

ACKNOWLEDGMENTS

Many people contributed to the composition of this handbook. The information was gleaned from volunteers, command and agency representatives who were willing to give their opinions about what is useful or not, imperative or unnecessary, helpful or confusing. Their dedication and willingness to teach others by sharing the value of their experience is the hallmark of the Key Volunteer Network at Camp Pendleton. The Key Volunteer Network Branch is grateful for their support and assistance. Like all documents of this kind, the revisions are ongoing. If you would like to make recommendations for further revisions, we greatly appreciate your input. We are especially interested in expanding our sections for Orange County and Riverside County. Should you discover a great new resource, please call 725-6637.

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SECTION I

A QUICK REFERRAL GUIDE TO CRISIS AND SEMI-CRISIS CALLS

(Arranged in descending order of effectiveness, timeliness or geography. For details on services, see your Referral Guide.)

DEATH IN THE FAMILY OR DYING FAMILY MEMBER

American Red Cross (message to AD member/ request for AD emergency leave)
USNH (24 hours) (760) 725-3303
TAPS (for support in death of AD member) 1-800-959-TAPS
Elizabeth Hospice (Escondido & San Marcos) (760) 737-2050
Hospice of North Coast (Carlsbad) (760) 431-4100
"New Beginnings" (Carlsbad) (760) 757-2020
SIDS Hotline 1-800-221-SIDS

HOSPITALIZATION OF A FAMILY MEMBER

American Red Cross (message to AD member/ request for AD emergency leave) Mainside (760) 725-6877. USNH (24 hours) (760) 725-3303

BIRTH OF A CHILD

American Red Cross (message to AD member) USNH (24 hours) (760) 725-3303
TRICARE office at USNH Camp Pendleton
To enroll child in DEERS if born in civilian hospital) 1-800-242-6788

SUICIDE

Police/Military Police 911
Base/Duty Chaplain (760) 725-5617
Suicide Hotline (North San Diego County) 1-800-479-3339
Suicide Hotline (South Orange County) (714) 778-1000
Suicide Hotline/ Crisis Intervention (Riverside County) (909) 686-4357

RAPE

Camp Pendleton Naval Hospital (NARED) (760) 725-9781
Poway Pomerado Hospital (Sexual Assault Response Team) (619) 613-4455
Women's Resource Center – Oceanside (760) 757-3500
North San Diego Rape Crisis Hotline (619) 233-3088
Escondido Youth Encounter Counseling and Crisis Services (760) 747-6281
Orange County Rape Crisis Hotline (949) 831-9110
Riverside Rape Crisis Center (909) 686-7273
Center Against Sexual Assault (909) 652-8300
Infoline (North San Diego County, Coastal) (760) 943-0997
Infoline (North San Diego County, Inland) (760) 740-0997
Infoline (South Orange County) (949) 955-2255
Infoline (Riverside County) (619) 943-0997

Base/Duty Chaplain(760) 725-1288

American Red Cross (if requesting emergency leave – control of confidentiality can be lost at this point – may want to warn the victim)USNH (24 hours) (760) 725-3303

SEXUAL ASSAULT OF CHILDREN

Barbara Sinatra Children's Center (Rancho Mirage) (760) 340-2336

Infoline (North San Diego County, Coastal) (760) 943-0997

Infoline (North San Diego County, Inland) (760) 740-0997

Infoline (South Orange County) (949) 955-2255

Infoline (Riverside County) (619) 943-0997

SPOUSE ABUSE

Infoline (North San Diego County, Coastal) (760) 943-0997

Infoline (North San Diego County, Inland) (760) 740-0997

Infoline (South Orange County) (949) 955-2255

Infoline (Riverside County) (619) 943-0997

Women's Resource Center (Oceanside) (760) 757-3500

YWCA Battered Women's Services (San Diego)1-888-305-7233

Saint Clare's Home (Escondido) (760) 741-0122

Palomar Family Counseling Service, Inc (Escondido) (760) 741-2660

Palomar Family Counseling Service, Inc (Vista) (760) 630-3505

Palomar Family Counseling Service, Inc (Fallbrook) (760) 731-3235

Laura's House – San Clemente (949) 498-1511

Women's Transitional Living Center (Orange) (714) 992-1931

Alternatives to Domestic Violence Crisis Hotline (Riverside)1-800-339-7233

CHILD ABUSE

Infoline (North San Diego County, Coastal) (760) 943-0997

Infoline (North San Diego County, Inland) (760) 740-0997

Infoline (South Orange County) (949) 955-2255

Infoline (Riverside County) (619) 943-0997

Escondido Youth Encounter Counseling and Crisis Services (760) 747-6281

San Diego County Child Abuse Hotline1-800-344-6000

Saint Clare's Home (Escondido) (760) 741-0122

Laura's House – San Clemente (949) 498-1511

Women's Transitional Living Center (Orange) (714) 992-1931

Orange County Child Abuse Hotline (Orange) (714) 938-0505

Community Service Programs, Inc -- Youth Shelter (Laguna Beach) (949) 494-4311

The Exchange Club Center for the Prevention of Child Abuse (949) 722-1107

Loma Linda Univ. Dept. of Pediatrics (Loma Linda) (909) 799-6109

VICTIM OF CRIMINAL ACTIVITY (ASSAULT, BURGLARY, STALKING, ETC.)

Police or Military Police 911

Women's Resource Center – Oceanside (760) 757-3500

American Red Cross (police must verify if requesting emergency leave -- control of confidentiality can be lost at this point – may want to warn the victim)

USNH (24 hours) (760) 725-3303

Housing Office (if victim living out in town, Housing may be able to put the victim into quarters immediately if Marine/Sailor is deployed – highly situation dependent) (760) 725-5995

HOMELESS WOMEN AND CHILDREN

Infoline (North San Diego County, Coastal) (760) 943-0997

Infoline (North San Diego County, Inland) (760) 740-0997

Infoline (South Orange County) (949) 955-2255

Infoline (Riverside County) (619) 943-0997

Saint Clare's Home (Escondido) (760) 741-0122

North County Lifeline, Inc. (Vista) (760) 726-4900

North County Lifeline, Inc. (Poway) (619) 748-9675

North County Lifeline, Inc. (Del Mar) (619) 794-7802

North County Lifeline, Inc. (Escondido) (760) 839-6258

Salvation Army (San Diego) (619) 231-6030

Homeless Outreach Team (619) 231-6033

RUN OUT OF MONEY / NO FOOD

Military Parish Visitors (North San Diego County) (858) 792-2205

Navy / Marine Corps Relief Society (760) 725-5337

Mainside (760) 725-5338

San Onofre (949) 492-1082

Community Resource Bread Room (Encinitas) (760) 753-8300

Infoline (North San Diego County, Coastal) (760) 943-0997

Infoline (North San Diego County, Inland) (760) 740-0997

Infoline (South Orange County) (949) 955-2255

Infoline (Riverside County) (619) 943-0997

WIC 1-800-854-5770

WIC – North San Diego County (760) 433-3814

WIC – South Orange County (714) 834-8333

WIC – Riverside County – Lake Elsinore (909) 272-5491

WIC – Riverside County – Temecula (909) 358-5435

Food Stamps (Orange County) (949) 587-8543

Food Stamps (North San Diego County) (760) 754-5757

Oceanside Food Giveaway (3rd Wed. of Each Month) (760) 721-2985

SHARE 1-800-773-SHARE

CLOTHING FOR VICTIMS OF DOMESTIC VIOLENCE

Women's Resource Center (Oceanside) (760) 757-3500

Salvation Army (Oceanside) (760) 631-8271

Salvation Army (San Clemente) (949) 492-0133

Salvation Army Family Services (Riverside) (909) 766-2020

Infoline (North San Diego County, Coastal) (760) 943-0997

Infoline (North San Diego County, Inland) (760) 740-0997

Infoline (South Orange County) (949) 955-2255
Infoline (Riverside County) (619) 943-0997

COUNSELING

Infoline (North San Diego County, Coastal) (760) 943-0997
Infoline (North San Diego County, Inland) (760) 740-0997
Infoline (South Orange County) (949) 955-2255
Infoline (Riverside County) (619) 943-0997
North County Lifeline, Inc. (Oceanside) (760) 757-0118
North County Lifeline, Inc. (Vista) (760) 726-4900

NO PAY DUE

DADD / Unit Disbursing
DFAS (need P.I.N. est. through 1-816-926-5347 by Marine) 1-800-449-3327
Navy / Marine Corps Relief Society (760) 725-5337
 Mainside (760) 725-5338 (Advocacy/liaison services with the unit and Kansas City . Loan/grant money for rent/food/utilities while pay problem being sorted out – authorization for assistance needed if deployed – delay of a few days if no authorization on file)
 San Onofre (949) 492-1082

NON-SUPPORT

Your unit DADD / Chaplain / Family Readiness Officer
Community Services (Walk-in 1300-1500) 1-800-253-1624
Commanding Officer (if no remedy from above)
Legal Assistance (760) 725-6172
Legal Aid Society (Oceanside) (760) 722-1935
Legal Aid Society (Orange County) (714) 835-8806
North County Lifeline, Inc. (Vista) (760) 726-4900
Infoline (North San Diego County, Coastal) (760) 943-0997
Infoline (North San Diego County, Inland) (760) 740-0997
Infoline (South Orange County) (949) 955-2255
Infoline (Riverside County) (619) 943-0997

EVICTION

Escondido Youth Encounter Counseling and Crisis Services (if homeless)
Legal Assistance (if for landlord/tenant dispute) (760) 725-6172
Legal Aid Society (if for landlord/tenant dispute) (760) 722-1935
Legal Aid Society (Orange County) (714) 835-8806
Navy/Marine Corps Relief Society (if for non-payment of rent) (760) 725-5337
 Mainside (760) 725-5338
 San Onofre (949) 492-1082
Housing Office (assistance finding replacement housing) (760) 725-5995
North County Lifeline, Inc. (Vista) (760) 726-4900
Infoline (North San Diego County, Coastal) (760) 943-0997
Infoline (North San Diego County, Inland) (760) 740-0997
Infoline (South Orange County) (949) 955-2255

Infoline (Riverside County) (619) 943-0997

DEBT CRISIS / NEARING BANKRUPTCY

Consumer Credit Counseling Services (Oceanside) (760) 757-2227

(Riverside County) 1-800-655-0114

For additional offices 1-800-338-2227

Legal Assistance (760) 725-6172

Community Services (Financial Management) (760) 725-6098

Legal Aid Society (Oceanside) (760) 722-1935

Legal Aid Society (Orange County) (714) 835-8806

LACK OF AUTHORIZATION TO OCCUPY QUARTERS

DADD/ Family Readiness Officer

Unit Chaplain

TRANSPORTATION (LOCAL)

Military Parish Visitors (North San Diego County) (858) 792-2205

Taxi Service (phone book)

Bus Services (phone book)

Community Resource Center (Encinitas) (760) 753-8300

TRANSPORTATION (HOME FOR FAMILY EMERGENCY)

American Red Cross USNH (24 hours) (760) 725-3303

Navy / Marine Corps Relief Society (760) 725-5337

Mainside (760) 725-5338

San Onofre (949) 492-1082

CAR REPAIR

Navy / Marine Corps Relief Society (760) 725-5337

Mainside (760) 725-5338

San Onofre (949) 492-1082

Base Auto Hobby Shop Mainside (760) 725-5963

HOUSEHOLD GOODS OVERDUE / LOST / DESTROYED

Community Services Relocation Office – Loan Locker (760) 725-3802

Traffic Management Office (760) 725-8164

EMERGENCY CHILD-CARE

Camp Pendleton Child Development Program – Supplemental (760) 725-9723

Fisher Center (for doctor's appointments) (760) 725-0845

NO / LOST I.D. CARD

DADD / Unit Administration (to get a DD 1172 – needs sponsor's signature)

DEERS / Pass & I.D. (in the Joint Reception Center) (760) 725- 2768

SECTION II

MARINE CORPS MANDATED FAMILY READINESS PROGRAM COMPONENTS

Marine Corps Order 1754.1 lists 25 programs and services available to service members and families as they make responsible readiness plans. These support elements are all available at Camp Pendleton, and throughout the Marine Corps. The following Family Readiness Support Program definitions are given in the Marine Corps Order. Each definition is followed by the applicable Navy or Marine Corps directive or order number, and the Camp Pendleton phone number to call for further assistance or information on the issues:

1. **Alcohol and Drug Abuse Prevention:** This program provides services to prevent the wrongful or illegal possession or use of drugs and the use of alcohol and/or other drugs to an extent that it has an adverse effect on performance, conduct, discipline, mission effectiveness, and/or the user's health, behavior family, or community. See MCO P5300.12 and MCO 5355.4. Call: 725-5538
2. **Child Care:** Child care is the care of minor children by anyone other than the parents. It includes extended family care, neighborhood cooperatives, child development centers, family home day care, and other child care options providing hourly, part-day, and full-day programs designed to protect the health and safety of children and promote their physical, social, emotional, and intellectual development. See MCO 1710.30. Call: 725-6173.
3. **Community Development:** This provides for the assessment of military installation Family Readiness Program needs and identification of available required resources to meet those needs. Allocation, coordination, and programming for resources are based on installation priorities established by the commander with input from families, tenant activities, and Family Readiness Support Program element managers. Unfunded requirements are forwarded up the chain of command. See MCO P1700.24. Call: 725-9052.
4. **Consumer Affairs and Financial Planning Assistance Program:** A program that assists members and their families in keeping their personal financial affairs in order. The program provides basic money management and consumer education classes, counseling, information, and community referral. See MCO P1700.24, MCO 1700.25, and SECNAVINST 1740.2. Call: 725-3802.
5. **Counseling:** This service provides for the intake and support activities for individuals, families, and groups. Intake counseling includes collecting and processing case history data and personal interviewing to assess presenting problems). Determinations are made whether to refer the individual or family for supportive counseling. Supportive counseling is provided after intake counseling and is capable of addressing a wide range of personal, marital, and parent-child problems. See MCO P1700.24. Call: 725-9051.
6. **CREDO:** The Chaplain's Religious Education and Development Office aims to enhance communications, relationship skills and community building through a series of retreats and seminars.

The three-day retreats at Big Bear for married couples are free. The only cost to the family is childcare. Call: 725-4954.

7. Crisis Support Services: Non-medical social services (food, clothing, shelter, transportation, childcare, and financial assistance) are available to provide immediate response and attention to individual and family crises. These services involve social and emotional assessment, intervention, referral and follow-up activities. See MCO 1700.21 and MCO P170.24. Call: 725-3400.

8. Dependents' Education: Although not offered at Camp Pendleton, elementary and secondary school education is provided for eligible dependents of Department of Defense sponsors located overseas, in designated continental United States areas, Alaska, Hawaii, Puerto Rico, the Northern Mariana Islands, Guam, Wake Island, American Samoa, and the Virgin Islands. Support provided may also include information on other resources available in the local area. See MCO P1700.24 and MCO P1755.2. Call: 725-3802.

9. Deployment Support: Provides assistance to members and families coping with the difficulties inherent in deployment of the member, covering preparation for deployment, deployment, and reunion following deployment. See MCO P1700.24. Call: 725-5702.

10. Employment Assistance: A program conducted by specially trained counselors to help retiring and separating active duty military, military spouses, and other eligible personnel seeking or preparing for public and private sector employment. The program includes, but is not limited to, workshop counseling, self-employment skills, job market information and referrals, and guidance on self-employment in Government quarters. See MCO P1700.24, MCO 5330.3, and SECNAVINST 1740.2. Call: 725-9479.

11. Intervention & Treatment: A program designed to address prevention, evaluation, identification, intervention, treatment, rehabilitation, follow-up and reporting of child and spouse abuse, maltreatment, sexual assault, and rape. The program consists of coordinated efforts designed to prevent and intervene in cases of family distress and to promote healthy family life. See MCO P1700.24, MCO 1752.3B and SECNAVINST 1752.3. Call: 725-9051.

12. Family Life/Enrichment Education Programs: Includes prevention and enrichment programs designed for individuals, couples, or families which provide knowledge, social relationship skills, and support through the family life cycle. See MCO P1700.24 and MCO 1730.6. Call: 725-6798.

13. Family Readiness Program: This is the network of agencies, programs, services, and individuals, which supports readiness by preventing or reducing the impact of stressful events, promoting healthy community environments, and freeing Marine Corps personnel from family worries so they are able to focus on unit mission. Call: 725-9052/5702.

14. Health Affairs: This service includes information and classes about the importance of a healthy lifestyle for members and their families. Programs involve a multi-disciplinary approach to wellness which includes such areas as nutrition, exercise, and stress management. An example is Semper Fit 2000. See MCO 1700.24, MCO 6100.3 and MCO 6100.5. Call: 725-1002.

15. Information, Referral, and Follow-up: This service provides information about installation and community resources, links members and families with available service providers, and provides follow-up to ensure satisfactory services were received. See MCO P1700.24. Call: 725-3400.
16. Key Volunteer Network: This program is a family support and communication network for commanding officers. Volunteers make up this network. The Network is used to assist in promoting unit readiness and operates as an element of the Family Readiness. Training supplied through the Key Volunteer Network Branch of Marine Corps Family Team Building. See MCO 1754.6. Call: 725-6637.
17. L.I.N.K.S.: Lifestyles, Insights, Network, Knowledge and Skills is a workshop designed to introduce Marine Corps spouses to the Marine Corps; equip them with the critical information they need to be active supporters of their Marine's career; and familiarize them with effective coping techniques to meet the challenges of Marine Corps living. Call: 725-2335.
18. Mobilization Indoctrination: The Family Readiness Program augments command efforts to inform service members about their duties and responsibilities, and family members about their roles and benefits, in the event of mobilization. Program goals are to provide information, assistance, and guidance to military families; coordinate existing military family support resources and those social services offered by Federal, State, and local government programs; provide personal affairs briefings to as many reservists and retired Marines as possible before they are mobilized; and minimize the impact of separation of Marines from their families during mobilization. See MCO 1700.24 and MCO P3060.18. Call: 725-9052.
19. Needs Assessment: A systematic and scientific assessment of family programs and factors that make a Family Readiness Program effective and efficient in supporting the mission as well as supporting the individuals served. See MCO 1754.1 Call: 725-9052.
20. Outreach: This program includes elements of the Family Readiness Program that inform individuals and families of services available to them, with particular emphasis on support and services for off-base families. Outreach involves identifying at-risk populations, establishing priorities for services through community needs assessments, and coordinating the delivery of a variety of Family Readiness Program services. See MCO P1700.24. Call: 725-9052.
21. P.R.E.P.: This program assists young couples planning to marry or those who have married recently in developing the skills they will need to build a strong and successful marriage. Call: 725-5343.
22. Relocation Assistance: This agency provides support and information for managing the demands of the mobile lifestyle. The program provides continued support throughout the entire reassignment process. See MCO P1700.24 and MCO 1320.11. Call: 725-3802.
23. Retired Activities: This activity, run entirely by volunteers, provides support and assistance to retired service-members, their spouses and widows in understanding their benefits and the paperwork required to access them. Call: 725-9791.

24. Separation Program: This service provides pre-separation and pre-retirement planning to eligible members and their spouses to address the problems associated with transition to civilian life. The transition program includes social and personal adjustment issues, financial and legal planning issues, job search skills and techniques, as well as a discussion of their rights, benefits, and privileges. See MCO 1001.39, MCO P1700.24, MCO P1741.11, MCO P1760.8, MCO 1760.11 and MCO P1900.16. Call: 725-9479.

25. Special Needs Support: This service is a coordinated, multi-disciplinary approach to provide medical, education, community support, and personnel services to families with special needs (e.g., those with single parents, handicapped or gifted children, foreign-born spouses, and dual-service marriages). An example of such support is the Exceptional Family Member Program discussed in MCBul 1754.4 series. See also MCO P1700.24. Call: 725-5363.

26. Spiritual Growth and Development: This service includes but is not limited to, religious education and worship opportunities, pastoral care, spiritual counseling and seminars, family enrichment and growth programs, and other religious programs. See MCO P1700.24, MCO 1730.6 and SECNAVINST 1730.7. Call: 725-4995.

27. Volunteer Management: This program promotes volunteer recruitment and manages reimbursement, training, supervision, recognition, and logistic support for installation volunteers. See MCO P1700.24 and MCO 5760.4. Call: 725-6637.

28. Youth Recreation and Development: This service promotes the development of youth by offering programs and information to foster recreational skills and enhance the personal growth of youth. See MCO 1710.35 and MCO 6100.5. Call: 725-5165.

SECTION III

CAMP PENDLETON RESOURCES

American Red Cross

Naval Hospital Location - Building H-100, Room 1302; (760) 725-3303, (760) 725-6877; 24 Hour Hotline 1-800-951-5300

Orange County South – 24-hour assistance for residents of San Clemente (714) 835-5381

San Diego/Imperial County – 24-hour assistance (619)291-2620

Services

* Message Service - The American Red Cross has a network of 2,900 Chapters including 270 offices on military installations throughout the world. No message regarding a medical emergency may leave the Continental United States (CONUS) via the American Red Cross Emergency Communications Center in Washington, DC without a Doctor's Interpretative Statement (DIS). When a request to send a message is received by the American Red Cross, the first step is to have the information verified by a professional such as a doctor, psychiatrist, coroner, etc. Once the verification is received, the message is sent to the service member's command through the American Red Cross teletype system which links with the military message system. There can be a delay in receiving a response depending on where the service member's command is located and on how quickly the command reacts to the message.

* Financial Assistance - Interest-free loans are available to assist the service member (and spouse with authorization) with emergency leave expenses because of death or illness for an immediate family member (spouse, mother, father, etc.). Transmission or receipt of funds for out of area service members is available.

* Disaster Assistance - Lodging, food, clothing, furniture, as required for individuals in need of assistance after a disaster has occurred such as a fire in the home, flood, or earthquake.

* Information, Referral and Advocacy - Complete referral service, assistance in helping military families understand, apply for, and receive government or agency benefits.

* Health and Welfare Inquiries - Communication with the installation or ship where the service member is located, service members can request the same service for families back home.

* Education - Complete curriculum of courses , such as First Aid, CPR, HIV/AIDS awareness, disaster preparation, water safety, etc. for all age groups.

*Women, Infant and Children (WIC) Supplemental Food Program - Provides assistance with supplemental food for pregnant or nursing women and children for low-income families. (Refer to Community Services Section for more information). Information needed for assistance:

*Military ID card for in-person requests

*Service member's rank/grade and social security number

*Service member's complete military address

*For WIC: Proof of address and proof of income

Special Notes for Key Volunteers:

*The American Red Cross DOES NOT grant Emergency Leave requests, the Command is responsible for that decision.

*The spouse or Key Volunteer CANNOT verify an emergency.

*Messages sent directly to the deployed service member by the American Red Cross, at other locations, will not be recorded at Camp Pendleton offices.

*Families should contact their local American Red Cross Office for assistance.

*If American Red Cross cannot send a message, you may send a Western Union Telegram 1-800-325-6000.

*There are no restrictions on military families' use of Red Cross services.

We strongly urge that all families be directed to have the following information posted on their refrigerator and on a card in their wallets, in case something should happen to them. This should be the key component to a family emergency plan. As part of that, they should also designate a trusted neighbor with a copy of their house key and inform them of the details of their plan.

Active Duty Spouse - Name, Rank, Social Security Number, Unit and Unit Address (UIC if overseas).

Primary next of kin in the United States – name, phone number and address.

Other next of kin and persons to be contacted in an emergency.

Employer – Name, phone number and address.

Children's names, schools, activity schedules and person designated to take custody in case of parental death or hospitalization.

Special instructions for pets and other household matters.

RED CROSS MESSAGE
(CAMP PENDLETON 760-725-6877) OR (1-800-951-5600)

REQUESTOR'S NAME _____

RELATIONSHIP TO SERVICEMEMBER _____

REQUESTOR'S ADDRESS _____

PHONE: HM/WK _____

SERVICEMEMBER'S NAME _____ RANK _____ SSN _____

MILITARY ADDRESS _____ PHONE _____

MESSAGE: YOU CAN REQUEST NOTIFICATION AND PRESENCE OR REQUEST NOTIFICATION AND PHONE CALL OR REQUEST PRESENCE (SERVICEMEMBER IS AWARE) DUE TO THE DEATH OF OR SERIOUS ILLNESS OR INJURY OR IMPENDING SURGERY.

HEALTH AND WELFARE REPORT (NO WORD IN 30 DAYS).

DEATH IN THE FAMILY

NAME _____ DATE OF DEATH _____

RELATIONSHIP TO SERVICEMEMBER _____

LOCATION OF BODY (HOSPITAL, FUNERAL HOME, CORONER, ETC.) _____

LOCAL POINT OF CONTACT & PHONE _____

FUNERAL SERVICES – DATE & TIME IF KNOWN _____

ILLNESS – INJURY – SURGERY

NAME _____

RELATIONSHIP TO SERVICEMEMBER _____

HOSPITAL _____ PHONE () _____

DOCTOR _____ PHONE () _____

LOCAL POINT OF CONTACT AND PHONE _____

HAS PATIENT CONTACTED THE DOCTOR TO AUTHORIZE THE RELEASE OF THEIR MEDICAL INFORMATION TO THE AMERICAN RED CROSS? YES NO
MOST IMPORTANT DOCTOR WILL NOT GIVE A STATEMENT UNTIL PATIENT HAS AUTHORIZED THE RELEASE OF THEIR MEDICAL INFORMATION.

EMERGENCY CARD

My _____ is _____. His social security number is _____.

If anything should happen to me, contact him through the American Red Cross and his unit

_____ Also, contact my Key Volunteer _____ at _____ or _____ at _____.

My next of kin are _____. If anything should happen to me, contact them at

My children can be found at _____ at _____ and, _____ at _____.

_____ at _____ is authorized to pick them up from school and take care of them until my next of kin arrive.

EMERGENCY INFORMATION

To Be Posted on Home Refrigerator and given to a trusted neighbor with a copy of house key.
First Person to be contacted (to take charge of situation and make critical decisions in my spouse's absence)

Name _____ Relationship _____

Work Phone # (____) _____ Home Phone # (____) _____

My Will is located _____

My Advanced Directive is located _____

My Medical Record is located _____

My Living Will is located _____

Send an American Red Cross Message (from hospital where I am/died) to:

My Spouse's Name _____ Rank: _____

Work Phone # _____ Social Security # _____

_____ Battalion/Squadron _____ Regiment/Group _____ Company

UIC _____ City/Base _____ (FPO), State _____ (AP) Zip Code

Person Authorized to Care for My Children Until Guardian or Spouse Arrives

Name _____

Address _____

Work Phone # _____ Home Phone # (____) _____

Alternate Person Authorized to Care for My Children Until Guardian Arrives

Name _____

Address _____

Work Phone # _____ Home Phone # (____) _____

Alternate Person Authorized to Care for My Children Until Guardian Arrives

Name _____

Address _____

Work Phone # _____ Home Phone # (____) _____

My Eldest Child' Name _____

Age ____ Social Security Number _____

Phone (School/Work/Unit) _____

Home Phone _____

Address (School/Home/Work/Unit) _____

My Child' Name _____

Age ___ Social Security Number _____

Phone (School/Work/Unit) _____

Home Phone _____

Address (School/Home/Work/Unit) _____

My Child' Name _____

Age ___ Social Security Number _____

Phone (School/Work/Unit) _____

Home Phone _____

Address (School/Home/Work/Unit) _____

My Child' Name _____

Age ___ Social Security Number _____

Phone (School/Work/Unit) _____

Home Phone _____

Address (School/Home/Work/Unit) _____

My Parents' Names _____

Work Phone # (____) _____ Home Phone # (____) _____

Work Phone # (____) _____ Home Phone # (____) _____

Address _____

My Employer's / Supervisor's Name: _____

Work Phone # _____ Home Phone # _____

Key Volunteer's Name _____

Work Phone # _____ Home Phone # _____

Key Volunteer who I would like to take on my duties as Key Volunteer/Key
Volunteer Coordinator

Work Phone # _____ Home Phone # _____

Instructions for caring for my pets:

Name _____ Type/Breed _____

Name _____ Type/Breed _____

Name _____ Type/Breed _____

Name _____ Type/Breed _____

Food: _____.

Medication: _____.

Exercise/ Elimination:

Armed Services YMCA

Main Office, Bldg 1671: (760) 385-4921
South Mesa Social Hall Complex: (760) 725-7560
Stuart Mesa Community Center: (760) 430-2374
San Onofre Community Center: (714) 492-0816
School of Infantry, Bldg 52419: (760) 725-7369

School Age Programs

*School Age Child Care: Before and after school child care program for elementary aged children is offered at all five schools on Camp Pendleton.
*Operation Hero: This after school program targets 2nd to 8th grade at-risk students at all five Camp Pendleton school. Trained counselors facilitate activities that enhance each child's self-esteem, improve academic performance and decrease behavior problems.

Preschool Programs

*Kindertyme: One hour "Mommy & Me" preschool class for children from 2 1/2 - 5 years old. Classes meet two to three times a week. The classes emphasize developing socialization skills.
*Daddy & Me: Same concept as Kindertyme, but Daddy gets to play!
*Y-On-Wheels: Come join your neighbors for a fun-filled preschool class delivered right to your door.

Adult Programs

*Holiday Hospitality: The AS/YMCA matches unaccompanied and single Marines and Sailors with families from the community who wish to host a service person for the holiday.

Auto Hobby Shop

You don't have to be a mechanic to save big money on auto repairs. Let the Auto Hobby Shop's trained staff show you how! They offer state-of-the-art equipment; scanners for on-board computers and sensors, paint booths, vehicle lifts, hand tools and more. Certified air conditioner and recharge service
Drop off your used anti-freeze motor oil, containers and filters The Auto Hobby Shop can help with second opinions on needed auto repairs and may be able to help spouses of deployed personnel find more affordable repair options.

Auto Hobby Shop

Bldg. 13191 (Mainside) (760) 725-5906 / 5963
Parts Dept. (760) 725-5092 / 3942
Bldg. 520170 (Camp San Onofre) (760) 763-0668 / 0669
Parts Dept. (760) 763-0671 / 0672

Base Housing

The Camp Pendleton housing office offers on-base assignments and off-base housing referral services to families new to the area. Mainside Location - Building 1138 (760) 725-6246/6310
DSN: 365-6246/6310
Toll Free: 1-800-843-2182
Hours: Monday - Friday 7 a.m. – 3 p.m.

Services:

*On-Base Housing offered for all military families in various Pendleton locations

*Off-Base: Housing referral services and counseling for persons choosing to live off base or those on waiting list.

*Special program with a few apartment landlord to exchange the security deposit and last month's rent or an allotment paying the landlord directly. A minimum of one year required on the lease. Ask the Housing Office for details.

What You Need:

*Housing application completed by the service member.

*Signed Spousal Acceptance Authorization if spouse will accept quarters in service member's absence.

*Signed Sponsor's Agreement at the Project Office for deployed service members.

*Supply housing office with current and correct phone number and address so housing may contact you when quarters become available.

Special Notes for Key Volunteers:

*Families who have an off-base lease contract may not be able to break without penalties.

*Off-base families receive BAQ/VHA for living expenses, contact NMCRS for current area entitlements.

*On-base families obligate their BAQ/VHA for quarters.

*Guests may stay on a 30-day basis and must be registered with the Project Housing Office.

*Families leaving the area during deployments must complete a request form at the Project Office.

Absences are normally approved for 30 days.

Chaplain Services

Base Duty Chaplain: (760) 725-5617

Your Unit's Chaplain: _____

All chaplains are ordained clergy members representing a variety of faith groups. They serve as special staff officers to the command providing spiritual and moral guidance. During normal working hours contact your command chaplain. After hours, contact the duty chaplain office. A chaplain is on call through the above number 24 hours a day.

Services

Faith group oriented

Worship services in garrison and in the field

Weddings, baptisms, memorials/funerals

Religious instruction and Bible studies

Counseling

In times of grief and crisis

Pre-marital, marital and family counseling

Financial planning

Pastoral Care

Hospital visits

Special Notes for Key Volunteers:

All volunteers should note the name and phone number of the:

Battalion/Squadron Chaplain: _____

Higher Command Chaplain: _____

Often the on-call Chaplain is available by beeper, but not able to respond

immediately. Be prepared to make a judgment call if emergency support is needed.

Refer engaged or newly married spouses to the Marriage Preparation Workshop (760) 725-4995
Families interested in participating in the cooperative SHARE food Program can contact the Chaplain's office at the Naval Hospital Camp Pendleton at 725-1223. Families receive \$45 worth of groceries for \$14 and 2 hours of community service.

SEE ALSO Marine Corps Family Team Building for more Chaplain Services

Child Development Programs

Administrative Office – Bldg. 13150 (760) 725-6308

Child Care Resource and Referral Services – Bldg. 13150 (760) 725-9723

Family Child Care (In Home Child Care) Bldg. 13150 (760) 725-7631

Child Development Centers:

Browne – Bldg. 202860 (San Jacinto Road) (760) 725-2817

Courteau – Bldg. 15061 (Main Exchange West Parking Lot) (760) 725-5113

Mainside – Bldg. 1146 (Behind 1st MarDiv HQ) (760) 725-6112

San Luis Rey – Bldg. 1781 (Across from the O' Club) (760) 725-6577

San Onofre – Bldg 51T920 (760) 725-7311

For KVN/Unit events, contact Child Care Resources and Referral Services above.

Fisher Children's Center

Bldg. 160100

(760) 725-0845

Hours: 0700-1700 Monday – Friday

Services:

Hourly Child Care

Ages 6 weeks to 10 years old

No more than 20 hours per week

For the "sporadic" user

Reservations can be made up to 30 days in advance

Hourly rates

E-1 to E-5 \$1.75 per hour per child

E-6 and above \$2.25 per hour per child

What to bring:

ID Card

Immunization record for enrollment

Children with special needs must be enrolled in the Exceptional Family

Member Program, have assigned physician's statement and must have a SNERT

conference scheduled with the Child Development Programs Office.

For emergency care, see the lists provided in training or call Child Care Resources and Referral for updated lists. Remember, emergency childcare providers can charge what they like. There are no restrictions.

Services:

Full-time day care
Hourly day care (absentee/space available basis)
Hourly/Drop-In Care at San Luis Rey (Multi-age Group)
Before and after school care (5-7 year olds)
Full-time school are summer program
Volunteers and Parent Advisory Group
Child enrichment program
Speech therapy available in some centers
USDA Child Care Food Program
Free referral service for infant, preschool and extended school care including:
Camp Pendleton Child Development Centers
Camp Pendleton Licensed Family Day Care Homes
Agencies providing in-home service
Special Needs Child Care Provider
Centralized Registration
Resource and referral for Overnight and Emergency in-home child care facilities.

Eligibility:

Children of active duty and retired military, reservists on active duty and DoD civilian employees
Serve ages beginning at 6 weeks to up to 10 years (depending upon the center) Before and after school care for 5 to 10 year olds.

Special Notes for Key Volunteers:

Contact Duty Chaplain/MPs for most up to date list of Emergency child care providers
Payment can be made with Navy Marine Corps Relief Society funds if there is a financial need.
Special circumstances should be arranged directly with Child Development Programs Administrator.
All Key Volunteers should be familiar with child care options to avoid feeling personally responsible for the care of the children during a family crisis. Make a note of the way your network wants you to direct families needing emergency care.

Community Support Services Branch Bldg 13150 (760)725-5361 or 1-800-253-1624

Readiness Support Section - (760)725-5704

New Parent Support Section - (760)725-3884

Lifeskills Management Section - (760)725-8519

Hours: Monday - Friday 7:30am - 4:00pm

***Readiness Support Section:** Provides a network of services and referrals which enhances the stability and quality of life for active and retired service members and families. The Readiness Support Branch has numerous sections:

Relocation Assistance Program: Assists both incoming and outgoing service members and their families with relocation issues and helps them to familiarize themselves with the installation and the local community.

Standard Installation Topics Exchange System (SITES): A computer database of information on every military installation worldwide with an active duty population of over 500 personnel. Schools, housing, child-care, employment and medical information are just some of the 48 topics provided.

Loan Locker: household items on loan for 30 days until personal effects are received.

Welcome Aboard: Held daily at the Joint Reception Center, information on services and programs at Camp Pendleton and the surrounding community. (0800-1130 M-F)

Plan Your Move: In receipt of orders? Take the stress out of PCSing by attending this brief, guest speakers from various agencies, as well as relocation, discuss moving and your entitlements.

Sponsorship Training: Training for personnel that will be assigned as sponsors for incoming service members, and tips on making sponsorship a success.

Youth Sponsorship: Ease the frustrations of children moving and provide a better adjustment to schools, friends and the community. -International Culture Group: Promotes cross cultural adaptation through recreation, social gatherings and educational seminars.

Resource library: Language, video tapes, books, pamphlets and software programs such as Tripmaker and automap to assist you in your relocation needs.

Exceptional Family Member Program: Identifies sponsors with family members who have special medical, education or therapeutic needs. Assists the family in enrollment processing, referral, relocation and advocacy. There are monthly support group meetings.

Information and Referral: Assistance for Pendleton and out of area families who need information on agencies, services and support options in coping with military life.

Financial Management Counselor: Directs, Implements and monitors comprehensive personal finance management education, training and counseling programs

*Life-Skills Section: Offers numerous skill-building workshop, classes and groups designed to enhance personal and interpersonal skills. Topics include but are not limited to: Effective Communication, Improving Stress & Anger Management Skills, Supportive Couples' Workshops and Group, POWER Workshop (violence prevention for relationships), Blended Families and Surviving the Teen Years. Counseling Services: provided by supervised interns to individual and couples seeking a supportive environment in dealing with various issues. Screenings required. Hours are as follows: M-F, 1300-1500, walk in only.

NOTE: Couples' work is not appropriate for domestic violence-related issues as it poses a safety risk to victims. See POWER workshop or call the Life-skills Dept. with questions or to register.

*New Parent Support Section: A contracted program from Children's Hospital in San Diego. Provides in-home support services and educational programs to military and family members expecting a child or with a child under 6 years old.

*Career Focus Section: Mainside Location - Building 13150 (760) 725-9479 Hours: Mon, Tues, Fri: 8 a.m. – 4 p.m. Wed, Thurs: 8 a.m. – 4 p.m. SOI Location - Building 52416 (760) 725-7165 Hours: Tues - Wed: 8 a.m. – 4 p.m.

Programs:

(1) Transition Assistance Management Program (TAMP)

(2) Family Member Employment Assistance Program (FMEAP) Services: Services include but are not limited to: Group or Individual Career Guidance, Job Search Workshops, Spouse Employment preparedness Workshops, Self-Directed Career Library and Computer Lab, Resume Evaluations, Internet Access for Employment and Education Information, Local and Nationwide Job Listings, Semi-Annual Career Fairs and Mini Employer Recruitment, Automated Job Bulletin Boards, Fax Services, State and Federal Benefits Counseling For Military Spouses:

*C.H.O.I.C.E.S. -- Education/Workshops -- Career Assessment and Evaluation -- Employment Resources and Referrals -- Community Liaison with local area employers and job assistance sources For Transitioning Military Members:

* Pre-Separation Transition Assistance

Program: Pre-Separation Counseling Brief (Mandatory) 3-Day Transition Assistance Program (TAP)

*Pre-Retirement Seminars: any individual within two years if military retirement

*Defense Outplacement Referral System (DORS): mini resume registry service

*Transition Bulletin Board (TBB): Nationwide job vacancy announcements

Note: DORS and TBB are available to any military spouse. Military spouses of transitioning service members are invited to participate in the Pre-Separation Transition Assistance Program.

DEERS/Pass & I.D.

Main Gate – Bldg 20250

General Information / Appointments: (760) 725-2768/2013/2633/2865

Joint Reception Center – Bldg. 130132 (760) 725-2442

Camp San Onofre (760) 725-0400 (by appt only Tues/Thurs. 0930-1500)

DEERS Verification: 1-800-334-4162

Hours: Monday – Friday 0730-1530 (Closed Holidays)

DEERS enrollment (Defense Eligibility Enrollment Reporting System) for Marine Corps Base Camp Pendleton uses an appointment system. The Office is the primary issuing facility for ID Cards for Active Duty Members, Reserve and National Guard Members, Retired, un-remarried former spouses and certain other eligible family members.

Services

Enroll/disenroll or update sponsor's and dependent's DEERS files. Temporary issuance of ID cards: Dependents may get a temporary ID card good for 60 days if DEERS database indicates that the sponsor is eligible. DD 1172 paperwork will then need to be forwarded to sponsor for signature. Enrollment in DEERS: Enrollment can be done for a newborn child while sponsor is afloat, stationed overseas or otherwise on official deployment or TAD.

What to bring to appointments

DD Form 4 (Enlistment Contract) for active duty members and signed by personnel officer. If sponsor is not present, Pass & ID will assist with completion of form DD 1172.

Marriage certificate, divorce decree, adoption decree, legal name change papers, Social Security number change, birth certificate as appropriate.

Special notes for Key Volunteers

If ID Card is lost, stolen, mutilated or expires and sponsor is deployed, eligible family member may make an appointment to get another card. A card will be issued based on DEERS eligibility verification. Newlywed with deployed spouses may be able to obtain a temporary ID card if they bring in birth and marriage certificates. CALL FIRST FOR DETAILS!!! Children of non-married Marines and Sailors should get I.D. cards and enroll in DEERS to obtain access to TRICARE. These children do not have to be ten years old to get I.D. cards. CALL FIRST FOR D DETAILS!!!

Special Notes for Key Volunteers:

If a parent has a medical appointment or is volunteering during the time the childcare is requested they will have higher priority for services. A percentage of spaces will be set aside for situations such as this. Otherwise, care is provided on a first come first serve basis. In addition to the childcare service provided, Fisher Center has a medium-sized (60 people max) multi-purpose room great for KVN meetings and functions. Reservations must be made in advance through the Special Program Services of the Child Development Program Office (760) 725-9723.

Camp Pendleton Naval Hospital

Information – (760) 725-1288

Family Medicine Clinic – (760) 725-5381/5382/4327/4329

Internal Medicine Clinic – (760) 725-1389/1249

Pediatric Department – (760) 725-1666/1667

Immunizations Clinic – (760) 725-1451

21 Area Clinic – (760) 725-2291/2192

52 Area Clinic – (760) 725-7065/7506

TRICARE Outpatient Clinic, Oceanside – (760) 966-7500

The primary mission for all Naval Medical Treatment Facilities is to provide general clinic and hospitalization services to personnel in the following order of priority:

Active duty service members

Family members of active duty service members enrolled in TRICARE Prime.

Retirees, their family members and survivors enrolled in TRICARE Prime.

Family members of active duty service members who are not enrolled in TRICARE Prime.

All other eligible beneficiaries.

All persons, ten years and older, seeking treatment must show a valid military identification. All persons 6 weeks and older must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) before routine treatment or pharmacy services may be rendered.

The majority of outpatient clinics require a referral from a provider in the form of an SF 513 Consultation Sheet from their Primary Care Manager (PCM). The hospital suggests calling the clinic to determine the specific requirements for obtaining an appointment. All patients seeking care are required to have their medical record.

Primary Care Managers can be established at the following clinics:

Family Practice Clinic (family medicine)

Pediatric Clinic (ages 0-17)

Internal Medicine Clinic (ages 18+)

21 Area Branch Medical Clinic (Family Practice and Pediatric) – Edson Range.

52 Area Branch Medical Clinic (Family Practice and Pediatric) – Camp San Onofre.
TRICARE Outpatient Clinic – 2122 El Camino Real, Oceanside.

We urge Key Volunteers to impress upon family members who plan to move away from Camp Pendleton during a deployment to visit the TRICARE offices on the 6th Floor of the Naval Hospital before they leave. They will need to talk personally to a health care benefits advisor to best plan their medical care in the new location. Even those going home for a few weeks need to understand how the system must be accessed from a distance. Otherwise catastrophic medical bills could bankrupt the family unnecessarily.

Intervention and Treatment

Bldg. 16124 (760) 725-9051

Services:

Provides intervention and counseling aimed at reducing child and spouse abuse. Command intervention always involved. Confidentiality will not be maintained. Licensed Counselors: Provides initial counseling and assessment needed for referrals to off-base providers.

Victim Advocacy Program: Services for victims of spousal abuse include community and military referrals, emotional support and crisis intervention. Available to active duty service members and spouses.

Legal Assistance

Joint Legal Assistance offers free legal advice, counseling and limited referral support.

Mainside – Bldg. 13131 (760) 725-6172

Hours:

Walk-in: Monday 0730

Wednesday 1300

Thursday 0730

Notary: Monday – Thursday 0800 to 1100 1300 to 1500

Appointments: Call FRIDAY mornings at 0800 – scheduled one week in advance.

Dissolution (Divorce) Class, Bldg. 130132, every Thursday 1300-1400.

Services

Walk-ins

Consumer Law Issues

In Loco Parentis

Paternity Actions

Review of Contracts

Creditor Problems

Landlord/Tenant Disputes

Contract Disputes

Powers of Attorney

Support Actions

Appointment Only

Adoptions

Guardianships

Wills

Divorces

Name Change

Dissolution (Divorce) Class: attendance is mandatory in order to schedule an appointment with an attorney concerning matters involving divorce, legal separation, annulment or related issues.

What to bring to appointments:

Valid military ID Card

Any documents needed when applying for assistance: bills, letters, contracts, etc., pertaining to the problem

For divorces: Worksheet from Dissolution Class

Special Notes for Key Volunteers:

Walk-in services are on a first come, first served basis

Appointments are on a first call-in basis.

Legal Assistance cannot endorse a particular lawyer or firm. Referrals will be made to the San Diego County Bar Association (619) 231-8585.

All active duty members and spouses are entitled to these services. The only restriction would be in the case of divorce. An attorney/client relationship is established with the first one who calls for an appointment after attending Dissolution Class. The other will be referred to MCRD, San Diego or MCAS, Miramar.

Volunteer Income Tax Assistance (VITA) services for tax preparation, advice and electronic filing, is available during tax season.

Services NOT provided: Bankruptcy Action, Claims against the Government, Court Martials/NJP, Conservatorships, Living Trusts, Traffic Violations, DUI and Criminal Matters.

Marine Corps Family Team Building

Religious Development Center – Bldg. 1344

L.I.N.K.S. – (760) 725-2335

CREDO – (760) 725-4954

KVN – (760) 725-6637

Deployment & Readiness Support – (760) 725-9052

SLS – (760) 725-9052

PREP – (760) 725-3610/0365

Strong families make strong Marines and Sailors. To assist Marine and Navy families in becoming both strong and ready, Marine Corps Family Team Building provides comprehensive training and support programs. These activities help prepare Marine Corps families for war and the demands that level of emotional and spiritual stress places on them. Family readiness is not just a deployment issue. Even Marines assigned to base billets will work extra and long shifts during wartime to make up for the loss of FAP (Fleet Assistance Program) Marines. These demands may come at sensitive periods in family life. So MCFTB sees that strength and readiness must be a matter of central concern every moment of a Marine's career -- no matter what his or her billet or career stage may happen to be.

MCFTB Programs include:

PREP – Marriage preparation workshops

Communications workshops

LINKS – Basic training introducing participants to the Marine Corps and to effective coping skills for meeting its challenges

CREDO – Personal Growth Retreats
Spiritual Growth Retreats
Marriage Enrichment Retreats
One-day Marriage Enrichment Seminars
Teen Growth Retreats
Unit Team Building
KVN - Key Volunteer Basics Training
Key Volunteer Coordinator Training
Family Readiness Officer Training
KVN Briefs (Command Team, Recruiting, PME, etc.)
KVN Meetings
D&RS – Readiness Briefs (Family Readiness, Pre-deployment, Command Team, PME, etc.)
Pre-Deployment Briefs
Family Readiness and Deployment Support
Children’s Puppet Show
Return and Reunion Skits & Workshops
Family Day Support
SLS - Spouses’ Leadership Seminar

Navy Marine Corps Relief Society
Mainside Location - Building 1121
(760) 725-5337 / 5338

Hours: Monday - Friday 8 a.m. - 4:30 p.m. (except Thursday, closed at 2:30 p.m.)

San Onofre Location - Building 520512 (760) 725-7497 / 7591 (949) 492-1082

Hours: Monday - Friday 8:30am - 4:00pm

After hours access: American Red Cross (Nationwide)

The Navy-Marine Corps Relief Society provides assistance to active duty and retired Sailors and Marines. Assistance is usually given in the form of interest free loans for basic living expenses, emergency travel, medical and dental expenses and auto repair. Since the Society also helps with many other types of assistance, it is important to contact the office to request information regarding assistance. Remember, the Navy-Marine Corps Relief Society should be considered your first resource, not your last resort. The Society also offers non-financial support such as information on pay and allowances, budget counseling and referrals to community services. Visiting nurses are available to assist with health education, new parent questions and prescription delivery. The "Budget for Baby" class, offered to expectant parents, provides information about the costs associated with a newborn. "Baby’s First Seabag", a layette worth approximately \$120, is given to Marine Corps and Navy expectant parents (all ranks) who attend the class. The Society’s funding is mainly from the generous contributions of Marines and Sailors who donate money during the annual fund drive to help "take care of their own". All donated funds are returned to fellow service members as relief services, none of the donated funds are used to pay operating costs of the Society.

What to bring to appointments:

*ID Card

*Any documents pertaining to the problems

*Current LES

*Knowledge of monthly expenses

Special Notes for Key Volunteers:

- *The Service Member makes the request for assistance, unless unavailable due to military duties.
- *The Service Member should fill out a pre-authorization card and file it with NMCRS when planning to deploy. This allows the Society to help immediately without the need to contact the service member for permission.
- *If a pre-authorization card is not on file, the Society will accept a General Power of Attorney if assistance is needed.
- *If neither document is available, the Society will have to send a message requesting the Service Member's authorization for assistance. However, this will cause a delay in assistance.
- *A pre-authorization card will not be accepted unless returned by the Command or the Service Member. Spouses cannot bring in the card themselves.
- *NMCRS information shared during appointments is confidential. A Command is not notified that a client has applied for assistance unless he/she gives permission.

TRICARE

TRICARE Service Center

Naval Hospital, Bldg. H-100, 6th floor, South Wing Hours: 0730 - 1730 (M-F)

Health Benefits Advisors

Naval Hospital, Bldg. H-100, 6th floor, South wing

(760) 725-1262 Hours: 0730-1600 (M-F)

Regional Health Benefits Advisors 1-800-242-6788

TRICARE is your health plan sponsored by the Dept. of Defense. Under the TRICARE system, family members have three options: TRICARE Standard, TRICARE Extra, and TRICARE Prime. The main differences amongst the three options are costs and the choices of doctors. Eligibility for TRICARE Standard is automatic with enrollment in DEERS and a valid military ID card. In order to be in TRICARE Prime, beneficiaries must also be enrolled in DEERS and complete an application form. There is no fee for active duty family members to enroll in Prime. To enroll in TRICARE Prime simply call the toll-free number or visit the TRICARE Service Center for an application. The application will require you to select a Primary Care Provider (PCM). Each enrolled family member can have their own PCM and once enrolled, the patient can change their PCM at anytime.

Services

*Access standards include:

- 1 day for urgent care
- 1 week for routine visits -4 weeks for well visit and routine specialty care

*Enhanced benefits for TRICARE Prime member:

- Health Risk Assessment
- Periodic exams or screening test
- Health and Wellness 1-800 Telephone Access Line for Educational information taped and to ask advice form a Registered Nurse.

What to bring to appointments:

- *Military ID card
- *Prime ID card

Special Notes for Key Volunteers:

- *Because changes in medical benefits are complicated, refer TRICARE/CHAMPUS questions to the TRICARE Service Center.

- *Participants MUST be enrolled in DEERS to receive medical treatment from any military facility or civilian provider. The sponsor must enroll each family member
- *Enrollment in Prime must be complete by the 20th of the month to be effective the 1st of the following month. If after the 20th of the month, the effective enrollment date is the first of the month after the following month.
- *Newborns must be enrolled within 120 days of birth, whether delivered in a military facility or in a civilian hospital.
- *Family members who have not specifically chosen to enroll in TRICARE Prime or Extra will automatically receive TRICARE Standard benefits.
- *You must agree to enroll in TRICARE Prime for one year.
- *If you want to reduce your financial risk, select TRICARE Prime and increase access to Naval Hospital Camp Pendleton Military Treatment Facilities. Vehicle Registration Camp Pendleton requires each vehicle be registered with PMO prior to boarding the base.
Location - Building 130132 (Joint Reception Center)
(760) 725-2106
Hours: Monday - Friday 7:30am - 4:00pm

Camp Pendleton also has a California State Department of Motor Vehicles Field Operations Office to service the basic needs of the military community. California Department of Motor Vehicles

Location - Building 130132 (Joint Reception Center)
Hours: Monday - Friday 8:30 a.m. – 3 p.m.; except Wednesday
Wednesday 9:45am-3 p.m.

Services:

- *Vehicle Registration for California
- *Driver License Services

What to bring for base vehicle registration (AD only or Power of Attorney):

*Current vehicle registration information, current drivers license, insurance policy, current military ID card or Sponsorship Letter, if vehicle is not licensed in California it will require a smog inspection

What to bring for vehicle registration/ driver's license:

*For Vehicle Registration: The Title or Current Registration Certificate, smog certificate, and an application form available at the office or by mail. A visual inspection of the Vehicle ID number is also required.

*For Driver Licenses: An application form (available by pick up or mail), a document to verify date of birth (Military ID card, US Birth Certificate, US Passport or a current, valid INS document), and the social security number.

Special Notes for Key Volunteers:

*For full service motor vehicle information refer to:

Oceanside DMV San Clemente DMV

(760) 941-9300 (714) 492-3893

Hours: M,T,F: 0730-1730 Hours: M,T,F: 0800-1700

W: 0900-1700 W: 0900-1700

TH: 0730-1830 TH: 0800-1830

WIC

Women, Infants and Children

American Red Cross WIC 1906 Oceanside Blvd., Oceanside (760) 433-3814
South Mesa Chapel Facility – Bldg 202863 (760) 433-3814
Oceanside WIC Clinic – 1906 Oceanside Blvd (760) 433-3814
Mesa Margarita WIC Clinic – San Luis Rey Valley Police and Resource Center
521 Vandegrift Blvd. Oceanside (760) 433-3814
Carlsbad WIC Clinic – St. Patrick’s Community Services 3256 Madison (760) 433-3814

WIC is a nutrition program that helps mothers and young children eat well and stay healthy. Women who are pregnant, breastfeeding or recently had a baby, infants under 12 months old and children under 5 years old are eligible. To get WIC, the family must also meet the WIC income limits and get medical checkups. WIC gives eligible families special vouchers to buy specific foods like milk, cheese, juice, cereal, eggs, dried beans, peanut butter, canned tuna, baby cereal and formula with iron. WIC also provides nutrition and health education, personal nutritional counseling, support and help with breastfeeding and referrals to health care and other kinds of help for qualifying families.

Appointments are required.

What to bring to appointments:

Current LES

Medical form filled out by doctor

Proof of address

Food records of what you or your child eats.

See the MCFTB Resource Rooms (virtual or real) for the WIC Qualification Scale.

SECTION IV.
SAN DIEGO COUNTY RESOURCES

Black Infant Health Program

The Black Infant Health Program is a non-profit community service program dedicated to improving the birth outcomes of African-American women. The Black Infant Health Program also provides services to increase the participation of men during pregnancy and in the lives of their children.

12 North Euclid Avenue

National City 91950

(619) 266-7466

610 Redondo Drive

Oceanside 92057

(760) 435-2270

Services

Outreach and Tracking: Outreach Specialists are paired with women and make in-home visits to help clients access health care, provide health educational information, and to serve as a support person to encourage and assist them during their pregnancy and through the second year of the child's life.

Role of Men: The Role of Men Program encourages and prepares men to be more active participants during the pregnancy and in the lives of their children.

Topics include: parenting skills; legal rights and responsibilities of fatherhood; educational training; and vocational/job training.

Case Management: Women who are determined to have higher risk pregnancies are also enrolled into the Case Management Program. Black Infant Health's Registered Nurse provides in-home health assessments and health educational information for these women.

Social Support and Empowerment: The Counselor/Social Worker provides women and families with psychosocial support. Clients are empowered to overcome challenges in their lives such as housing, family relationships, and domestic violence.

Referrals: Black Infant Health refers clients to numerous other agencies for assistance.

Support Groups: Clients of Black Infant Health are invited to attend monthly "rap sessions" which bring women together to discuss various topics related to parenting, relationships and life skills.

Special Notes for Key Volunteers

Services are free and voluntary

If parenting, the child(ren) must be 12 months or under to be eligible for enrollment

Women may stay enrolled in the Program from pregnancy until the child's second birthday

Home visits are made by outreach, the BIH Nurse and the Counselor

Women must be African American to enroll

Men do not have to have a partner enrolled in BIH to participate in the Role of Men workshops

Catholic Charities
2478 Impala Drive, Escondido CA 92008
(619) 929-2320
4575-A Mission Gorge Place, San Diego 92120
(619) 287-9454
241-A Third Avenue, Chula Vista 91910
(619) 498-0722

Catholic Charities, SD/Refugee & Immigrant Services is a nonprofit organization that is approved by the Immigration and Naturalization Service to help low or medium income persons with immigration problems or services for nominal donations. They have an attorney on staff.

Services offered;

Family Visa Petitions

Family Unity

Political Asylum Applications

Naturalization

Derivative Citizenship

Suspension of Deportation

Registry

Consular Processing

Waivers

Court Representation

Photographs

Fingerprints

Notes to Key Volunteers:

Special note should be made for assisting foreign-born spouses. Some of these spouses may not understand the complicated rules they must follow to maintain their status here in the United States or the INS will not process their paperwork. Catholic Charities may be able to help with the complicated issues involved.

Community Resource Center and Bread Room

656 2nd Street, Encinitas 92024

(760) 753-8300

0900-1600 M-F

Information and referral services regarding:

Health care

Jobs

Job training.

Emergency aid in the form of

Food

Clothing vouchers

Bus tokens

Domestic violence shelter

Counseling on a sliding scale.

Bread Room open 6 days a week – 11 a.m. – 2 p.m. M-Sa.
Legal Clinic Tuesday mornings – Free 15 minute consultations
Assistance given on a case-by-case basis.

Consumer Credit Counseling Service of San Diego and Imperial Counties
CCCS is a non-profit community service, helping individuals and families find solutions to their money management problems. There are approximately 600 offices throughout the country that operate under guidelines set forth by the National Foundation for Consumer Credit. CCCS is neither a charitable nor a lending institution, no funds are available to pay debtor's obligations.

Community Services

2741 Vista Way, Suite 205
Relocation Assistance Oceanside 92054
(760) 725-5704 (760) 757-CCCS (2227)
Hours: 0800 - 1500 (T/TH) Hours: 0800 - 1700 (M-F)
1-800-338-CCCS (For additional United States Offices)
WWW.CCCS-SANDIEGO.ORG

Services

- *Money Management Education Programs: Provides workshops to interested groups and organizations. Topics include: budgeting, establishing credit, credit use, types of credit and teaching children and young adults about money. FREE service.
- *Individual and Confidential Budget, Credit and Debt Counseling: Counselors review living expenses and credit obligations in an effort to give an assessment of the budget. Assist with a plan of action to achieve the financial goals desired. FREE service.
- *Debt Management Program: For individuals or families burdened by excessive debt obligations, CCCS negotiates with creditors for lower monthly payments to help balance out the overall budget. If a Debt Management Program is administered, there is a fee not to exceed \$20.

What to bring to appointments:

- *Completed CCCS Application Form (Can be mailed to you)
- *Letters and latest bills from creditors
- *Recent Leave and Earnings Statement (LES) pay voucher
- *All credit cards

Special Notes for Key Volunteers:

- *Clients are seen by appointment only
- *Client must have ALL necessary items for appointment and MUST arrive on time or they will need to reschedule the appointment.
- *CCCS offers some FREE services for educating groups and organizations.

Escondido Youth Encounter

Counseling and Crisis Services

EYE is a non-profit social service agency providing quality services to the community . It is a state designated domestic violence and sexual assault center for victims and their families.

200 North Ash Street, Suite, 110

Escondido 92027
(760)747-6281
340 Rancheros Drive, Suite 103
San Marcos 92069
(760)744-3117

Services

*Crisis Response and Advocacy Services: Provides crisis intervention, follow up counseling, advocacy and accompaniment services including:

24-hour hotline, referral services, counseling, accompaniment for victims to court, hospitals, etc., women's issues.

*Designated Rape Crisis Center.

*Hidden Valley House: An emergency shelter for women and children who are victims of violence or homeless. Includes food, clothing, assistance in employment search, support groups, information and referrals, children's therapy group.

*Adolescent Services: For youth 10-17 years old and their families: Diversion program, work projects, school outreach, gang prevention, counseling, sexual assault group, bereavement group, mediation services for youth and family, drug and alcohol group, anger/stress management.

*The CLINIC: Individual, couples, family and group counseling. Sliding scale fees.

*North County Child Abuse Services: Provides services to families where neglect, physical and sexual abuse have occurred, to reduce or prevent re-occurrence

*Options for Recovery Program: An intensive day treatment chemical dependency program for pregnant women and parenting women.

Special Notes for Key Volunteers:

*Some services have charges based on a sliding fee schedule.

*Assistance with Spanish-speaking families in crisis or recovery.

Legal Aid Society

The Legal Aid Society is an organization offering free legal services for a variety of situations. Prospective clients can walk in or call to find out if assistance can be provided. Legal Aid maintains an income limitation based on federal poverty guidelines. For those people above the guideline or who have problems in the areas of law which are not handled by this agency, referrals are made to outside agencies in North County.

216 S. Tremont
Oceanside 92054
(760) 722-1935 or 724-2740

Services

*Free legal services in the following areas:

-Housing (evictions and Section 8 Program problems)

-Welfare (AFDC and other government benefits)

-Consumer problems such as student loans, auto deficiencies, collection lawsuits, utility problems.

*Referral to other agencies to contact for assistance

*Referral to other legal assistance if not qualified or if Legal Aid cannot assist.

What to bring for appointment:

- *Proof of income may be necessary to qualify for assistance.
- *All necessary paperwork regarding the issue.

Special Notes for Key Volunteers:

- *Have family call Legal Aid for screening and an appointment.

Personal Notes/Highlights:

Libré

(760) 633-1111

Libré! Is a comprehensive domestic violence program that provides women and children with a safe refuge from a violent and abusive relationship. The well-trained professional staff is available 24 hours a day. All services are available in both English and Spanish.

Services include:

24-hour Crisis Line (760) 633-1111

Emergency Shelter

Transitional Housing

Community Education

Children's services

Parenting classes

Group counseling

Transportation assistance

Case management

Systems advocacy

Court accompaniment

Life skills instruction

Client assistance

Bilingual Services

Lifeline Community Services

Lifeline Community Services of San Diego is a non-profit human service agency providing a wide variety of services to the North San Diego County.

707 W. Mission

Oceanside 92054

(760)757-0118

200 Jefferson Street

Vista 92084

(760)726-6396

Bus Service Registration: 726-1111 or 436-5632

Legal Advice Clinic: 726-4900

Rent A Youth Program: Vista: (760)726-4900

Oceanside: (760)757-0118

Services

- *Transportation: Curb to curb lift equipped transportation service provided for disabled people. Bus service from Del Mar to Oceanside to Escondido: Monday - Friday, from 6am - 6pm and Saturday 9am - 4pm. Costs depend on time and distance.

- *Legal Advice Clinic: Volunteer lawyers give suggestions and recommendations on how a client might proceed on a legal matter, immigration clinic meets bi-weekly.
- *Youth Services: Full range counseling to enhance family relationships, parenting course, offered in English and Spanish.
- *Juvenile Justice Center: Community program offering an alternative to the traditional justice system.
- *Student Intervention Program: Community program with panel of volunteers assessing referred youth who are experiencing problems with school attendance and behavior.
- *Gang Alternatives Project: County wide prevention program to discourage gang membership.
- *Counseling and Social Services: Immediate, confidential assistance to anyone in need. Crisis intervention, information and referral, community and group education.
- *Rent a Youth: Matches youth with local citizens offering work opportunities.

Special Notes for Key Volunteers:

- *Most services are free; however, a small donation is requested for the Legal Clinic and Counseling.
- *Services are available by phone, on walk-in basis or by appointment.
- *Bilingual services are available to meet the counseling and social service needs.
- *Speakers on services and community building topics.
- *Call for APPOINTMENTS

MAAC PROJECT
EARLY HEAD START

A Child and family Development Program serving children ages 0-3 years and pregnant women. The Metropolitan Area Advisory Committee is a multi-purpose social service agency serving various communities throughout San Diego County. MAAC offers a variety of programs to assist low-income clients in achieving a higher level of self-sufficiency.

Administrative Office
(760) 471-4210

Oceanside Office
602 Civic Center Drive
Oceanside 92054
(760) 433-3196

Vista
329 Olive Avenue
Vista 92083
(760) 732-1137

Rincon
33509 Valley Center Road
Valley Center 92082
(760) 749-5188

Early Head Start is a federally funded program for low-income families and children with disabilities. EHS mission is to provide a high quality comprehensive, child and family development program that promotes:

Early intervention

Early and ongoing prenatal care for pregnant women A strong and healthy bond between infants, toddlers and their parents based on respect and the child's unique developmental needs.

About our Partner..., the HOPE Infant Family Support Program is a program that provides early intervention services to families of eligible infants and toddlers with special needs between birth and three years old. HOPE eligible children who participate in the Early Head Start Program will be supported by HOPE staff and consultants based on the outcomes/services outlined in the child's IFSP. Come play with us! You and your child will enjoy exploring and learning together at our infant and toddler centers.

Free program for families that qualify

Parent/Child participation program

Parenting Skills

Full day child care available for parents working or going to school full time who meet qualifying guidelines.

Military Parish Visitors

The Military Parish Visitors are sponsored by the Presbyterian Church (U.S.A.). However, no religious belief is necessary to receive their free services. Pat Kellenbarger Janet Williams (858) 792-2205 or (858) 338-4149 (858) 271-0889

North County San Diego

Collect Calls Accepted

Services

*In-home visits: provide friendship and support to those who feel lonely and isolated, especially during deployments and other separations.

*Groups for Fun, Friendship and Support: community programs for women to share crafts and informal discussions with new friends and neighbors.

Mainside Behind AFYMCA near Serra Mesa – Every Tues. 11:30-1:00

Stuart Mesa – 2nd & 4th Tues. 6-8 p.m.

South Mesa – 1st & 3rd Tues. 9-11 a.m.

*Support in Crisis: provide immediate food, clothing, diapers, layettes, baby formula (including prescription formulas – will cover until WIC kicks in).

*Transportation in emergency situations, such as, medical, counseling, legal and WIC appointments, by prior arrangement.

*Fresh fruit, vegetables and other food items distributed once a month to E1-E5 families:

4th Saturday each month at San Onofre Child Care Center Parking Lot at 12:30. Other food ministry dates and times call 619-338-4149 or go to www.crowncitysw.com/mpv

*Loan of household items and essential furniture.

*Introductions to community services: information about community resources such as, Scouting, sports teams, adult education and local churches.

*Locate appropriate helping agency or refer to many civilian and military professional counselors to assist or advise, when necessary.

Special Notes for Key Volunteers:

*Free child care is available at women's groups.

*Services are provided by a dedicated group of volunteers, who assist in resolving the immediate problem while helping determine the underlying causes. Particularly helpful when inexperienced spouses may resist Key Volunteer support or recommendations.

New Beginnings

(760) 754-6600

Eternal Hills Memorial Park

Fire Mountain Road and El Camino Real, Oceanside

The death of a loved one requires special emotional support. David Plank offers a support group of caring men and women who have suffered the loss of someone they loved. Together they work toward healing. They meet every first Tuesday of the month at 1800 at Eternal Hills Memorial Park in the main building. Tell potential participants that they can just show up. David will provide them with all the materials that they need to become active participants. No fees or obligations involved.

North County Lifeline

North County Lifeline, Inc. is dedicated to "Enhancing the positive quality of individual, family and community life." Lifeline offers assistance to anyone regardless of age, sex, disability, ethnicity, sexual orientation or ability to pay. Services are available in English, Spanish and American sign language.

Self-Sufficiency

Vista (760) 726-4900 Oceanside (760) 757-0118

Family Development – Case Management assistance to reach self-sufficiency; topics include employment, health and safety, finances, family relations, social and emotional health.

Employment – Provides job development, job placement, assistance and career counseling services.

Emergency Assistance – Offers food, shelter, rent mortgage and utilities assistance, clothing, prescriptions and transportation.

Workshops – (Budgeting, survival skills).

Legal Mediation

Vista (760) 726-4900

Mediation Conciliation – Mediators assist disputants to reach mutually agreeable solutions to conflicts.

Legal Consultation – Volunteer attorneys inform clients of their legal options.

Diversity Awareness workshops

Mediation Training – 25 hour certification for State of California's Dispute Resolution Program Act.

Housing

Vista (760) 726-4900 Poway (619) 748-9675 Del Mar (619) 794-7802 Escondido (760) 839-6258

Shared Housing – a roommate service for individuals, couples, seniors, single parents & low income.

Information and Referral – regarding housing, legal and mediation services.

Transitional Housing (CENTRO) – transitional housing for formerly homeless.
Transportation (760) 726-1111

LIFT – provides lift-equipped, curb to curb transportation for ADA certified disabled.
Services Coordination – Information and referral to individuals and groups.
Mobility training – 726-5261 teaches seniors & disabled how to access public transportation.

Counseling

Vista (760) 726-4900 Oceanside (760) 757-0118

Crisis Intervention – available by appointment. Individual, Youth & Family – Helps identify dysfunctional family dynamics and provides encouragement to reach fullest potential.

Parenting Classes & Parenting Group.

Youth Services

Vista (760) 726-4900 Oceanside (760) 757-0118

Group Services, Community Education, Gang Alternatives, After School academic and recreation enrichment program for middle-school children, Drug Education/Prevention, Mentor Program, Delinquency Prevention and At-Risk Assessment & Services.

Palomar Family Counseling Service, Inc.

1002 E. Grand Avenue, Escondido

(760) 741-2660

952 Postal Way #7, Vista

(760) 630-3505

120 Hawthorne, Fallbrook

(760) 731-3235

PFCS's experienced counselors help women free themselves from destructive relationships. The agency also offers group counseling for men who have difficulty in dealing constructively with their anger. PFCS also provides parenting skills training, stress management, anger management, conflict resolution and relationship classes. Both individual and group counseling available.

Poway Pomerado Hospital

(Sexual Assault Response Team)

(760) 739-3440 / 2496

One of the best sexual assault centers in the county is at Poway Pomerado Hospital. Staff members are trained, not only in the techniques of gathering forensic evidence for prosecution, but also in compassionate examination of the victim and victim advocacy. Rape is a very traumatic crime for the victim and difficult to prosecute. The actual prosecution of the offender can be as traumatic as the crime itself. Referral to Poway Pomerado may help the victim deal with both better.

Social Services Department

Provides assistance to low-income households through the Food Stamp Program. The amount of support received depends on the number of people in the household and on the amount of monthly income left after certain deductions are subtracted.

Children Services provides assistance with child protection, county adoption, child care licensing, and in-home support services for parents.

1315 Union Plaza Ct.

Oceanside 92054

(760)754-5757

Children Services- 1320 Union Plaza Ct.

Oceanside 92054

(760)754-3456/8000

Walk-in Services Only

Services

*Food Stamps

*Aid to Families with Dependent Children

What to bring to appointments:

*Proof of income

*Budget of monthly bill and obligations

Personal Notes/Highlights:

St Clare's Home

243 South Escondido Blvd. #120, Escondido 92025-4116

(760) 741-0122

Mission: To empower homeless and/or abused women and the children to become independent and self-sufficient. A nondenominational nonprofit organization providing shelter and services for homeless abused women and children. They offer food, clothing, group living, individual and group counseling, management, substance abuse rehabilitation services, parenting, life skills classes, medical services, child care, education and career counseling, and love to homeless women and their children. St. Clare's headquarters is located in Escondido. St. Clare's has 8 group homes, a licensed day care for infants and toddlers, a Counseling and Resource Center, administrative offices, a depot for supplies and a thrift shop.

Women's Resource Center

Serves individuals and families threatened or victimized by domestic violence, sexual assault and homelessness through supportive services, counseling, shelter and education.

1963 Apple Street

Oceanside 92054

(619)757-3500

Hours: 24 Hours

Services

*Sexual assault, rape counseling and advocacy.

*Crisis Response and Advocacy Services: Provides crisis intervention, follow-up counseling and advocacy services to the community.

*Alternatives to Abuse Battered Women's Shelter: Provides emergency shelter and counseling to women and children who are victims of domestic violence.

*Safe Shelter

- *Food and clothing for to victims of domestic violence and spousal abuse.
- *Group counseling on a range of topics including anger management, sexual assault survivor support, parenting, adults molested as children, domestic violence victim group and children's issues around domestic violence
- *Assistance in planning for a more permanent home
- *24-hour hotline for crisis intervention
- *24-hour in-person response to law enforcement Camp Pendleton Naval Hospital, and Poway Pomerado Hospital to assist victims of domestic violence and sexual assault.
- *Walk-in crisis counseling Monday-Friday from 9:00am to 4:30pm.
- *Information and Referral
- *Transitional Housing Program - 1 year program for victims of domestic violence and or homeless
- *Comprehensive Program for perpetrators of domestic violence
- *Holiday meal and gift programs

YWCA Battered Women's Services 1-888-305-7233

The Domestic Violence Hotline 1-888-305-7233 is available 24 hours a day, 7 days a week and provides referrals to a variety of services such as: Domestic Violence shelter bed availability, counseling services, support group services, emergency food and clothing, legal services, anti-stalking information and other available community resources. All of the Domestic Violence Shelters throughout San Diego County are directly connected via computer to the Domestic Violence Hotline. The network of computers allows the Hotline staff to receive up-to-the-minute reports on the bed availability at each shelter. The Hotline phone system allows staff to directly connect the caller with the appropriate agency. Through preliminary screening, the Hotline staff can assess the caller's needs then transfer the caller with the appropriate agency. The referrals and information are not limited only to the shelters linked by computer. The database of information used by the Hotline Staff contains an abundant amount of information about agencies and services and is updated regularly.

Passages (619) 239-0355

Passages provides a continuum of residential services to assist women victims of domestic violence, women who have a history of substance abuse and highly motivated homeless women. The four stage program moves women beyond abuse, homelessness and poverty into career employment, permanent housing, economic independence and self-sufficient living. Stages one and two are designed for women and their children (male children up to age 13). Stages three and four are designed for single women. Women may enter the program at any stage and an individual woman may spend up to two years in the various stages of Passages.

Stage 1 – Casa de Paz A 30 day, confidential shelter for women.

Stage 2 – Stabilization A 90 day program to help homeless women.

Stage 3 – Women in Transition A one-year residential program.

Stage 4 – Supportive Individual Living Individual occupancy rooms for employed, low- income women planning to move into permanent housing.

SECTION V.
ORANGE COUNTY RESOURCES

Child Abuse Prevention Center
2482 Newport Blvd. Ste. 7 Costa Mesa 92627
(949) 722 – 1107

Working throughout Orange County since 1984, the Child Abuse Prevention Center has experienced tremendous success in the fight against child abuse by training and supervising volunteer family mentors. These volunteers go into homes to teach and model nurturing, non-abusive styles of parenting. All services are provided on a voluntary basis and are offered free of charge. The Center operates the following five programs:

In Home Family Support Worker/Tender Care Parenting

Serves families struggling with child abuse, domestic violence, poverty, lack of resources and poor parenting. A trained volunteer family mentor goes into the home on a weekly basis for three to nine months to teach parenting, appropriate discipline techniques, budgeting and child proofing. In addition, mentors assist the family in obtaining housing, education and job training in an effort to reduce the risk of child abuse and poverty.

Welcome Baby

Serves first time high-risk parents of newborn babies teaching them to care for their infants while guiding them through the stressful and challenging experiences of parenthood. Emphasis is placed on bonding with the infant in an attempt to minimize the risk of future abuse. A high percentage of the families receiving services are teenage or single mothers with no extended family to teach them how to care for their newborns.

Adopt-A-Social Worker

This program teams local religious congregations, service organizations and businesses with professional social workers to provide resources for impoverished children.

Teen Voices, Teen Choices

A panel of trained teen parents go into the community to talk to their peers about the overwhelming responsibilities of raising a child and how becoming a parent has effected them.

Suddenly Parents

Trained professionals assist families with the challenges of becoming "instant" parents through taking on the children of family members who have lost custody through child abuse. These relatives are given critical information, parenting education and a monthly support group in order to keep children in the homes of relatives and out of the foster care system.

Community Service Programs, Inc.
Youth Shelter
980 Catalina, Laguna Beach 92651
(949) 494-4311

Every day the staff of SCP Youth shelter works with troubled teens and their families. Some of the youths are runaways, others were abandoned on our doorstep or locked out of their homes. The shelter also works with parents, guiding them toward more effective methods of coping with real problems. The primary goal is reunification. Approximately 80% of the young people are reunited with their families or referred to a safe place.

Built in 1939, the completely renovated Laguna Beach home is an attractive family residence near the ocean. The two story home has three bedrooms, a large living room, a full kitchen, a family dining area, a rec room and counseling space.

The CSP Youth Shelter incorporates three key elements:

Short term residential housing / counseling services for young people ages 11-17 and their families.

Aftercare counseling and parent education support groups.

24-hour Community Referral Line.

Bilingual staff available

Laura's House

San Clemente CA – (949) 366-4972

Laura's House serves South Orange County battered women and children – helping them to access shelter and support services. It also provides counseling and support group services for men to help them break the cycle of abuse. All groups require an intake session where their needs are assessed before attending classes. Classes and groups include:

Men's Group: Building Healthy Relationships; 10 Week Court Mandated women's Group (English and Spanish); Personal Empowerment Program; Friends and Family Group (English and Spanish); Legal Clinic, Parenting Group, Women's Support Groups (English and Spanish); Teen Support Group; Bilingual Teens Group; S.T.E.P. Parenting Group and Phoenix Group.

Legal Aid Society

Of Orange County

The purpose of the Legal Aid Society of Orange County is to provide free legal services to people at or below the poverty level who live in Orange County and portions of southeast L.A. County. Advice and Counseling Over the Phone

1-800-834-5001 or (714) 571-5200

Under the supervision of attorneys, Hotline paralegals provide advice, counseling and referrals over the phone to eligible clients. The type of advice typically given over the phone concerns legal problems that are easy to identify and can be resolved by actions that are easy to explain. Although many Hotline staff members are bilingual, LASOC has subscribed to AT&T's Translation Service which permits LASOC to conference-in a translator – often in less than a minute.

The hotline also functions as a gateway to LASOC's Self-Help Clinics and other in-depth services. Self-help Clinics, LASOC's most cost-effective referral option are available for numerous subject matter areas.

The following Self-help Clinics are currently available: Family Law – simple dissolutions, sole custody, paternity actions; Landlord-Tenant – tenants' rights and responsibilities, eviction defense; Bankruptcy – explanation and instruction.

LASOC Central 902 North Main Street, Santa Ana (714) 5200

LASOC Anaheim 250 East Center, Anaheim (714) 533-7490

LASOC Norwalk 11834 East Firestone Blvd., Norwalk (562) 864-9935

LASOC Compton 725 West Rosecrans Ave, Compton (310) 638-6194

LASOC may be able to provide more in-depth help with these kinds of cases:

Family Problems – Divorce involving child custody or physical danger to a family member.
Guardianship.

Housing – Eviction. Substandard housing. Unlawful discrimination in housing. Lack of low-cost housing. Foreclosure fraud.

Defense Against Lawsuits – Suits for contracts or medical debts.

Judgments Against You – Wage garnishments. Seizure of house or car.

Government Benefits – Welfare. Unemployment. Social Security. Food stamps. SSI Veterans Benefits. Medi-Cal. Medi-Care.

Health Problems – Lack of low-cost health care. Inability to find doctors who will accept Medi-Cal. Patients' Rights.

Employment – Unlawful discrimination. Non-job related employment qualifications. Illegal firing. Wage claims.

Education – Special needs of the limited English-speaking or physically/educationally disabled.

Problems with vocational schools. Problems with suspension, expulsion or refusal to enroll a student. Unlawful discrimination.

Loss of Certification – Suspension of drivers' license or other license.

What to bring for appointment:

*Proof of income may be necessary to qualify for assistance.

*All necessary paperwork regarding the issue.

Women's Transitional Living Center

Domestic Violence Hotline

(714) 992-1931

Hotline intake assessment of victim's needs and circumstances. May provide services directly or refer to other shelters and services. Not linked by computer to other shelters. **HOWEVER**, unlike many other shelters, WTLC will accept male children as old as 17 when accompanying abused mother.

SECTION VI.
RIVERSIDE COUNTY RESOURCES

Barbara Sinatra Children's Center
39000 Bob Hope Drive Rancho Mirage 92270
(760) 340-2336

The Barbara Sinatra Children's Center is dedicated to preserving the right of children to a normal, healthy, happy childhood by breaking the cycle of abuse. More recently, the Center has expanded its focus beyond issues of physical abuse, neglect and sexual abuse, to include a multiplicity of emotional problems that can devastate and adversely affect a normal childhood. Issues of domestic violence, learning disabilities, stress reactions and problems related to divorce and parental separation, serious illness within the family, and school behavioral problems are treated regularly in addition to issues of child abuse.

Most insurance programs are accepted at the Center. The Barbara Sinatra Children's Center is a participating member of the State of California Victims of Crime reimbursement program and Medi-Cal managed care. Many families seeking treatment have an annual income below the poverty level. Understanding this reality, the Center's Board of Directors remains committed to providing services to all children needing treatment when no paying source is available. A sliding scale payment plan and scholarships, based on income and need, are available. Financial assistance is made possible by the Center's endowment fund, an Aunt and Uncle sponsorship program, and community supported fund-raising and grants. Many unique and comprehensive Center programs and services are available to children, their families and other professionals:

PATIENT FOCUS

Individual therapy
Group therapy
Family therapy
Psychiatric consultation
Forensic evaluation
Psychological testing
Specialized comprehensive programs
Sexual abuse
Physical abuse and neglect
Adults molested as children
Domestic violence

COMMUNITY FOCUS

Prevention education
School outreach programs
Teen pregnancy prevention
Parenting programs
Child trauma reduction

Center Against Sexual Assault
CASA
P.O. Box 2564

Hemet 92546
(909) 652-8300

The Center Against Sexual Assault is a non-profit, community based organization whose mission is the prevention of sexual assault and intervention on behalf of victims in our communities. It is governed by a Board of Directors comprised of private citizens from throughout the service area. Services are provided by paid and volunteer staff.

Agency Goals:

Assisting sexual assault survivors and their significant others through crisis counseling, advocacy and support groups. Educating the community on sexual assault issues, including prevention techniques, self-defense and referral resources. Interfacing with law enforcement, the schools and other community resources to assure that sexual assault survivors get the most effective help available.

24 Hour Crisis Line – (909) 652-8300

Advocacy – Rape Exams, Judicial System

Community Education – Rape Prevention Speakers, Workshops, In-Service for Professionals

Community Outreach – Self-Defense Classes

Counseling Services – Licensed Therapist, Support Groups

SECTION VII.
CALIFORNIA AND NATIONAL RESOURCES
Consumer Credit Counselors

CCCS is a non-profit community service, helping individuals and families find solutions to their money management problems. There are approximately 600 offices throughout the country that operate under guidelines set forth by the National Foundation for Consumer Credit. CCCS is neither a charitable nor a lending institution, no funds are available to pay debtor's obligations. 1-800-338-CCCS (For additional United States Offices) WWW.CCCS-SANDIEGO.ORG

Services

*Money Management Education Programs: Provides workshops to interested groups and organizations. Topics include: budgeting, establishing credit, credit use, types of credit and teaching children and young adults about money. FREE service.

*Individual and Confidential Budget, Credit and Debt Counseling: Counselors review living expenses and credit obligations in an effort to give an assessment of the budget. Assist with a plan of action to achieve the financial goals desired. FREE service.

*Debt Management Program: For individuals or families burdened by excessive debt obligations, CCCS negotiates with creditors for lower monthly payments to help balance out the overall budget. If a Debt Management Program is administered, there is a fee not to exceed \$20.

What to bring to appointments:

*Completed CCCS Application Form (Can be mailed to you)

*Letters and latest bills from creditors

*Recent Leave and Earnings Statement (LES) pay voucher

*All credit cards

Special Notes for Key Volunteers:

*Clients are seen by appointment only

*Client must have ALL necessary items for appointment and MUST arrive on time or they will need to reschedule the appointment.

*CCCS offers some FREE services for educating groups and organizations.

Infoline

North San Diego County, Coastal

(760) 943-0997

North San Diego County, Inland

(760) 740-0997

South Orange County

(949) 955-2255

Riverside County

1-800-464-1123

(909) 686-4357

The United Way in each county sponsors an information hotline to help connect those in need with the services available in that particular area or county. This is often the best number to give anyone needing shelter or other services, as they will have the latest information as to which shelter has beds available. This saves the family member from calling a long list of shelters to find help. The amount of help or numbers of referral possibilities varies from county to county. San Diego County has lots of possibilities -- Orange County not as many and Riverside County, even fewer. Still, for the most complete referral you can give, this is the place to start.

Salvation Army
San Diego County
1-619-231-6030
Orange County
1-714-832-7100
Riverside County

The Salvation Army provides shelters for the abused and the homeless, as well as, soup kitchens and clothes for the needy. Services vary from area to area. For a complete breakdown of what is offered in your county call the number above. (Details were not available as of our printing deadline – sorry).

SHARE

Self Help And Resource Exchange

1-800-773-SHARE

1-888-742-7372

<http://www.worldshare.org>

In the US, World SHARE works through regional programs called SHARE affiliates to promote community participation. These SHARE affiliates reward people who volunteer in their communities with 50% savings on food. Active in 30 states (incl. here at Camp Pendleton), SHARE affiliates work with volunteers at churches, schools, senior centers and other social organizations to distribute this low-cost food. This program is both a practical way to stretch the food dollar and a powerful catalyst for community involvement. Participants decide where they volunteer time in their communities. For details about the program here at Camp Pendleton, call the first number listed above.

TAPS

1-800-959-TAPS (8277)

www.taps.org

TAPS is a nationwide network of military service widows and widowers. They provide emotional and practical support for those who lose their service member spouse while on active duty.

Supports: the military family through SURIVORLINK, a national network of those who have lost a loved one in the armed forces and are now standing by to lovingly reach out to and support others when a death occurs.

Refers: military survivors, as part of a national network of grief support groups and services, to the very best resources available across America.

Educates: survivors about the grief process and the traumatic effects that can follow the sudden death of a loved one. TAPS provides educational reading materials to help survivors realize that they are experiencing "normal reactions to abnormal situations".

Sponsors: the annual National Military Survivor Seminar and Kids Camp in Washington, DC over Memorial Day weekend, designed to help rebuild shattered lives and give survivors the chance to help each other heal.

Publishes: a quarterly journal focusing on vital issues facing military survivors, sent free of charge to survivors, commanders, chaplain casualty staff and care givers – please call today to request your subscription.

Operates: a national toll-free crisis and information line 24 hours a day, 7 days a week with help available through TAPS' Board of Advisors of leading experts in grief, trauma, and critical incident stress.

Cares: about and supports all "survivors" including spouses, significant others, parents, children, siblings, co-workers, and friends.

SECTION VIII.

SPECIAL EVENT LOCATIONS ABOARD CAMP PENDLETON

FACILITY TELEPHONE NUMBER

Abby Reinke Center @ Wire Mountain, Bldg. 201019 (760) 763-0649

Base Theater, Bldg. 1330 (760) 725-9076

Bowling Alley or Bldg. 1482 (760) 725-5873

Del Mar Beach & Reservation's Line (760) 725-2134

Fisher Center, Bldg. 16102 (760) 725-0845

Flight Line Training Room, Bldg. 23166 (760) 725-8386

Joint Reception Center (JRC), Bldg. 1331 (760) 725-6662

Lake O'Neill (760) 725-5135 or 725-5611

Religious Development Center, Bldg. 1344 (760) 725-4700

San Luis Rey Officers' Club (17 Area) (760) 725-6571

San Onofre Beach & Ball Field (760) 725-7935 or 725-7629

San Onofre Community Center (760) 725-4310

South Mesa Chapel Multi-Purpose Room, (760) 725-2929 Bldg. 202863

Staff NCO Club (20 Area) (760) 725-2231 or 725-2294

Stuart Mesa Community Center, Bldg. 31003 (760) 725-9717 or 725-9719

Wire Mountain Youth Center (760) 725-2102