

# RAFB

## Helping Agencies



**[Airmen Against Drunk Driving \(AADD\): 478-222-0013](#)**

**[Airmen & Family Readiness Center: 478-926-1256](#)**

**[Behavioral Health Optimization Program\(BHOP\): 478-222-1190](#)**

**[Chapel: 478-926-2821](#)**

**[Child & Youth Behavioral Military & Family Life Consultant \(CYB-MFLC\): 478-538-5439](#)**

**[Civilian Health Promotions Services \(CHPS\): 478-327-8030](#)**

**[Civilian Personnel Office \(CPO\): 478-222-0601](#)**

**[Drug Demand & Reduction: 478-327-8408](#)**

**[Employee Assistance Program \(EAP\): 866-580-9078](#)**

**[Exceptional Family Member Program \(EFMP\): 478-926-1259](#)**

**[Force Support Squadron \(FSS\): 478-926-5491](#)**

**[In-Transition: 800-424-7877](#)**

**[Labor-Management Help Line \(for Managers\): 844-648-4357](#)**

**[Legal Assistance: 478-926-9276](#)**

**[Medical Clinic: 478-327-7850](#)**

**[Mental Health Clinic/Alcohol Drug Abuse Prevention & Treatment/Family Advocacy Program: 478-327-8398](#)**

**[Military & Family Life Consultant \(MFLC\): 478-501-0730 / 770-296-7716](#)**

**[Military One Source: 800-342-9647](#)**

**[National Suicide Prevention Lifeline: 800-273-TALK \(8255\)](#)**

**[Occupational Medicine: 478-327-7590](#)**

**[Security Forces: 911 \(Emergency\): 478-926-2187](#)**

**[Sexual Assault Response Coordinator \(SARC\): 478-327-7272](#)**

**[Tricare: 800-444-5445](#)**



[Click here for Airmen Saves Form](#)

Current as of January 21, 2020

# Mental Health Services Finder

## Civilian

\*\*\*Please verify insurance plan, benefits and any out of pocket expenses before receiving services\*\*\*

<a href="#">Aetna</a> (Search: Mental health)	1-877-459-6604
<a href="#">APWU Health Plan Nationwide/ValueOptions</a> (website not available)	1-888-700-7965
<a href="#">Blue Cross &amp; Blue Shield Service</a> (Search: Mental Health)	1-888-630-2583
<a href="#">Compass Rose Health Plan</a> (Search: Psychiatrist)	1-877-988-3589
<a href="#">Employee Assistance Program</a>	1-866-580-9078
<a href="#">Foreign Service Benefit Plan</a> (Search: Psychiatrist)	1-800-593-2354
<a href="#">GEHA</a> (Search:Psychiatry)	1-888-257-4342
<a href="#">Humana</a> (Search: Medical-Your network/plan)	1-800-448-6262
<a href="#">Kaiser Foundation Health Plan</a> (Search: Psychology)	1-800-464-4000
<a href="#">MHBP - Value Plan</a> (Search: Psychiatrist)	1-800-410-7778
<a href="#">MHBP - Std Nationwide</a> (Search: Behavioral Health/Clinical Psychology)	1-800-410-7778
<a href="#">NALC Nationwide/Value Option Nationwide</a>	1-877-468-1016
<a href="#">Rural Carrier Benefit Plan</a> (Search: Doctor-Behavioral Health) <a href="#">SAMBA Nationwide</a> (Search: Plan-Psychiatry)	1-800-638-8432
<a href="#">United HealthCare Insurance Company</a> (Search: Plan-Mental health)	1-877-835-9861

## Active Duty

<a href="#">RAFB Mental Health Clinic</a> 78 MDG Bldg 700A	COMM 327-8398/DSN 497-8398
<a href="#">Military Family Life Consultant</a> (website not available)	COMM 478-501-0730/770-296-7716
<a href="#">Military One Source</a>	1-800-342-9647

## Dependents

\*\*\*Please verify insurance plan, benefits and any out of pocket expenses before receiving services\*\*\*

<a href="#">TRICARE /ValueOptions-Mental Hlth</a> (Search: Mental Health/specialty)	1-800-700-8646
<a href="#">Military Family Life Consultant</a> (website not available)	COMM 478-501-0730/770-296-7716
<a href="#">Military One Source</a>	1-800-342-9647

## Retiree

\*\*\*Please verify insurance plan, benefits and any out of pocket expenses before receiving services\*\*\*

<a href="#">TRICARE /ValueOptions-Mental Hlth</a> (Search: Mental Health/specialty)	1-800-700-8646
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## BEHAVIORAL HEALTH OPTIMIZATION PROGRAM (BHOP)

### What is the Behavioral Health Optimization Program?

The Behavioral Health Optimization Program (BHOP) is available to you in your Patient-Centered Medical Home (PCMH) as part of your comprehensive health care. The service uses an internal behavioral health consultant (IBHC) and a behavioral health care facilitator (BHCP) to provide help when stress, worry, or emotional concerns about physical or other life problems interfere with your daily life.

### Who is the Internal Behavioral Health Consultant?

The IBHC is a psychologist or social worker specifically trained to work as a member of your PCMH team. This team approach allows the PCMH team and patients to consider physical, behavioral, and emotional aspects of health.

### Who is the Behavioral Health Care Facilitator?

The BHCF is a licensed nurse specifically trained to work as a member of your PCMH team. This person works to provide support to PCMs who prescribe medications for psychiatric conditions. This person will provide education on common side effects and monitor medication adherence and progress on overall treatment.

### What problems can they help me with?

Diabetes	Headaches	Chronic Pain
Losing weight	Sleep Problems	Alcohol Problems
Depression	Fatigue	Stress Management
Fibromyalgia	Relationship Problems	Worry / Anxiety
Smoking Cessation	Work Stress	

The BHOP team works closely with your primary care providers to help them develop a treatment plan that addresses the physical, behavioral, and emotional aspects of your health. They can provide recommendations to your medical providers and help you develop skills, change habits, and use available resources to better manage problems affecting your health and well-being.

### How do I schedule a BHOP appointment?

You can discuss with your primary care manager the desire to access this service. If your PCM believes you would benefit from a consultation with the BHOP team, the PCM team will help you schedule an appointment. However, you can also schedule an appointment for yourself by calling the **central appointment line at 478-327-7850**.

# Your life's journey—made easier

No matter where you are on your journey, there are times when a little help can go a long way. From checking off daily tasks to working on more complex issues, your program offers a variety of resources, tools and services available to you and your household members.

Your program is here to help you along the journey of life. No situation is too big or too small. When you and your household members need assistance, reach out anytime and we will help get you on the right path to meet your needs.

## Key features



- Provided at no cost
- Includes up to 6 counseling sessions
- Confidential service provided by a third party
- Available 24/7/365

## Core services

- *Counseling*—Counselors can provide support for challenges such as stress, anxiety, grief, relationship concerns and more.
- *Coaching*—When you have a goal to achieve, coaches help you create a plan of action and stay on track.
- *Online programs*—Self-guided, interactive programs help improve your emotional well-being for issues like depression and anxiety.

## Here's how to get started

Getting the help you need, when you need it, can result in you leading a happier, more productive life.

-  Give us a call and we will connect you with the right resource or professional.
-  Learn more about all of the services available at [MagellanAscend.com](http://MagellanAscend.com).

## Legal assistance, financial coaching & identity theft resolution

Expert consultation to help with your legal, financial and identity theft needs. Access a free online library with resources for identity theft resolution, budgeting, debt management, family law, wills and more.

## Work-life services

Save time and money on life's most important needs. Specialists provide expert guidance and personalized referrals to service providers including childcare, adult care, education, home improvement, consumer information, emergency preparedness and more.

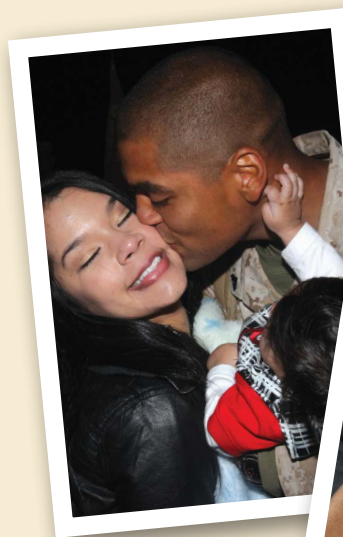
## Senior care management

Caregiving can be demanding physically, emotionally and financially. This service will help assess and recommend the right care for your household member. Services include in-home assessments, facility reviews, post-hospitalization assessments and ongoing care coordination.



Air Force EAP  
**1-866-580-9078**

[www.AFPC.AF.MIL/EAP](http://www.AFPC.AF.MIL/EAP)



## SERVICE PROVIDERS AND LEADERS

Military and Family Life Counseling services are available at installation Military and Family Support Centers.

If an installation is not nearby, military service providers and leaders can request non-medical counseling services for unit events at <https://supportrequest.militaryonesource.mil>.

## Robins Air Force Base MFLC

478-501-0730 /  
770-296-7716

## MILITARY AND FAMILY LIFE COUNSELORS

MILITARY AND FAMILY LIFE  
COUNSELING PROGRAM





## MILITARY AND FAMILY LIFE COUNSELING PROGRAM

Military families face unique challenges. They may struggle with issues such as deployment-related stress, reintegration and pressures of managing parenting and finances while a loved one is deployed.

To support military families facing these or additional challenges, the Military and Family Life Counseling Program:

- » Provides short-term, non-medical counseling services to service members and their families at no cost
- » Provides psycho-education to help military service members and their families understand the impact of deployments, family reunions following deployments and other stresses related to the military life
- » Augments existing military support services
- » Offers flexible service delivery
- » Can provide services on or off of military installations
- » Can provide services to individuals, couples, families and groups

With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential.

## ABOUT MILITARY AND FAMILY LIFE COUNSELORS

- » Masters or Doctorate-level licensed counselors
- » Work with families, individuals, couples and children
- » Work with existing military and family support programs to complement services provided

## NON-MEDICAL COUNSELING SERVICES

### Life skills

- » Anger management
- » Communication
- » Relationship issues
- » Conflict resolution
- » Parenting
- » Decision-making skills

### Military lifestyle

- » Deployment stress
- » Coping skills
- » Homesickness
- » Relocation adjustment
- » Reintegration
- » Separation
- » Building resiliency
- » Sadness, grief and loss





## Military and Family Life Counseling Program

If an installation is not nearby, military service providers can request non-medical counseling services for unit events at <https://supportrequest.militaryonesource.mil>.

Find select Military and Family Life Counseling presentations on the Military OneSource website at <http://www.militaryonesource.mil/confidential-help/mflc>.

## Presentation Library

Child and Youth Behavioral  
(CYB) Military and Family  
Life Counselors

Robins Air Force Base  
CYB MFLC  
478-538-5439



Current as of May 2016

# Child and Youth Behavioral Military and Family Life Counselors

Child and youth behavioral military and family life counselors offer briefings and presentations for service members and their families in addition to confidential, in-person non-medical counseling. Explore the wide range of topics available through the Military and Family Life Counseling Program.

## ANGER MANAGEMENT

- ▶ A Guide to Helping Children Manage Anger: Ages 3-12
- ▶ Anger Management for Teens

## COMMUNICATION

- ▶ Communication for Teens
- ▶ Parent-Child Communication
- ▶ Relationship Tips for Teens
- ▶ Sibling-Parent Relationships: Building Healthy Relationships

## CONFLICT RESOLUTION

- ▶ Conflict Resolution for Children Ages 4-12
- ▶ Conflict Resolution for Middle School Students
- ▶ Conflict Resolution for Children Ages 13-18

## DEPLOYMENT

- ▶ Children and Separation Issues of Deployment
- ▶ Preparing for Your Parent's Deployment
- ▶ Supporting Your Child Through Deployment
- ▶ Tips for Teachers: Working with Children During Deployment
- ▶ When a Parent Deploys: Ages 2-5

## GRIEF AND LOSS:

- ▶ How Children Grieve
- ▶ Understanding Grief: Education for Caregivers

## PARENTING

- ▶ Building Resiliency in Children: A Parent's Guide
- ▶ Developmental Stages: Ages 13-18
- ▶ Effective Discipline for Preteens Ages 10-12
- ▶ Effective Discipline for School Age Children Ages 6-9
- ▶ Effective Discipline for Teens Ages 13-17
- ▶ Effective Discipline for Young Children Ages 2-5
- ▶ Introducing a New Baby
- ▶ Parenting Teens
- ▶ Strengthening Parenting Practices



## PROGRAM BRIEFING

- ▶ A Children's Guide to Coping With Disasters
- ▶ Challenges of Changing Schools
- ▶ Children and Moving
- ▶ Nature & the Prevention of Bullying: Bully-busting Activity Instructor's Guide
- ▶ Responding to Toddlers Who Bite & Hit
- ▶ Teaching Children How to Get Along: A Teacher's Guide
- ▶ Teens and the Power of Peer Pressure
- ▶ Trauma and Children: A Guide for Helping Children Manage Traumatic Events

## RETURN AND REUNION

- ▶ Helping Children Cope with Post-deployment Issues
- ▶ Helping the Service Member Reconnect with Their Child
- ▶ Redeployment Issues for Children
- ▶ Welcome Home: Reconnecting With Your Child

## STRESS MANAGEMENT

- ▶ Stress Management for Teens



FOR OFFICIAL USE ONLY



Wingman Saves "Intervention" Submission Form

**Installation:**

**Wingman's Name:**

**First Sergeant/Unit:**

**Date of Intervention:**

**Duty Status at the Time of Intervention (specify ON or OFF duty):**

**Relationship of Wingman to perceived at-risk individual**

**POTENTIAL at-risk behavior identified**

**Action taken to deter potential at-risk behavior**

**Outcome**

.

**Resources utilized**

**Additional Information/Comments:**

**Submitted by:**

**Received by:**

**Date Received:**

**Wingman Coin already awarded? Indicate Yes No**

**NOTE:** Do **NOT** include potentially identifiable information for the person they assisted. Submit completed form to the installation Violence Prevention Integrator.

Stuart Bapties E-mail [stuart.bapties@us.af.mil](mailto:stuart.bapties@us.af.mil) DSN 497-5439.

FOR OFFICIAL USE ONLY

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**NOTE:** Do **NOT** include potentially identifiable information for the person they assisted. Submit completed form to the installation Violence Prevention Integrator.  
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# RESILIENCE

## GRATITUDE - LOOK FOR THE GOOD

### Gratitude: Look For The Good will:

- Builds optimism and positive emotions by paying attention to the good things
- Helps you cope with daily hassles and stress
- Improves social relationships

### How to use the skill:

- Develop a regular (daily or weekly) gratitude practice that includes:
  - 2 or 3 things that you are grateful for
  - A reflection on why you are grateful (such as how others may have contributed or why it was meaningful)

## VALUES BASED GOALS

### Valued Based Goals will:

- Provide a sense of purpose
- Help you prioritize what's important
- Allow you to find opportunities to live a meaningful life

### How to use the skill:

- 1) Identify your values: What do you stand for? What matters most?
- 2) Chart Your Course: What will you do to live those values:
  - a. In the next 24 hours?
  - b. In the next 2 weeks?
  - c. In the next 3 months?
- 3) Develop a plan to overcome any obstacles you may encounter.
- 4) Revisit your values-based goals every week and set new short-term goals so you continue to make progress.

## BRING YOUR STRENGTHS

### Bring Your Strengths will:

- Improve engagement and purpose
- Energize you and boosts performance

### How to use the skill:

- Identify your strengths—what are you naturally good at?
- Find new ways to develop and use your strengths. How can you find new opportunities to use your strengths your career? In your personal life?

## REFRAME — CONTROL HOW YOU REACT

### Reframe will:

- Help you be more aware that how you think about an event drives your reactions
- Help you understand the difference between your thoughts, and your emotional and physical reactions
- Improve your performance
- Helps you act based on your values
- Strengthen relationships

### How to use the skill:

- 1) Objectively describe the event
- 2) Identify your thoughts—**how** you are thinking about that event—and your emotional and physical reactions
- 3) Determine if the reaction will help or hurt your performance
- 4) If needed, reframe your thoughts in a way that will be more productive

NOTE: For more information please go to the Resilience SharePoint below  
<https://52tymx-wps-201p:8014/AFPC/DPF/DPFF/Resilience/SitePages/Home.aspx>

## BALANCE YOUR THINKING

### Balance Your Thinking will:

- Help you see situations **accurately** and take action based on evidence
- Help you respond in ways that align with your values
- Improve your performance

### How to use the skill:

- 1) Determine if you have all the evidence you need to understand the situation. Are you stuck in a trap?
- 2) Use three strategies to Balance Your Thinking:
  - Examine the evidence
  - Check for a double standard
  - Phone-a-friend or ask

## CELEBRATE GOOD NEWS

### Celebrating Good News will:

- Strengthen and maintains important relationships

### How to use the skill:

- When someone shares good news, help them celebrate by:
  - Asking questions
  - Being authentic and engaged
  - Showing enthusiastic support and interest
- Avoid:
  - Squashing
  - Shutting down or being disengaged
  - Stealing

## MINDFULNESS

### Mindfulness will:

- Helps you stay present and engaged
- Improves focus and the ability to focus on what is important
- Helps you stay calm so you can take action during stressful times

### How to use the skill:

- Practice mindfulness by focusing on one thing, with purpose
- Find a formal mindfulness practice to help you turn off autopilot—focus on three things around you or your breathing
- When you have trouble focusing or are feeling stressed:
  - Pause. Count three deep breaths
  - Observe your thoughts and feelings, without judging them
  - Ask: What is most important right now?
  - Then, once you feel calmer, take purposeful action

## PHYSICAL RESILIENCE

### Physical resilience will:

- Improve productivity and energy
- Sharpen focus and attention
- Enhance mood

### How to use the skill:

- Create strong sleep habits
- Set values-based goals for your physical resilience
  - What aspect do you want to strengthen? Why is that important to you?
  - What will you do in the next 24 hours? Two weeks? Three months?
  - What obstacles will you encounter? How will you overcome them?
  - Revisit your goals as needed

NOTE: For more information please go to the Resilience SharePoint below  
<https://52tymx-wps-201p:8014/AFPC/DPF/DPFF/Resilience/SitePages/Home.aspx>