.  | B4700/442-0359Jeff Powell: **jeffery.p.powell.civ@mail.mil**442-3626.Jennifer Troxell at **jtroxell@uso.org****;** (580) 442-2812ACS- 442-4916 |
| Home/Quarters Issues | 1. Corvias Housing/ B4700/3rd Floor Room 309
2. Fort Sill Housing Services Office
 | 580-581-2144 B4700/442-3778 |
| Household Items Needed  | 1. ACS Lending Closet (30+ day checkout)
2. ASYMCS Soldier’s Closet- (free items to keep for E5 and below)
 | B4700/442-4916355-5520 |
| ID Card Issues/Renewal | ID Card Section <https://rapids-appointments.dmdc.osd.mil/appointment/building.aspx?BuildingId=363> | 580 442-5010 |
| Information-Fort Sill | Fort Sill Information Line | 442-8111 |
| Legal Assistance: Divorce, Wills, Power of Attorney, fraud, renter issues, etc. | Legal Assistance Office | 4th Floor, Suite 400,442-5058 |
| Media Calls (any) | Public Affairs Office (PAO) | 442-2384/2521/4500 |
| Medical Concerns  | Tricare Nurse Advice Line (NAL) TRICARE appointment/and onlineRAHC Appointment Line | 1-800-TRICARE (1-800-874-2273) and select option 1833-286-3732 or [www.tricareonline.com](http://www.tricareonline.com)580-558-2000 |
| Mental Health | MFLC, Chaplain, RACH Behavioral Health | See “Anxiety”- at top of this page |
| Military Pay/Benefits | Finance Office | 1st Floor, Room 108,442-2191 |
| Memorial Service Questions | 1. Casualty Assistance Office
 | 442-4055 |
| 1. SOS
 | 442-4282/4329 |
| Relocating/PCS to a new post | ACS-Relocation Program | 442-4916 |
| Relationship Concerns | 1. Chaplain
2. Military Family Life Counselor
3. ACS Life Skills Courses (True Colors, ScreamFree Marriage, ScreamFree Parenting, etc.
 | Family Life Chaplain: 442-5003ACS/MFLC-442-8539/3779ACS Family Advocacy 442-4916 |
| School age children Concerns | CYSS School Liaison | 442-2130/5197 |
| Single Soldier Resources | 1. USO
2. BOSS
 | 442-2815442-6455 |
| Soldier Info--**Family** Request* Location
* Well-being/status
* Information-general
 | Call FRL/CDR or Unit Staff Duty phone # | See Unit Phone # Section Below |
| Soldier Info--NON-Family request1. Basic Trainee
2. Active Duty
3. Reserve Component
4. Graduations
 | 1. Training Center
2. DHR
3. DPTMS
4. Graduations
 | 1. 442-1229
2. 442-4579
3. 442-1844
4. 442-5411
 |
| Soldier is a Casualty or Seriously Injured—**Family member has already been notified but needs to know what to do now.** | Casualty Assistance Center | 442-4014 |
| Suicidal Ideations or other behavioral concerns | RACH Behavioral Health (ask,care,escort) | 442-4855/3974 |
| Tax Questions/classes | Tax Center, 4th Floor, B4700ACS Financial Readiness CounselorsMilitary One Source for tax info and free filing  | 442-8819442-4916 |
| Transportation Issues | Lawton Area Transit System Uber | 248-5252 or http://www.ridelats.com |
| TRICARE questions and issues | TRICARE Support POC: Michelle MasseyAlso see Medical concerns | mmassey@humana.com(502) 318-5321 (office) |
| Threats or Fear for Safety | Military Police Investigations (MPI) | 442-2101 |
| USO | Jen Troxell | 442-2812 jtroxell@uso.org  |
| Visitors on post | Visitor control center (VCC) | (5a.m. to 9 p.m.-changes sometimes) 580-442-9604<http://sill-www.army.mil/vcc/>  |
| Volunteers  | ACS Volunteer Programs | 442-4682 |
| Wellness | Army Wellness Center | 442-0680 |
| **BN/BDE Staff Duty Phone #’s** |
| 75th FiB | 442-6016 | 434 BDE  | 442-1273 |
| 2-18TH  | 580-442-0411 | 1-19TH  | 580-558-0987 |
| 3-13th | 580-442-6104 | 1-31st | 580-442-0461 |
| 100th BSB | 580-442-5677/4591/0618 | 1-40th | 580-442-1201 |
| 1-14th | 580-442-2007 | 1-79th | 580-442-6549 |
| 2-4 | 580-442-2411 | 95th (Reception) | 580-442-6904 |
| 2-20 | 580-442-8286 |  |  |
| 428th BDE | 580-442-3513 |  |  |
| 428 HHB | 580-442-2803 | 31st BDE | 580-442-8922 |
| 1-30th | 580-442-4660 | 31st HHB | 80-442-8080 |
| 1-78th | 580-442-6480580-442-5818 | 3-2 | 580-442-8922 |
| 2-2 | 580-442-2803580-442-3265 | 4-3 | 580-558-0557 |
| 1-17th | 580-442-4710 | 5-5 | 580-442-8922 |
| 30th ADA BDE | 580-442-2091 | Air Force Detach | 580-442-2186 |
| HHB | 580-442-0561 | Marine Corp Detach | 580-442-6498 |
| 2-6 | 580-442-0792/0793/0794 | MEDDAC | 580-558-2009 |
| 3-6  | 580-442-4595/4661/4720 | Air Defense Artillery School | 580-442-5377 |

**ADPAAS- Army Disaster Personnel Accountability and Assessment System**

<https://adpaas.army.mil/>

1-800-833-6622

Accountability tool to report your status, current location, update emergency contact information and request assistance in the event of a natural or man-made disaster. Set up your account for yourself and any dependent family members.

**Parent 2 Parent- Military Child Education Coalition (MCEC)**

ptop.sill@militarychild.org

**Military Child Education Coalition**

[www.militarychild.org](http://www.militarychild.org)

**211 Heart Line Oklahoma---find resources in your local area!**

<http://heartlineoklahoma.org/>

[**www.realwarriors.net**](http://www.realwarriors.net): misc military articles and resources

**myarmybenefits.com:** resource locator

**Ready.army.mil:** building resilience in Soldiers/Families through emergency preparedness and other tools

**National Military Family Association**

[www.militaryfamily.org](http://www.militaryfamily.org)

**Association of the US Army (AUSA)**

www.ausa.org

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|  AFTB App AER APP Sesame Street for Military Families Parenting to Go Babies on the Homefront Dept. of Veteran’s Affairs  |
| **Military One Source:**  Apps to support relationships and self helpMood HackerCoach HubLove Every Day**Plan My Deployment** [**https://planmydeployment.militaryonesource.mil/**](https://planmydeployment.militaryonesource.mil/)**Plan My Move**[**https://planmymove.militaryonesource.mil/**](https://planmymove.militaryonesource.mil/) | **American Red Cross Hero Care:** Whether you’re the parent of a child joining the military or a member of the military/veteran communities, Hero Care will connect you to important resources that can help you through both  emergency and nonemergency situations. |
| **Fort Sill MWR- US Army MWR: Fort Sill**https://www.facebook.com/Fort SillMWR[www.sill.armymwr.com](http://www.sill.armymwr.com)**Community Resource Guide- Fort Sill**\*Access Fort Sill Living Guide from this site for all on post activities and events! <https://sill.armymwr.com/us/sill/ft-sill-events/fort-sill-living-quarterly-magazine>  |
|  **WeCARE Fort Sill App-** Download this app to your Smart phone for local phone numbers and programs available on Fort Sill. |

**FRG Online Training:**

1. FRG Computer based training can be found on ALMS <https://www.lms.army.mil/Saba/Web_wdk/ALMS/common/ka/powerSearch.rdf?location_id_usePreferredOption=Any> under FRGCTT (Command Team) and FRGVT (volunteer) or the Army Family Web Portal <https://olms.armyfamilywebportal.com/>

BGB. Feb 2019. Previous versions obsolete