

# Kadena AB Service Provider Matrix

**National Suicide  
Prevention Lifeline,  
24/7, English &  
Spanish:  
US Cell/Comm/ DSN 988  
1-800-273-TALK (8255)**

Presenting Concern

|                                                             | Service Provider    |                                       |                                    |                                                       |                 |                        |                   |                                                |                   |                   |                 |       |               |                                 |                                |                                        |                  |            |                    |
|-------------------------------------------------------------|---------------------|---------------------------------------|------------------------------------|-------------------------------------------------------|-----------------|------------------------|-------------------|------------------------------------------------|-------------------|-------------------|-----------------|-------|---------------|---------------------------------|--------------------------------|----------------------------------------|------------------|------------|--------------------|
|                                                             | Military One Source | Air Force Employee Assistance Program | Military & Family Readiness Center | Alcohol & Drug Abuse Prevention and Treatment Program | Chaplain Corps* | Child & Youth Services | Equal Opportunity | Family Advocacy/Domestic Abuse Victim Advocate | Health Promotions | Inspector General | Law Enforcement | Legal | Mental Health | Military Family Life Consultant | Primary Care Behavioral Health | Sexual Assault Prevention and Response | Victims' Counsel | True North | American Red Cross |
| Alcohol / Drugs                                             |                     | ◆                                     |                                    | ◆                                                     | ◆               |                        |                   |                                                |                   |                   |                 |       |               |                                 |                                |                                        |                  |            |                    |
| Anxiety / Depression / Stress                               |                     | ◆                                     |                                    |                                                       | ◆               |                        |                   | ◆                                              |                   |                   |                 |       | ◆             | ◆                               | ◆                              |                                        |                  | ◆          | ◆                  |
| Child Maltreatment                                          |                     |                                       |                                    |                                                       | ◆               |                        |                   | ◆                                              |                   | ◆                 | ◆               |       |               |                                 |                                |                                        | ◆                |            |                    |
| Domestic Abuse / Sexual Assault (between intimate partners) |                     |                                       |                                    |                                                       | ◆               |                        |                   | ◆                                              |                   | ◆                 | ◆               |       |               |                                 |                                |                                        | ◆                |            |                    |
| Education / Professional Development                        |                     |                                       | ◆                                  |                                                       | ◆               |                        |                   |                                                |                   |                   |                 |       |               |                                 |                                |                                        |                  | ◆          |                    |
| Finances                                                    | ◆                   |                                       | ◆                                  |                                                       | ◆               |                        |                   |                                                |                   |                   |                 | ◆     |               | ◆                               |                                |                                        |                  |            | ◆                  |
| Grief / Loss / Sadness                                      | ◆                   |                                       | ◆                                  |                                                       | ◆               |                        |                   |                                                |                   |                   |                 |       | ◆             | ◆                               | ◆                              |                                        |                  | ◆          |                    |
| Homicidal Thoughts                                          |                     |                                       |                                    |                                                       | ◆               |                        |                   |                                                |                   |                   | ◆               |       | ◆             |                                 |                                |                                        |                  |            |                    |
| Hostile Work Environment                                    |                     |                                       | ◆                                  |                                                       | ◆               |                        | ◆                 |                                                |                   | ◆                 | ◆               |       |               |                                 |                                |                                        | ◆                |            |                    |
| Interpersonal Conflicts                                     |                     |                                       | ◆                                  |                                                       | ◆               |                        |                   | ◆                                              |                   |                   |                 |       | ◆             | ◆                               | ◆                              |                                        | ◆                | ◆          |                    |
| Legal (wills, power of attorney)                            |                     |                                       | ◆                                  |                                                       |                 |                        |                   |                                                |                   |                   |                 | ◆     |               |                                 |                                |                                        |                  |            |                    |
| Marriage & Family / Relationships                           | ◆                   | ◆                                     | ◆                                  |                                                       | ◆               |                        |                   | ◆                                              |                   |                   |                 | ◆     | ◆             | ◆                               | ◆                              |                                        |                  | ◆          |                    |
| New Parent Assistance                                       | ◆                   | ◆                                     |                                    |                                                       | ◆               |                        |                   | ◆                                              |                   |                   |                 |       |               |                                 |                                |                                        |                  |            |                    |
| Nutrition / Fitness / Tobacco                               | ◆                   | ◆                                     |                                    |                                                       |                 |                        |                   |                                                | ◆                 |                   |                 |       |               |                                 |                                |                                        |                  |            |                    |
| PCS / Separation                                            |                     | ◆                                     | ◆                                  |                                                       | ◆               |                        |                   |                                                |                   |                   |                 |       |               |                                 |                                |                                        |                  | ◆          |                    |
| Problematic Sexual Behavior (in youth)                      |                     |                                       |                                    |                                                       | ◆               |                        |                   | ◆                                              |                   | ◆                 | ◆               |       |               |                                 |                                |                                        |                  |            |                    |
| Sexual Assault                                              |                     |                                       |                                    |                                                       | ◆               |                        |                   | ◆                                              |                   | ◆                 | ◆               |       |               |                                 |                                | ◆                                      | ◆                |            |                    |
| Sexual Harassment                                           |                     |                                       |                                    |                                                       | ◆               |                        | ◆                 | ◆                                              |                   | ◆                 | ◆               |       |               |                                 |                                | ◆                                      |                  |            |                    |
| Sleep                                                       |                     | ◆                                     | ◆                                  |                                                       |                 |                        |                   |                                                | ◆                 |                   |                 |       | ◆             | ◆                               |                                |                                        |                  | ◆          |                    |
| Special Needs / EFMP                                        | ◆                   | ◆                                     | ◆                                  |                                                       |                 | ◆                      |                   |                                                |                   |                   |                 | ◆     |               |                                 |                                |                                        |                  |            |                    |
| Suicidal Thoughts                                           |                     |                                       |                                    |                                                       | ◆               |                        |                   |                                                |                   |                   | ◆               |       | ◆             |                                 |                                |                                        |                  | ◆          |                    |
| Workplace Discrimination                                    |                     |                                       |                                    |                                                       | ◆               |                        | ◆                 |                                                |                   |                   |                 |       | ◆             |                                 |                                |                                        |                  | ◆          |                    |

**For  
Emergencies:  
dial 911**

**For immediate  
help, Contact  
Command Post  
24/7 at  
DSN: 634-1800  
or  
Commercial:  
098-961-1800**

**We can HELP!  
24/7 DoD Safe  
Helpline:  
877-995-5274**

**Military One  
Source (M1S):  
800-342-9647**



\*Chaplains are a first responder to many concerns and will most likely always hand individuals off to a medical service provider or certified provider when possible.

# Kadena Air Base – Service Provider Matrix

## True North

In your unit  
Or  
Off-duty hours call:  
**Command Post**  
DSN: (315) 634-1800  
Comm: (098) 961-1800

**USAF Employee Assistance Program (EAP)**  
Comm: (866) 580-9078, option 2  
[www.magellanascend.com](http://www.magellanascend.com)

**Military One Source**  
Comm: (800) 342-9647  
[www.militaryonesource.mil](http://www.militaryonesource.mil)

**Military & Family Readiness Center**  
DSN: (315) 634-3366  
Comm: (098) 961-3366

**Alcohol and Drug Abuse Prevention and Treatment (ADAPT)**  
DSN: (315) 634-3272  
Comm: (098) 961-3272

## Chaplain Corps

DSN: (315) 634-1288  
Comm: (098) 961-1288

## Child and Youth Services

DSN: (315) 634-0514  
Comm: (098) 961-0514

## Equal Opportunity (EO)

DSN: (315) 634-2571  
Comm: (098) 961-2571

## Family Advocacy (FAP)

DSN: (315) 634-0433  
Comm: (098) 961-0433

## Domestic Abuse Victim Advocate (DAVA)

DSN: (315) 634-0433  
Comm: 070-1428-0987

## Sexual Assault Prevention & Response (SAPR)

DSN: (315) 634-7272  
Comm: (098) 961-7272

## Health Promotions

DSN: (315) 634-3332  
Comm: (098) 961-3332

## Inspector General (IG)

DSN: (315) 634-1109  
Comm: (098) 961-1109

## Legal

DSN: (315) 634-3300  
Comm: (098) 961-3300

## Law Enforcement – Security Forces and OSI

DSN: (315) 634-2475  
Comm: (098) 961-2475

## School Liaison Program Manager

Comm: (501) 987-6095

## Victim's Counsel

DSN: (315) 634-2720  
Comm: (098) 961-2720

## Mental Health

DSN: (315) 634-3272  
Comm: (098) 961-3272

## Military Family Life Consultant (MFLC)

Comm: 080-4447-4315  
Comm: 080-7995-2035

## Primary Care Behavioral Health (PCBH)

DSN: (315) 634-4817  
Comm: (098) 961-4817  
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**National Suicide Prevention Hotline**  
Comm & DSN: 988  
1-800-273-TALK (8255)  
Calls and texts available

## For Emergencies

**From on-base:** dial 911

**From off-base:** dial DSN 938-1111 to connect to Kadena Switchboard, wait for dial tone, then dial 911 or 962-1111

**From Japanese cell:** dial 098-934-5911

**For off-base emergencies:** dial 119 - there is no guarantee that an English-speaking operator will be available

## General Dialing Instructions:

To call a DSN from a cell phone, dial 098-938-1111. At the dial tone, please enter the desired number. To connect to the Kadena Operator, dial 0.

**Agencies in green are 24/7!**



CONNECT  
**TO CARE**