



CIVILIAN EMPLOYEE SUPPORT RESOURCES

Support Services Available to PACAF Department of the Air Force Civilians



Counseling & Support	Safety & Advocacy	Workplace Concerns	Family & Life	Emergency Support
Employee Assistance Program (EAP): Provides confidential non-medical counseling & support services for DAF civilian employees and their household members experiencing personal or work-related challenges. www.magellanascend.com TOLL FREE: 866-580-9078	Sexual Assault Prevention & Response (SAPR): Provides confidential victim advocacy & explains reporting options for individuals impacted by sexual assault, sexual harassment, & coordinates access to medical, legal, & support services. DSN: (315) 634-7272 Comm: (098) 961-7272	Equal Opportunity (EO): Addresses complaints related to unlawful discrimination or harassment in the workplace & provides guidance on reporting options & processes. DSN: (315) 634-2571 Comm: (098) 961-2571	Military & Family Readiness Center (M&FRC): provides essential support services to civilian employees in: Relocation, Employment, Financial Readiness, Personal and Worklife, Deployment, Voting, and Volunteering. DSN: (315) 634-3366 Comm: (098) 961-3366	988 Suicide & Crisis Lifeline: Provides free, confidential 24/7 crisis counseling for individuals experiencing emotional distress or suicidal thoughts. Dial DSN 988 Japan & Korea Dial 988 in AK, HI, & Guam Visit 988lifeline.org to access online chat or locate additional crisis resources information
Chaplain Corps: When approved by a civilian employee's commander, Chaplains provide routine care, confidential counseling, crisis support, and guidance for personal or family concerns. During a crisis, Chaplains deliver immediate support and then coordinate a referral to the appropriate authorized care provider. DSN: (315) 634-1288 Comm: (098) 961-1288		Civilian Personnel Office (CPO): Provides guidance/advice on all aspects of civilian employment to include, workplace grievances, benefits/entitlements, allowances, & reasonable accommodation. DSN: 315-632-7914 Comm: (098) 961-7914 Appointments: https://waitwhile.com/accounts/kadenacpous?kiosk=true	Air Force School Liaison: Provides support to families by assisting with school transitions, enrollment, record transfers, and understanding school expectations. Offers guidance on public, private/ international and home school options, NDSP support in qualifying locations and special education navigation support. Comm: (501) 987-6095	American Red Cross: Provides emergency communication & humanitarian assistance during serious family emergencies, helping connect civilian employees with their families when urgent situations arise. DSN: (315) 634-1294 Red Cross Hero Care App: http://3cu.be/sharehc
		Inspector General (IG): Receives civilian complaints related to fraud, waste, abuse, misconduct, restrictions, or reprisal & helps ensure concerns are reviewed through appropriate oversight channels. DSN: (315) 634-1109 Comm: (098) 961-1109	Exceptional Family Member Program (EFMP) Support: Provides information & resource navigation support for families with special medical or educational needs. DSN: (315) 634-3366 Comm: (098) 961-3366	Federal Employee Education & Assistance Fund (FEEA): Provides emergency financial grants & scholarship opportunities for federal civilian employees & their families experiencing financial hardship. Access: www.feea.org

