

## Other Useful Base Agencies

The **Base Legal Office** can provide powers of attorney, notaries, wills, assistance with paperwork for reimbursement on household goods claims, divorce and dependent care issues, Soldiers & Sailors Civil Relief Act, debtor-creditor issues, consumer law problems, veterans' reemployment rights, landlord-tenant and lease issues, tax assistance, and involuntary allotment issues. They cannot assist AF members or their families with establishing commercial enterprises, criminal issues, ethics violations, Law of Armed Conflict, issues the Air Force has an interest in, legal concerns of other parties, drafting or reviewing legal documents, or representation in civil court.

The **Thrift Shop** is managed by many different agencies depending on your base--enlisted spouses, officers' spouses, etc. You can put your item(s) on consignment and receive your asking price less a percentage to the organization managing the Thrift Shop. This percentage is often used to fund scholarships and other base programs.

**Family Advocacy** is part of the Medical Group, and has many marriage and family programs such as anger management classes, parenting classes, counseling and referral, prevention services, and pre- and post-natal care classes. They also provide interpersonal and organizational conflict resolution. They have the New Parent Support Program, which helps in a variety of ways, such as breastfeeding guidance, and nurse home visits. Family Advocacy also does reassignment clearances for families enrolled in the Special Needs Identification and Assignment Coordination Program (SNI) (formerly known as the Exceptional Family Member Program, EFMP). They ensure that the families' needs can be met at a new assignment. Family Advocacy is the agency responsible for investigating reports of domestic abuse, and provides recommendations for intervention services if the domestic abuse is substantiated. They do not give advice to commanders for legal action.

**Life Skills Support Flight** is also part of the Medical Group, and can provide mental health counseling and referral, stress management programs, and drug and alcohol abuse counseling. They may sponsor support groups such as Alcoholics Anonymous and groups for those who have been sexually or physically abused, as well as groups for families who have a disabled member. The Life Skills Support Flight is also the point of contact for Critical Incident Stress Management, and can provide debriefings and one-on-one assistance for those who have experienced a traumatic event.

The **Patient Advocate** at the medical facility on base is there to handle any concerns or complaints you have about medical staff members and your care. Some facilities have a single designated Patient Advocate; other facilities handle concerns and complaints within each department. Ask any medical facility staff member who the Patient Advocate is, and you will be directed to the appropriate individual.

The base **Education Office** can provide educational counseling, information about U.S. colleges and universities all over the world, and assistance with financial aid and scholarship information. They have a variety of resources to help you find the right educational program for your needs, including distance education, local area colleges and universities, and on-base educational

programs. They also administer many of the active duty training programs, such as Career Development Courses (CDCs), and leadership correspondence courses.

The **Inspector General (IG)** investigates any fraud, waste and abuse complaints, mismanagement, and violations of law, Air Force instructions, or policy. The complaint must show recognizable wrong, injustice, error, or violation in order for action to be taken. The subject of your complaint must be an Air Force program or person. The IG functions as the advocate, fact-finder, and honest broker in the resolution/mediation of complaints and related non-criminal investigations. Individuals should attempt to resolve fraud, waste and abuse issues and personal complaints at the lowest possible level, using command channels before elevating them to the next higher level or to the IG. Complaints must be reported within 60 days from date of occurrence, unless there are extraordinary circumstances or special Air Force interests to justify an investigation after the 60-day deadline. The sooner a complaint is filed, the better the chances are to resolve the matter.

The base **Housing Office** is your first point of contact for any issue to do with housing, both on- and off-base. They have listings of available houses and apartments for rent off-base, and they maintain the waiting list for on-base housing. If you are looking for off-base housing, it is always a good idea to check with the Housing Office first, and get information about any areas that may be off-limits to military personnel. They can also assist you with the lease for off-base housing, in particular the “military clause”, which, if included in the lease, can get you out of a lease if on-base housing becomes available, or if you receive orders to move before the terms of the lease are up. If you live in base housing, the Housing Office will give you information about who to call for any maintenance problems. The Housing Office can also keep you informed about the status of housing privatization (see the section about Housing for more information).

**Services Squadron** (or sometimes a division of a group or wing) is the agency that runs the Clubs on base, as well as most of the “fun” facilities, including the gym, the golf course, the travel office, the bowling center, most of the non-name brand eating places like snack bars and the Dining Facilities, and the library. They are also in charge of the Child Development Center, the Youth Center, and the Family Home Daycare program. They will have an Outdoor Recreation/Outdoor Adventure program, and may have recreational equipment for rent, as well as outdoor activities, classes, and trips – for instance, rock climbing classes, or snowmobiling trips. The base Skills Development Center also falls under Services, where you will find a framing shop, wood shop, arts and crafts area, and also an auto shop where you can do your own vehicle maintenance and repairs indoors for a low fee. The services offered by Services Squadron may vary base by base, so check and see what’s available on your base!

If you are not sure where to go to for assistance, contact the **Information & Referral** person at the base **Family Support Center**. He or she can help direct you to the appropriate agency!