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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, Isolation  Helpful Facebook pgs & websites:  Go Play Lawton  Lawton Grapevine  Sill.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 Above  See Above  442-4916  Facebook @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 | | 580 574-0871  442-2101/2102/2103  ACS-442-4916 | |
| Childcare Issues | | 1. CYSS 2. ASYMCA | | 442-3927/4836/1098  355-5520 | |
| Divorce | | 1. Chaplain 2. Military Family Life Counselor 3. Legal Assistance Office | | Family Life Chaplain: 442-5003  ACS/MFLC-442-8539/3779  4th Floor, Suite 400, 442-5058 | |
| Damage to property-on post | | MP’s and/or Claims Office | | MP’s - 442-2103  Claims - 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 | | 442-4916  442-2426 | |
| 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)  442-3176/3109  442-4916 | |
| Food Concerns (Lack of) | | 1. ACS-Army Emergency Relief (AER) for food voucher  2. ASYMCA (need referral from ACS)  3. Lawton Food Bank | | B4700/442-4916  355-5520  353-7994 | |
| Foreign Language translation | | Foreign Language Translator | | Militaryonesource.com  1-800-342-9647 | |
| FRG Questions | | ACS Mobilization & Deployment  Unit 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. | | B4700/442-0359  Jeff Powell: [**jeffery.p.powell.civ@mail.mil**](mailto:jeffery.p.powell.civ@mail.mil)442-3626.  Jennifer Troxell at [**jtroxell@uso.org**](mailto:jkirby@uso.org)**;** (580) 442-2812  ACS- 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) | | B4700/442-4916  355-5520 | |
| 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 online  RAHC Appointment Line | | 1-800-TRICARE (1-800-874-2273) and select option 1  833-286-3732 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: 442-5003  ACS/MFLC-442-8539/3779  ACS Family Advocacy 442-4916 | |
| School age children Concerns | | CYSS School Liaison | | 442-2130/5197 | |
| Single Soldier Resources | | 1. USO 2. BOSS | | 442-2815  442-6455 | |
| 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 request   1. 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, B4700  ACS Financial Readiness Counselors  Military One Source for tax info and free filing | | 442-8819  442-4916 | |
| Transportation Issues | | Lawton Area Transit System  Uber | | 248-5252 or http://www.ridelats.com | |
| TRICARE questions and issues | | TRICARE Support POC: Michelle Massey  Also see Medical concerns | | [mmassey@humana.com](mailto: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](mailto: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 | 580-442-6480  580-442-5818 | | 3-2 | | 580-442-8922 |
| 2-2 | 580-442-2803  580-442-3265 | | 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](mailto: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 help  Mood Hacker  Coach Hub  Love 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