

**The
Camp Pendleton
Family Readiness Program**

**Information and Referral
Resource Guide**



**Marine Corps Family Team Building
Marine & Family Services**

760-725-9052/6637

March 2008

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SECTION I

QUICK REFERRAL GUIDE TO CRISIS AND SEMI-CRISIS CALLS

BASE POLICE (PMO)

911
760-725-3888

BIRTH OF A CHILD

American Red Cross *(message to Active Duty member)*

USNH (24 hours) 1-800-951-5600

TRICARE office at Naval Hospital Camp Pendleton

1-888 TRIWEST

(To enroll child in DEERS if born in civilian hospital)

Tricare at Joint Reception Center Walk In only

CAR REPAIR

Base Auto Hobby Shop

Mainside (760) 725-5963

Navy / Marine Corps Relief Society

Mainside (760) 725-5338

San Onofre (760) 725-7497

CHILD ABUSE

Children's Protective Services (CPS)

(800) 344-6000

INFOLINE (North San Diego County)

(800) 344-6000

INFOLINK (Orange County)

(800) 207-4464

INFOLINE (Riverside County)

(800) 464-1123

Escondido Youth Encounter Counseling and Crisis Services

(888) 272-1767

San Diego County Child Abuse Hotline

(800) 344-6000

Saint Clare's Home (Escondido, CA)

(760) 741-0122

Laura's House – San Clemente, CA

(949) 498-1511

Women's Transitional Living Center (Orange, CA)

(714) 992-1931

Orange County Child Abuse Registry (Orange, CA)

(800) 207-4464

Community Service Programs - Youth Shelter (Laguna Beach)

(949) 494-4311

CHILDREN'S PROTECTIVE SERVICES (CPS)

California (800) 344-6000

North County (760) 754-3456

CLOTHING FOR VICTIMS OF DOMESTIC VIOLENCE

Military Outreach Ministries (MOM's)	1-877-908-7043
Women's Resource Center (Oceanside)	(760) 757-3500
Salvation Army Family Services (Oceanside)	(760) 631-4712
INFOLINE (North County, Coastal)	(760) 943-0997
INFOLINE (North County, Inland)	(760) 740-0997
INFOLINK (Orange County)	(949) 955-4954
INFOLINE (Riverside County)	(800) 464-1123

COUNSELING

Base Chaplain	(760) 725-4700
Chaplains' Religious Enrichment Development Operation (CREDO)	(760) 725-4954
Counseling Services	(760) 725-9051
Elizabeth Hospice (grief & bereavement)	(800) 797-2050
INFOLINE (North County, Coastal)	(760) 943-0997
INFOLINE (North County, Inland)	(760) 740-0997
INFOLINK (Orange County)	(949) 955-2255
INFOLINE (Riverside County)	(800) 464-1123
Lifeline Coastal Community Services (Oceanside, CA)	(760) 757-0118
Lifeline Coastal Community Services (Vista, CA)	(760) 726-4900
Military OneSource (see page 28)	(800) 342-9647
Prevention & Relationship Enhancement Program (PREP)	(760) 725-4954
Triwest (beneficiaries may request mental health care)	(888)- triwest

DEATH IN THE FAMILY OR DYING FAMILY MEMBER

Veterans Affairs Bereavement Counseling:	202-273-9116
American Red Cross (<i>message to AD member/USNH</i> (24 hours) (<i>Request for Active Duty emergency leave</i>)	(800) 951-5600
TAPS (<i>for support in death of Active Duty member</i>)	(800) 959-TAPS
Elizabeth Hospice (Escondido & San Marcos, CA)	(760) 737-2050
	1-800-797-2050
Hospice of North Coast (Carlsbad, CA)	(760) 431-4100
SIDS Hotline	1-800-221-SIDS

DEBT CRISIS / NEARING BANKRUPTCY

Consumer Credit Counseling Services	1-888-298-2227
Legal Assistance	(760) 725-6172
Community Services (Financial Management)	(760) 725-6098
Legal Aid Society of San Diego and Oceanside	(760) 722-1935
Navy/Marine Corps Relief Society	Mainside (760) 725-5337 San Onofre (760) 725-7497

DRUG/ALCOHOL ABUSE

Consolidated Substance Abuse Counseling Center (CSACC)
 (For 18 yrs and older, must be self admitted) (760) 725-5538

EMERGENCY CHILD-CARE

Base Police (will activate emergency childcare, provided by
 Children, Youth & Teen Program) (760) 725-3888
 Fisher Center (Daytime hours only) (760) 725-0845
 National Association of Child Care
 Resource and Referral Agencies (NACCRRA) 1-800-424-2246
 www.childcareaware.org

EVICTION

Legal Assistance (*if for landlord/tenant dispute*) (760) 725-6172
 Legal Aid Society of SD & Oceanside (*if for landlord/tenant dispute*) (760) 722-1935
 Navy/Marine Corps Relief Society (*if for non-payment of rent*) (760) 725-5338
 Housing Office (*assistance finding replacement housing*) (760) 725-5995
 Lifeline Coastal Community Services (Vista, CA) (760) 726-4900
 INFOLINE (San Diego County, Coastal) (760) 943-0997
 INFOLINE (San Diego County, Inland) (760) 740-0997
 INFOLINK (Orange County) (949) 955-2255
 INFOLINE (Riverside County) 1-800-464-1123

HOMELESS WOMEN AND CHILDREN

INFOLINE (North San Diego County, Coastal) (760) 943-0997
 INFOLINE (North San Diego County, Inland) (760) 740-0997
 INFOLINK (South Orange County) (949) 955-2255
 INFOLINE (Riverside County) 1-800-464-1123
 Saint Clare's Home (Escondido, CA) (760) 741-0122
 North County Lifeline, Inc. (Vista, CA) (760) 726-4900
 Salvation Army (Oceanside, CA) (760) 631-8212
 Women's Resource Center

HOSPITALIZATION OF A FAMILY MEMBER

American Red Cross (*message to AD member/USNH (24 hours)*) 1(800) 951-5600
 (*request for Active Duty emergency leave*)
 San Diego 1(619) 542-7552

HOUSEHOLD GOODS OVERDUE / LOST / DESTROYED

Community Services Relocation Office –
 Loan Locker (no furniture-just pots/pans) (760) 725-3802
 Military Outreach Ministries (furniture, clothing, etc) (760) 908-7043
 Traffic Management Office (TMO) (760) 725-8164

MEDIA REQUESTS

Public Affairs Office (PAO) (760) 725-5011

NO I.D. / LOST I.D. CARD

DEERS / Pass & I.D. (at the Joint Reception Center, building 13103) (760) 725-2442
 Main Gate of Camp Pendleton (760) 725-2768
 DEERS Verification (800) 334-4162

RAPE

Poway Pomerado Hospital (Sexual Assault Response Team) (858) 613-4455
 Women’s Resource Center – Oceanside (760) 757-3500
 San Diego Rape Crisis Hotline 1-888-272-1767
 Escondido Youth Encounter Counseling and Crisis Services 1-888-272-1767
 Center Against Sexual Assault (24 hours) (951) 652-8300
 INFOLINE (North San Diego County, Coastal) (760) 943-0997
 INFOLINE (North San Diego County, Inland) (760) 740-0997
 INFOLINK (Orange County) (714) 957-2737
 INFOLINE (Riverside County) (800) 464-1123
 Helpline of Riverside County (24 hours) (951) 686-4357
 Center for Community Solutions (888) 385-4657
 Victims Advocacy (760) 725-9051

RUN OUT OF MONEY / NO FOOD

Community Resource Center (Encinitas, CA) (760) 753-8300
 Food Stamps (North County) (760) 754-5757
 Friends of San Onofre Marines (949) 369-9929
 INFOLINE (North County, Coastal) (760) 943-0997
 INFOLINE (North County, Inland) (760) 740-0997
 INFOLINK (Orange County) (949) 955-2255
 INFOLINE (Riverside County) 1-800-464-1123
 Military Outreach Ministries (food/no money) (760) 908-7043
 Navy/Marine Corps Relief Society Mainside (760) 725-5337
 San Onofre (760) 725-7497
 WIC – North County (Oceanside, CA) (760) 433-3814
 WIC – Orange County (714) 834-8333
 WIC – Riverside County – Lake Elsinore (800) 455-4942
 WIC – Riverside County – Temecula (951) 358-5435
 WIC- toll free number Camp Pendleton 1-800-500-6411

SEXUAL ASSAULT OF CHILDREN

Children’s Protective Services (800) 344-6000
 Barbara Sinatra Children’s Center (Rancho Mirage, CA) (760) 340-2336
 INFOLINE (North San Diego County, Coastal) (760) 943-0997
 INFOLINE (North San Diego County, Inland) (760) 740-0997
 INFOLINK (Orange County) (949) 955-2255

SPOUSE ABUSE

INFOLINE (North San Diego County, Coastal) (760) 943-0997
 INFOLINE (North San Diego County, Inland) (760) 740-0997
 INFOLINE (Orange County) (949) 955-2255
 INFOLINE (Riverside County) (800) 464-1123
 Women’s Resource Center (Oceanside, CA) (760) 757-3500

SPOUSE ABUSE

YWCA Battered Women’s Services (San Diego, CA)	(888) 305-7233
Saint Clare’s Home (Escondido, CA)	(760) 741-0122
Palomar Family Counseling Service, Inc (Escondido, Vista, Fallbrook, CA)	(760) 741-2660
Laura’s House – (San Clemente, CA)	(949) 498-1511
Women’s Transitional Living Center (Orange, CA)	(714) 992-1931
Alternatives to Domestic Violence Crisis Hotline (Riverside, CA)	(800) 339-7233
Center for Community Solutions	(888) 385-4657
Victims Advocacy	(760) 725-9051

SUICIDE

Police/Military Police	(760) 725-3888
Base/Duty Chaplain	(760) 725-4700
Naval Hospital Emergency Room	(760) 725-3258
Naval Hospital Mental Health	(760) 725-1555
24 Hour Suicide Hotline (North San Diego County)	(800) 479-3339
Suicide Hotline/Crisis Intervention (Riverside County)	(951) 686-4357

TRANSPORTATION (out-of-area for FAMILY EMERGENCY)

American Red Cross	USNH	(760) 725-6877
Navy / Marine Corps Relief Society	Mainside	(760) 725-5338
	San Onofre	(760) 725-7497
	After hours	1-800-951-5600

TRANSPORTATION (LOCAL)

Armed Services YMCA (<i>for rides from your home to Naval Hospital, WIC Appts. and commissary</i>)		(760) 385-4921
Taxi Service	Del Mar Taxi	(760) 632-8888
	Coastal Cab	(760) 722-7472
	Yellow Cab	(760) 722-4214
Bus Services	Breeze Route Info	1-800-266-6883
Train Services	Coaster	1-800-262-7837
Community Resource Center (Encinitas, CA)		(760) 753-8300

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

Police or Military Police	911 or (760) 725-3888
Women’s Resource Center – Oceanside	(760) 757-3500
American Red Cross (<i>police must verify if requesting emergency leave --</i> <i>(24 hours)</i>)	(760) 725-6877
Housing Office (<i>if victim living off base, housing may be able to put the victim into quarters immediately if Marine/Sailor is deployed</i>)	(800) 843-2182

SECTION II:

PENDLETON DIRECTORY

Bowling Pro Shop	725-5945
Commissary	430-1701
Cottages & Campsites San Onofre 725-SURF..... Del Mar	725-2134
Game Warden	725-3360
Golf Course (Marine Memorial)	725-4704
Hobby/Crafts Shop	725-4880
ITT – Ticket Office Mainside ..725-5864..... Del Mar	725-2218
Latitudes Travel	763-3183
Marine Corps Association Book Store	385-0383

Mainside Center:

All Seasons Store	725-4189 ext 193
Country Store	725-3585 ext 126
Electricity	725-6233 ext 187
GNC	385-5056
Home Store	725-3557
Semper Spirit Gifts & Apparel	725-6233 ext 199
Star Cuts	725-5938
Sports Center	725-6233 ext 191
Mainside Automotive Service Center	725-5828
Mulligan’s Golf Course Restaurant	725-5331

Pacific Plaza (20 Area Next to Commissary):

Appliance Center	763-1750
Beverages, Etc	763-1698
Garden Center	763-1753
Gas Station	763-3840
Hallmark	763-1748
Paws Pet Store, Pet Supplies	763-4586
Star Cuts	763-1747

Other Numbers:

San Luis Rey O’Club	725-6571
Scout Newspaper	725-9376
Sharkey’s Officers’ Club	725-2828
South Mesa Club	725-2231
Stables & Rodeo Grounds	725-5094
Theater	725-9217
Thrift Store	725-1800
VITA, Bldg 1687	763-2518
Budget 13 Area	725-3782
Youth Sports	725-4188
The Zone-Movie Rental Mainside725-4784.... Pacific Plaza	725-2049

SECTION III

WEB SITES

AND OTHER INFORMATION RESOURCES FOR MILITARY FAMILIES

www.usmc.mil - Headquarters United States Marine Corps

www.marforres.usmc.mil - Marine Forces Reserve

www.navy.mil - Navy Web Site

www.militarycity.com - Marine Corps/Navy/Army/Air Force Times

<http://www.dmdc.osd.mil/> - DOD site – Military Base Sites Packages

<http://militaryhomefront.dod.mil> - Online Military Resource Center

<http://www.lifelines.navy.mil> - Military Information – Deployment Information

<http://mobcom.mfr.usmc.mil/MOBCOM.asp> - Marine Corps Reserve Support Command

Spouse Web Sites:

www.militaryonesource.com - MILITARY ONESOURCE for Military Families (800) 342-9647

User id: military password: onesource

www.marinewives.com - Marine Spouses Web Site

www.cinchouse.com - Operation Home Front – (866) 424-5210

www.enlistedwivesclub.com - Enlisted Wives Club

www.camppendletonowc.org - Officers Wives Club

MEU Web Sites:

www.usmc.mil/11thMEU - 11th MEU Home Page

www.usmc.mil/13thMEU - 13th MEU Home Page

www.usmc.mil/15thMEU - 15th MEU Home Page

www.31meu.usmc.mil - 31st MEU Home Page

Camp Pendleton Web Sites:

www.cpp.usmc.mil - Camp Pendleton Base Web Site

www.mccscp.com - Marine Corps Community Services Camp Pendleton

www.cpen.med.navy.mil - Naval Hospital Camp Pendleton -e-appointment and other information

WEB Sites about craft ideas and talking to your children about war and stress:

www.militarychild.org - Military Child Education Coalition

<http://www.mothers-home.com> - Children's Activity Cupboard/Trash to Treasure Crafts

<http://family.go.com/crafts> - Craft and children's activities

www.orientaltrading.com - Inexpensive craft/party items

<http://parentingbookmark.com> - Understanding children's reaction to war

www.nccev.org - Talking to your child about war

<http://www.state.oh.us/cdr/schools/trauma/tentips.htm> - Talking to children about terrorism

www.aap.org/sections/unifserv/deployment/index.htm - Helping Children & Families During Deployment

www.operationmilitarykids.org Outreach services for school age children impacted by parental deployments

www.militarybrats.com: Offers community message boards and chat forums for children of military service members

www.militarystudent.dod.mil: Military Student .org is a web site geared toward the military child in transition and deployment

www.dod.mil/mtom: Military teens on the move (MTM) provides comprehensive information. About all aspects of moving and relocation

http://www.deploymentlink.osd.mil/kidslink/grade_select.htm: K.I.D.S. (Kids Information on Deployment Stuff) provides resources and links for military children and teenagers

Other Helpful Web Sites:

<http://www.usmc-mccs.org/> - Marine Corps Community Services HQMC

www.navymomsonline.net - Navy Moms

www.marineparents.com - For parents of Marines

<http://www.marinemomsonline.net> - For Parents of Marines

<http://www.militarymoms.net> - For Parents of Marines

www.mfr.usmc.mil/hq/mccs - Support for Military parents

www.commissaries.com - Decca Commissary Site

<http://www.tuntavern.com> or www.tun-tavern.com - History & Military References

PHONE NUMBERS

The I MEF has established a toll free information line to allow friends and family members access current information regarding the I MEF Commands' Messages

Caller Access: Dial 1-866-676-0662

I MEF press 1

3rd MAW press 4

13th MEU press 7

I MHG press 2

1st MLG press 5

15th MEU press 8

1st MARDIV press 3

11th MEU press 6

1st MARDIV units press 9

If callers know the number of the mailbox they want, they DO NOT need to listen to the entire menu, just press the correct mailbox number.

Chaplain's Corner:

MCB Camp Pendleton Command Duty Officer (760) 725-5617/5618

I MEF Chaplain (760) 725-9032

I MHG Chaplain (760) 725-6960

MCB Camp Pendleton Command Chaplain (760) 725-4700

MAG 39 Chaplain (760) 725-8180

1ST MLG Chaplain (760) 725-6377

1st Marine Division Chaplain (760) 725-6692

<http://www.chaplaincare.navy.mil/index.htm> - Ministry/ Chaplain's Links/ Information

Marine Corps Community Services Forums

New online discussion groups –

- KVN
- LINKS
- Semper Fit
- All Marine Running Program
- Single Marine Program
- Spouses Leadership Seminar

Log on and register today at:

<http://www.usmc-mccs.org/kvc/board.cfm>

SECTION IV

LOCATIONS FOR SPECIAL EVENTS

<u>FACILITY</u>	<u>TELEPHONE NUMBER</u>
Abby Reinke Center @ Wire Mountain, Bldg. 201019	(760) 763-0649
Air Station Tower Classroom, Bldg. 2399	(760) 725-4219
Air Station Classroom, Bldg. 23156	(760) 725-8386
Base Theater, Bldg. 1330	(760) 725-9076
Bowling Alley or Bldg. 1482	(760) 725-6109
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) 725-5611
Religious Development Center, Bldg. 1344	(760) 725-4700
San Luis Rey Officer's Club (17 Area)	(760) 725-6571
San Onofre Beach & Ball Field	(760) 725-7935 or 725-7629
San Onofre Community Center	(760) 725-4310
Sharkey's Officers Club	(760) 725-2828
Side Winder Club, Bldg 326 (for fee)	(760) 731-3442
SOI Training Facility	(760) 725-7127
South Mesa Chapel Multi-Purpose Room, Bldg. 202863	(760) 725-2929
South Mesa 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

SECTION V

CAMP PENDLETON RESOURCES

AMERICAN RED CROSS

RED CROSS MESSAGE: (800) 951-5600

Outside California (877) 272-7337

**VOLUNTEER PROGRAM AT NAVAL HOSPITAL CAMP PENDLETON:
(760) 725-3304**

The American Red Cross provides communications and emergency reporting for the service member and their families in emergency situations. Verification of an existing emergency through American Red Cross channels is the only way a service member can request emergency leave.

EMERGENCY LEAVE:

The American Red Cross does not grant emergency leave -- that is a command decision. The American Red Cross responsibility is to verify the situation accurately with the proper authority (doctor, hospital, coroner) in the area of the emergency and relay to service member's command for their action.

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).

WHOM DO YOU CONTACT:

If a dependent leaves Camp Pendleton while the sponsor is deployed and is in need of the American Red Cross assistance, call (800) 951-5600 anytime of day or night.

Outside CA (877) 272-7337

INFORMATION NEEDED FOR MESSAGES:

The complete military mailing address, (Ship, UIC, Company, Battalion, Division, MLG, MCB, MAW) Rank, and SSN are used for **ALL** American Red Cross messages. Please make sure that all the significant people in your life have your correct address and Social Security Number. This helps the American Red Cross deliver a message to the deployed service member as quickly as possible.

WIC

www.sdarc.org

The American Red Cross Women, Infants, and Children, better known as **WIC**, provides a nutrition program to eligible pregnant women, infants, and children up to age 5 to help them eat well, stay healthy, and be active. We provide special checks to buy nutritious foods. WIC bring moms and babies closer by supporting breastfeeding and can also provide nutrition education and resource referral to local and military helping organizations. **All WIC services are provided FREE to participants.** Please see the website above for current income guidelines for eligibility. Red Cross WIC has 10 locations at local military bases and near military housing. Some locations are open evenings and Saturdays. Please call 1-800-500-6411 for more information or to schedule an appointment.

Armed Services YMCA

Main Office, Bldg 16144: (760) 385-4921

Preschool Programs

- **Kindertyme:** One hour "Mommy & Me" preschool class for children from 18 months - 5 years old. Classes meet two to times a week. The classes emphasize developing socialization skills.

Other 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.
- **Operation Hero:** After school Mentoring program to school age children.
- **Camp Flashhh:** Supports families in the EFMP program.
- **Ball Gown Give-A-Way:** Free dresses for the Navy and Marine Corps Balls.
- **Operation Appreciation:** On Armed Forces Day Service Members and their families could enjoy a day of free food, entertainment, and activities.

Transportation Program

- All Camp Pendleton families living in base housing, Bonsall, Fallbrook, Oceanside or Vista are eligible for this program.
- This service is offered Monday through Friday, 0800-1530 call (760) 385-4921 for information
- The shuttle will be for transportation to and from the:
 - Naval Hospital
 - Commissary
 - WIC Appointments (on base)
 - Military Outreach Ministries (MOMS)

Personal Notes/Highlights:

- Call in advance for transportation or other programs. This service is not for personal appointments that run past 3:30 pm.
- YMCA also puts on a yearly golf tournament and a mud run at Lake O'Neill.

Auto Skills Center
Mainside
Bldg. 13191
(760) 725- 5963
Parts Dept. (760) 725-5092 / 3942

Camp San Onofre
Bldg. 520170
(760) 763-0668 / 0669
Parts Dept. (760) 763-0671 / 0672

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.

Base Hobby & Craft Shop

Bldg 13113

(760) 725-4880

Customer Service Hours:

Tuesday thru Friday 1300-2000

Saturday 0900-1700

Services:

- Woodworking- this section has all the tools and power equipment to satisfy the needs of both amateurs and professional cabinetmakers. Staff members will assist in project planning, construction and finishing. Cabinet grad lumber is available for sale.
FEES & CHARGES: Shop Fee \$3.25 per day.
- Sewing: machines are available for light and heavy materials. Supplies are not available at the facility. Hours for sewing are: Tuesday and Wednesday 1000 to 1700, Thursday thru Saturday 1400-2100. **FEES:** \$3.00 per day
- Ceramics- a wide variety of greenware, whiteware and rental molds are available. Pottery wheels and moist clay are on site. **FEES:** \$6.00 per day plus price of piece
- Lapidary & Jewelry Making- Members of the **Rancho Santa Margarita Gem & Mineral Society** will assist you in cutting, polishing and mounting. Hours on Wednesday only from 1730-2100

Call for class schedule or look on www.mccscp.com

Merchandise Section:

- Ceramic Supplies, tools and colors
- Selection of cabinet grade hardwood lumber
- Woodworking supplies
- Framing blanks, matt boards and other supplies
- Snack food, brown bag sandwiches and soda

Birthday Parties:

The Hobby Shop is the perfect place for your next Birthday Party. Kids paint their own ceramic piece and enjoy pizza + soda.

Call for prices

Base Housing
Mainside Location - Building 1138
(760) 725-5995
DSN: 365-6246/6310
Toll Free: 1-800-843-2182
Hours: Monday - Friday 0730-1700

Del Mar District: 430-0040/0461

- South Mesa II
- Wire Mtn III
- Del Mar
- Forster Hills
- Pacific View

Mountain District: 760-430-8476

- Santa Margarita
- South Mesa I
- Wire Mtn I & II

Mesa District: 385-5318

- O'Neill Heights
- Serra Mesa
- San Luis Rey

DeLuz: 385-4835

San Onofre: (760) 725-7027

Stuart Mesa: 760-430-0694

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 a waiting list.
- Special program with apartment landlord who will exchange the security deposit and last month's rent for an allotment paying the landlord directly. A minimum of one year required on the lease. Ask the Housing Office for details.

Special Notes for Volunteers:

- Off-base families receive BAH for living expenses.
- On-base families obligate BAH for quarters.

Base Library Service Lifelong Learning Branch

**Patrick J. Carney Library
Mainside Bldg 1146
(760) 725-KNOW**

**South Mesa Branch
Bldg 200090
(760) 725-2032**

**Seaside Square Branch
Bldg 51093
(760) 725-7325**

Mission:

- The libraries aboard Camp Pendleton are dedicated to offering a wide variety of resources to enhance professional and personal learning.

Bookmobile:

- A bookmobile brings library services to the outlying camps. Call the nearest library for a schedule and route.

Other Services Available:

- Commandant's Reading List
- Free Internet Access and E-mail Services
- Proquest
- Online Card Catalog
- Test Preparation Materials
- Photocopier and Computers
- Books on Audiotape
- Videos
- Equipment

Just For Kids:

- Special Children's Reading Areas with the latest children's stories
- Children's Story Time
- Children's After School Hour
- Reading Club

Chaplain Services

Base Chaplain: (760) 725-4700

**Your Unit's Battalion/Squadron
Chaplain: _____**

**Your Unit's Higher Command
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
- **Christian Women's Fellowship**

Special Notes for Volunteers:

- All volunteers should note the name and phone number of their:
- Often the on-call Chaplain is available by beeper, but not able to respond immediately.
- Refer engaged or newly married spouses to the Prevention & Relationship Enhancement Program (PREP) at 725-4954, or Chaplains Religious Enrichment Development Operation (CREDO) at (760) 725-4954.

Children, Youth & Teen Program (CYTP)

CYTP Headquarters – Bldg. 13150 (760) 725-6308

CYTP Resource and Referral – Bldg. 13150 (760) 725-9723

School Age Child Care, Bldg 201017 (760) 725-2102

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

Child Development Centers:

Browne – Bldg. 202860 (760) 725-2817

Courteau – Bldg. 15061 (760) 725-5113

San Luis Rey – Bldg. 17082 (760) 725-6577

San Onofre – Bldg 51080 (760) 725-7311

Stuart Mesa - Bldg 310006 (760) 725-9954

For KVN/Unit events, contact Child Care Resource & Referral Services

Services:

- Full-time child care
- Hourly child care (absentee/space available basis)
- Before and after school care (5-7 year olds)
- Full-time school age summer program
- Volunteers and Parent Advisory Group
- Child enrichment program
- USDA Child Care Food Program
- Free referral service for infant, preschool and extended school care
- Camp Pendleton Child Development Centers
- Camp Pendleton Licensed Family Child Care Homes
- Agencies providing in-home service
- Special Needs Child Care Providers
- Centralized Registration
- Resource and referral for Overnight and Weekend care
- 3 Youth centers at Wire Mountain, De Luz and San Onofre.
- **Childcare for special events- Marine Corps Balls, Pre-Deployment Briefs, Return & Reunion Briefs. Must call for reservations.**

Eligibility:

- Children of active duty and retired military, reservists on active duty and DoD civilian employees

CYTP continued:

EMERGENCY CHILDCARE:

- Emergency in-home childcare facilities – **MUST be generated by calling PMO at 725-3888**
- Please note that not all emergency childcare services are free of charge.
- Emergency childcare is for 23 hours 59 min until a legal guardian or family member can pick up the children.

Special Notes for Volunteers:

- Payment can be made with Navy Marine Corps Relief Society funds if there is a financial need - Case by case basis.
- Special circumstances should be arranged directly with Children Youth & Teens Programs Administrator.
- All Volunteers should be familiar with childcare 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.

Counseling Services

Bldg. 1122

Appointments: (760) 725-9051

Screening & Referral: Walk-in: 1300-1500

Prevention & Education Service: (760) 725-6636

1st Marine Division Coordinator: (760) 725-1696

1st MLG Coordinator: (760) 725-4617

Base & Tenant Coordinator: (760) 763-1921

The Counseling Services Branch (CSB) is comprised of the Family Advocacy section and the General Counseling section. Family Advocacy is a command-sponsored program designed to address the problems of family violence within the Marine Corps Community. The program is responsible for implementing a Coordinated Community Response, which allows commands, agencies, individuals and organizations in the intervention of domestic violence to cooperate and coordinate their efforts to the fullest extent.

- **Licensed Clinicians:** Provide initial counseling and assessments to active duty service members and family members who have been involved in incidents of spouse or child abuse. The program provides an array of effective educational and counseling services that will deter family violence behavior and promote healthy family lifestyles.
- **Victim Advocates:** Provide services to victims of spouse abuse, rape, and sexual assault. These services include community and military referrals, emotional support, and crisis intervention.
- **General Counseling Section:** Is provided by Licensed Counselors and supervised Interns to individuals and couples seeking a supportive environment for dealing with various issues such as relationship problems, job stress, grief and loss.
- **Screenings required**
- **Combat Stress Groups** - Groups are forming for combat veterans and educational briefs for family members.

Prevention and Education:

- Offers numerous skill-building workshops, 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 Groups, Blended Families and Surviving the Teen Years.

Counseling Services Cont:

New Parent Support Program- (760) 725-3884

FAX: (760) 725-9571

- **Home Visiting Service** to provide parent education and support as well as identification of resources in the military and civilian communities that can aid in supporting the family. Home Visitors are licensed registered nurses or licensed clinical social workers with extensive background in maternal-child and military family issues. Appointments are made at the convenience of the family. Families are seen weekly as long as needed, averaging 6-9 months.
- **Baby Boot Camp (Infant Care Classes)**
- **Parenting Classes** - Series of 9 classes, geared toward families with children one to five years old.
- **Our First Friends** -Support Group for mothers with infants under 12 months.
- **Play morning** -Interactive play group for families with children 12 months - 5 years.

Population Served:

- Marine Corps families with children ages 5 and under or expecting a baby and other branches of military service stationed at Camp Pendleton.
- Families who reside on base. Also families residing off base north of Del Mar/Lake Hodges to San Clemente/Temecula. Miramar/MCRD also has a NPSP that provides services for those residing in south San Diego County.

Referral Process:

- Command, Staff at NHCP other agency staff, or self- referrals all accepted.
- Referrals may be faxed in at (760) 725-9571 or may be called in to (760) 725-3884.
- The Program Director or other clinician will call all referrals and complete a phone assessment. All programs will be offered to the family. Information from this call will be used to prioritize assignment for home visiting services.

DEERS/Pass & I.D.

Main Gate – Bldg 20250

General Information/Appointments: Mon-Fri 0730-1530

(760) 725-2768/2013/2633/2865/2768

<http://pmo.pendleton.usmc.mil/>

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

Monday-Friday 0730-1530

DEERS Verification: 1-800-538-9552 or www.tricare.osd.mil/deers

Hours: Monday – Friday 0730-1530

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, former spouses who are not remarried and certain other eligible family members.

Services:

- Enroll/disenroll or update sponsor 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:

- Driver's license or picture ID.
- DD Form 4 (Enlistment Contract) for Active Duty members and CHIT 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 Volunteers:

- If ID Card is lost, stolen, damaged 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. *Power of Attorney is needed.*
- Newlyweds with deployed spouses may be able to obtain a temporary ID card if they bring birth certificate and marriage license. **CALL FIRST FOR DETAILS!**
- Children of non-married Marines and Sailors should get ID cards and enroll in DEERS to obtain access to TRICARE. These children do not have to be ten years old to get ID cards. **CALL FIRST FOR DETAILS!**

Readiness & Community Support

Bldg 13150 (Mainside) & Bldg 520512 (SOI)

Monday-Friday 0730-1600

Program Information: 725-5361

Readiness & Community Support is a branch of the Marine & Family Services, Marine Corps Community Services. The purpose is to provide those services and programs that support and enhance the military lifestyle and living while stationed or working on Camp Pendleton. The following are available to single and married service members, all family members, retirees and DoD employees.

Career Resource Center- Mainside 725-4199/ SOI 763-7184

Career Counseling:

- Career Assessments and individual career counseling is available to military spouses and activate duty personnel planning for retirement or separation with more than 6 months to EAS. Other services include: Resume Assistance, Individual Career Plan and Job Search Assistance.

Educational Workshops:

- Resume Writing
- Job Interview Techniques
- Federal Application Information
- Career Development

Career Resource Library and Computer Center

- Books
- Videos
- Handouts
- Access to Job Banks
- Access to Electronic Bulletins
- Electronic Job Search
- Electronic Resume Posting
- Electronic Federal Applications
- Electronic Job Posting On/Off Base

Expert Assistance:

- Is available to learn key words and occupational definitions that are necessary to put together a successful resume by using Job Browser Pro.

Mock Interviews:

- Are available to aid in preparing you for a successful interview. View your tape from home and be more prepared.
- MCI Courses
- VMET

Other Services through Career Focus:

- S.M.A.R.T.
- Web Sites
- Email Address
- Career Fairs: These are biannual events, held the third week of April and September. The Career Fairs bring hundreds of local and national employment options to the military families that will be separating or retiring, as well as opportunities for spouses.

Exceptional Family Member Program- 725-5363/SOI 763-0868

- An exceptional family member is one with physical, emotional, developmental or learning disability requiring special services.
- The program is a management tool used to monitor assignments for service members with an exceptional family member to preclude sending a service member and/or families on orders to a duty station where adequate treatment and care is not available for the family members.
- **Services include:** Identification and Enrollment, "Bridging the Gap" Support Group, Special Connections, Peer Mentoring Program, Parents Actively Linked for Support (PALS).

Family Member Employment Assistance Program:

- Provides a variety of services to assist spouses and family members who are seeking employment or to upgrade their careers. Services offered are: individual career coaching, career assessment. The following educational workshops are scheduled monthly: Resume Writing Tips, Job Interviewing Techniques, Federal Applications and Career Assessment.

Financial Fitness - 725-6098/6209

- Offering proactive financial assistance through one-on-one training, group classes and unit training. Focus of effort on:
 - Financial Education
 - Consumer Awareness
 - Credit Information
 - Investments
 - Partnerships with:
Consumer Credit Counselors of San Diego and Imperial Counties and
United Servicemen's Automobile Association (USAA) Educational Foundation

Relocation Assistance: 725-5704

- Our Relocation Specialist taps a variety of resources to assist service members and families with relocation or transition. Offered are:
 - International Culture Group
 - Loan Locker

Relocation Assistance Continued:

- Plan Your Move Seminar
- Sponsorship Training
- TMO Briefing
- Youth Sponsorship

Retired Activities- 725-9791 - The Office is a liaison between the retiree, installation staff and other military agencies. Our Volunteers assist with:

- Annual Retired Activities Expo
- Awards Assistance
- Casualty Assistance
- Information and Referral
- Survivor Benefit Information
- Volunteer Opportunities
- Pre-Retirement Seminars (24 month out)
- 25+ Retirement Seminars (24 month out) Pre-Retirement Seminar: Marine and Navy personnel (officers and enlisted) who are planning retirement within 2 years are invited to attend a Pre-Retirement Seminar. The Senior Pre-Retirement program is provided to officers and enlisted with 25 or more years of active duty service, spouses are welcome to attend. Provides help in translating military experience into civilian language, performing job searches, networking- effective ways to find a new career and Survivors Benefit Plan & other retirement benefits

Spouse University:

- Offers no-cost training in business and computer applications, basic accounting and medical terminology through group classes, which are available at the **Abby Reinke Community Center**.

Transition Assistance Programs- 725-6324

- Medical Separation Program
- Mandatory Pre-Separation
- 4 day TAP class (job search training, 12 months out)

Veterans Administration Work-Study Program:

- Individuals who have previous military experience and want a part-time job, while attending school are eligible. Spouses with prior military experience are encouraged to apply. There are a variety of placements.

V.A. Benefits Counseling - Phone: 385-0416

- V.A. Benefits Counselor on-site to counsel service members on V A benefits and entitlements
- Assists with filing for pre-discharge disability claims.
- Discuss Educational Benefits
- Discuss medical concerns that may lead to filing a VA claim (reviews medical records)
- Discuss home loan program

Volunteer & Skills Development Program: 725-3856

- Our Volunteer Coordinator provides linkages to installation and community volunteer resources.
- All volunteers must be registered with the Volunteer Coordinator and turn in monthly hours
- Annual Volunteer of the Year Ceremony held in April to recognize all of our hard work. Awards given to those volunteers, and units who have the most hours.

READINESS & COMMUNITY SUPPORT

COMMUNITY CENTERS

Stuart Mesa Community Center

Building 310001

1200 - 2100, Monday thru Friday

1000 - 1600, Saturday (Summer Hours: 1 May - 30 September)

Closed on Saturday (Winter Hours: 1 Oct - 30 April)

Telephone: 725-9717

Abby Reinke Community Center (Wire Mountain Housing Area)

Building 201019

1200 - 2100 pm, Monday thru Friday

1000 - 1600, Saturday

Closed on Sunday

Telephone: 763-0649

San Onofre Community Center

Building 51919

1200 - 2100, Monday thru Friday

Closed on Saturday and Sunday

Telephone: 725-4310

- Community Centers offer a variety of programs, which are tailored to the needs of the individual community.
- Marines/Sailors and their families come to the centers to find recreational, leisure and educational opportunities.
- Many classes taught are Family Team Building & Community Support classes, as well as those provided by other on-base agencies such as the Armed Services YMCA and Children, Youth and Teens Program.
- Children's programs include but are not limited to: dance classes, Tai Kwon Do, Our First Friends, Star Tennis Program and the Scouts.
- Examples of adult leisure programs are a variety of dance classes, decorative painting and craft classes. Computers with Internet access are also available for patron use.
- All community centers are available for a variety of functions such as birthday parties, wedding receptions, unit functions and retirement parties.

**Information and Referral Services
Marine & Family Services (M&FS)
“One Call Can Do It All”
Camp Pendleton, Building #13150
(760) 725-3400 and/or (760) 725-6090
Phone: 1-800-253-1624
Monday-Friday, 0730-1630**

Confused and not sure where to turn for help? Have questions? Looking for answers? Call or visit us for help. We link YOU to available programs and services on the Base or throughout surrounding communities. We have something for everyone ... singles, married, and children.

As the Western Regional Community Service Center, we can locate resources
THROUGHOUT THE USA!

The MCCA, Marine & Family Services, I & R Specialist provides information and referral assistance for on and off Base resources to support individual Marines, Sailors and families. They provide research, resources, information and briefings on a wide variety of topics to include, but not limited to the following:

- Welcome Aboard Orientations, Wednesday: 0800-1000 at the Joint Reception Center. (JRC)
- Spousal support issues.
- Assistance to Active Duty, Reservist, family members, retirees, widows, widowers.
- Assistance to Marines, Sailors and family members during PCS moves and deployments.
- Maps, guides, useful websites, phone numbers and research.

Joint Education Center

Bldg 1331

Hours of Operation: M, T, Thurs & Fri 0730-1630

Wed 0900-1630

(760) 725-6660/6414

SOI Location: (760) 725-0606

Bldg 520420

Mission:

- The mission of the Joint Education Center is to provide a wide range of high quality educational programs to enhance professional and personal learning for all active duty military personnel and their families.

Services:

- **College 101 Brief:** all first time Tuition Assistance users are required to attend a College 101 Brief before submitting the form for assistance. This brief is designed to help first time, or returning, students prepare to return to college. Held every Wednesday at 1130 and Friday at 0830 in Room 210. Appts not required for class.
- **Counseling:** Academic advisement for both active duty and family members. Appts available Monday, Tuesday, Thursday, and Friday, 0900-1600.

ON BASE SCHOOLS:

Central Michigan University: www.cel.cmich.edu

Office Hours: Mon-Thurs 0800-1600, Fri 1000-1800

(760) 725-0485 or (760) 385-0412

Central Texas College: www.ctc-pendleton.com

Office Hours: Mon-Thurs 0800-1630, Fri 0800-1500

(760) 725-6386, (760) 385-4942

Embry-Riddle University: www.erau.edu/camppendleton

After 1600, call (760) 385-4233

(760) 385-0152

National University: www.nu.edu

Office Hours: Mon-Fri 0800-1630

(760) 268-1533

Park University: www.park.edu/pendleton

Office Hours: Mon-Fri 0800-1630

(760) 725-6858

Palomar College: www.palomar.edu

Office Hours: Mon-Thurs 0800-1930, Fri 0800-1400

(760) 725-6626

Legal Assistance & Military Magistrate

Building 22161

(760) 725-6172

Walk-ins: Tuesday & Thursday at 0700

Notary: Monday- Thursday 0800-1100 & 1300-1500

Appointments: Call FRIDAY mornings at 0730

Dissolution (Divorce) Class: Bldg. 22161, Thursdays 1300-1400

Services:

- Walk-ins
- Consumer Law Issues
- In Loco Parentis
- 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
- Review of Contracts
- Creditor Problems
- Landlord/Tenant Disputes
- Contract Disputes
- Powers of Attorney
- Support Actions
- Paternity Actions
- Notary Public
- Naturalization Class

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

Military One Source

Online: www.militaryonesource.com

From the United States: 1-800-342-9647

Overseas: 800-3429-6477

Or call collect: 484-530-5908

User ID: military **Password:** onesource

En español, llame al 877-888-0727

TTY/TTD: 866-607-6794

You can create your own user ID and password to order free audio CD's, tapes and booklets and have them sent to your home or office. This website and phone number can be used 24 hours a day, 7 days per week to address any issues that you might want answers to. Such as:

- Relocation
- Elder Care
- Legal Issues
- Financial Matters
- Education and Schooling
- Relationships
- Parenting and Child Care
- Health and Wellness
- Counseling Services
- Everyday issues
- Deployment or Re-deployment issues
- Military One Source provides free telephonic counseling services by consultants who have master's degrees or counseling credentials in a wide variety of fields including Social Work, Child Care, and Education, and will provide unlimited telephonic counseling for emotional well-being issues.
- Military One Source Staff include multilingual and multicultural staff. All staff is supported by a simultaneous language translation service that allows you or your family members to speak in your preferred language to the consultants while the translator is on the line.
- The toll free lines and collect call lines are also TTY-TDD equipped for the hearing impaired.

Military One Source also has consultants who speak Spanish and offer simultaneous translation into more than 140 other languages.

Marine Corps Family Team Building (MCFTB)

Offices, Bldg. 13150, Training Classroom, Bldg. 1345

Admin. (760) 725-9052

L.I.N.K.S Admin. (760) 725-2335

Family Readiness Program (760) 725-6637

Readiness & Deployment Support (760) 763-1337

PREP & CREDO (760) 725-4954

Mission: To enhance unit readiness by providing quality educational programs that builds confident military families. MCFTB invites you to visit our offices and learn about our services. We are your direct link to readiness information at Camp Pendleton and the local communities.

MCFTB Programs:

L.I.N.K.S. (Lifestyle, Insights, Networking, Knowledge & Skills)

“Building Confident Military Families”

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

FAMILY READINESS PROGRAM;

“Strengthening unit communities through family readiness education”

- Key Volunteer Basics Training (KV)
- Key Volunteer Coordinator Training (KVC)
- Key Volunteer Advisor Training (KVA)
- Family Readiness Officer Training (FRO)
- MCFTB Family Readiness Quarterly Meetings

RDS (Readiness & Deployment Support)

“Providing tools for personal & family readiness”

- Readiness Briefs
- Pre-Deployment Briefs
- Family Readiness and Deployment Support
- Reunite, Readjust & Rediscover Workshop
- Family Day Support

LifeSkills: Classes (more info to come)

SLS (Spouses’ Learning Series)

“Promoting volunteer spirit through leadership education”

CREDO (Chaplains Religious Enrichment Development Operation)

“Redefining life through community”

- Marriage Enrichment Retreats (MER)
- Personal Growth Retreats (PGR)
- Spiritual Growth Retreats (SGR)
- Unit Team Building (UTB)
- Warrior’s Spouse Training
- “The Bond” Military Member and their children retreat
- Warrior’s family Readjustment

PREP (Prevention & Relationship Enhancement Program)

“Building relationships through communication”

- Marriage preparation workshops
- Communications workshops

Naval Hospital Camp Pendleton
Information (760) 725-HELP (4357) option 5
Appointment Line: (760) 725-HELP (4357) opt. #1
Emergency Room (760) 725-3258
Family Practice Message Line (760) 725-5381
Mental Health (760) 725-1555/1556
31 Area Branch Medical Clinic (760) 725-7499
52 Area Clinic (760) 725-7200
Family Medicine Oceanside Clinic (760) 754-0974
E-Appointment: www.triwest.com

Mission:

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.

What to bring:

- 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.

DO NOT disenroll from Tricare when moving!
Call the Tricare office when you are in your new home. They will transfer your benefits to the new region.

Navy Marine Corps Relief Society

Mainside Location - Building 1121

(760) 725-5337 / 5338

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

Thursday 8:00am - 2:30pm

SOI Location - Building 520512

(760) 725-7497, (949) 492-1082

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

Thursday 8:00am - 2:30pm

After hour's access: American Red Cross 1(800) 951-5600

Services:

- 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.
- 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 Sea bag", 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/ Current LES
- Any documents pertaining to the problems
- Call at 0800 for same day appointment/ Walk- ins for EMERGENCY LEAVE ONLY
- Knowledge of monthly expenses

Special Notes for 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 before deployment. This allows the Society to help the family 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.
- NMCRS information shared during appointments is confidential. A Command is not notified that a client has applied for assistance unless he/she gives permission.

PUBLIC AFFAIRS OFFICE (PAO)

(760) 725-5011

If you are asked to give an interview, contact the PAO. They will give you tips on how to handle the media or in some cases send a representative to be with you during the interview. You are a U.S. citizen and have the same rights of freedom of speech as any citizen. Remember you are a Marine Corps spouse; you also represent your Marine.

Tips For Media Interviews:

- YOU are the Marine Corps when doing an interview
- Know your audience (who are you trying to reach?)
- Know your communication objectives, and what the intent of your message is.
- Maintain control by bridging back to your communication objectives.
- Forget the cameras and talk to the interviewer. Concentrate on him/her.
- Focus on a point around his/her head if you don't want direct eye contact.
- NOTHING IS "OFF THE RECORD" always assuming the camera/mike is on!
- Stay composed, even if the reporter becomes aggressive.
- Answer only one question at a time. For multiple questions, answer in the order you feel comfortable.
- Be aware of the latest news affecting the Marine Corps that could be brought up in your interview.
- Be prepared to bridge back to your communications objectives.

When Answering Questions:

- Put your conclusions or main points UP FRONT
- Answer in concise 15-20 second positive statements
- Use simple language-avoid military/technical jargon and acronyms
- Do not speculate or attempt to answer "What if..." questions
- Keep you answers within your sphere of responsibility
- NEVER say "no comment" if you don't know, say "I don't know."
- Answer in the first person and use "I" rather than "we"
- Be COMPLETELY TRUTHFUL! Don't "shade" the truth or exaggerate
- DO NOT repeat negative/emotional words that may be used by interviewer

TRICARE

1-888-TRIWEST (1-888-874-9378)

TRIWEST Service Center:

Naval Hospital Camp Pendleton

6th floor, Room 6041 (760) 725-1262

Hours: 0700 – 1700 (M-F)

Also located at Joint Reception Center – walk in only

www.triwest.com

Tricare Prime

Provider locator: 1-888-TRIWEST OR www.tricare.com

- Cost- No deductibles, no enrollment fees, no co-pays
- Service- Access to Military Treatment Facilities or TRICARE network providers
- Enrollment- Required
- Advantage- Portability- when you PCS or go TDY, TRICARE Prime moves with you

Tricare Plus

Provider locator: 1-888-TRIWEST OR www.tricare.com

Cost- Deductible and 15% cost share

- Service- Only TRICARE network providers
- Enrollment- Not required; just show military ID
- Advantage- Claim paperwork submitted by provider

Tricare Standard

Provider locator- 1-888-TRIWEST OR www.triwest.com

- Cost- Deductible and 20% cost share and a co-pay
- Service- Broad access to medical care providers
- Enrollment- Not required; just show military ID
- Advantage- Freedom to choose any TRICARE-authorized provider, so you have the largest choice of doctors.

Who is Eligible for TRICARE Benefits:

- An active duty family member
- A military retiree
- A military retiree family member
- A surviving eligible family member of a deceased active duty or retired service member
- A ward, preadoptive child or former spouse of an active duty or retired service member
- AND
- Enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) 800-334-4162

What to bring to appointments:

- Military ID card
- Tricare ID card

Vehicle Registration
JRC (Joint Reception Center)
Building 130132
Hours: Monday – Friday 0730 – 1600
California Department of Motor Vehicles
Hours: Thursdays only from 0830 – 1630
(760) 725-2106
www.dmv.ca.gov

Services:

- Base vehicle registration stickers
- Vehicle Registration for California
- Driver License Services – written test only

What to bring for base vehicle registration:

- 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
- Smog is required every two years on vehicle's newer than 1973
- Diesel cars do not require smog testing

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

Vehicle Registration:

- Driver's License and Military ID card
- The Title or Current Registration Certificate
- Smog Certificate
- An application form available at the office or by mail.
- A visual inspection of the Vehicle ID number is also required.

Driver License:

- 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 your Social Security number

Military ID Card:

- If Military service member cannot be present, spouses can obtain an ID card.
You must have either Power of Attorney and/or 1172 signed by service member

Special Notes for Volunteers:

- For full service motor vehicle information refer to:

Oceanside DMV
1 800 777-0133
Hours: M,T,F: 0730-1730
W: 0900-1700
TH: 0730-1830

San Clemente DMV
1 800 777-0133
Hours: M,T,F: 0800-1700
W: 0900-1700
TH: 0800-1830

Women, Infants and Children (WIC)

Central Line: 1-800-500-6411

Locations:

- Mainside Camp Pendleton, bldg 1131
- Abby Reinke Community Center, bldg 201019
- San Onofre Community Center, bldg 51919
- 1906 Oceanside Blvd, Oceanside
- Mesa Margarita WIC – San Luis Rey Valley Police & Resource Center
- 521 Vandegrift Blvd. Oceanside

What is WIC?

- WIC is a nutrition program that helps mothers and young children eat well and stay healthy.
- WIC gives eligible families special vouchers to buy specific foods like milk, cheese, juice, cereal, eggs, dried beans, peanut butter, carrots, canned tuna, baby cereal and formula with iron.
- WIC also provides nutrition and health education, personal counseling about nutrition, support and help with breastfeeding and referrals to health care and other kinds of help for qualifying families.

Who is eligible?

- Women who are pregnant, breastfeeding or recently had a baby, infants under 12 months old and children under 5 years old are eligible.
- The family must also meet the WIC income limits and get medical checkups.

What to bring to appointments: (Appointments are required)

- Current LES
- Medical form filled out by doctor
- Proof of address
- Food records of what you or your children eat.

Need a Ride to your Appointment?

- Call ASYMCA to reserve transportation to your WIC appt. ASYMCA at 760-385-4921. See page 14 for details.

SECTION VI

SAN DIEGO COUNTY

RESOURCES

Black Infant Health Program

**12 North Euclid Avenue
National City, CA 91950
(619) 266-7466**

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.

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.
- **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. Case Management is provided if needed.
- **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 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

Catholic Charities

Immigration & Naturalization Services (INS)

328 Vista Village Drive, Ste D

Vista, CA 92083

760-631-5890

Immigration & Health

4575-A Mission Gorge Place, San Diego, CA 92120

(619) 287-9454

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 Volunteers:

- Marines often marry women while stationed overseas, particularly Okinawa, the Philippines, Australia and Europe. At times the spouses may not understand the complicated rules they must follow to maintain their status here in the United States or the INS will lose their papers.
- Catholic Charities may be able to help with the complicated issues involved in marriages overseas.

Community Resource Center and Bread Room

650 2nd Street, Encinitas, CA 92024

(760) 753-8300

Monday-Friday 0830-1700

Bread Room open 7 days a week – 1100-1400

Information and referral services:

- Health care
- Jobs
- Job training
- Interface Shelter Network

Emergency aid:

- Food
- Clothing vouchers
- Bus tokens
- Domestic scale violence shelter
- Counseling
- Toddler Infant Program – emergency diapers
- Assistance given on a case-by-case basis
- Se Habla Espanol

Consumer Credit Counseling Service of San Diego and Imperial Counties

**Community Services, Camp Pendleton
Financial Management
(760) 725-6098/6209
Hours: 1200-4:00 (TH) Appt's only**

**1949 Avenida del Oro Ste 106
Oceanside, CA 92056
(760) 414-3532
Hours: 0800 – 5:00 (M-F)
N.County Coastal Career Center**

WWW.CCCS-SANDIEGO.ORG

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.

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 to assess their 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 per MONTH.

What to bring to appointments:

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

Personal Notes/Highlights:

- Active Military have FREE START UP

Special Notes for 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.

Center For Community Solutions

106 South Grape Street

Escondido, CA 92025

760-747-6282

888-385-4657

7339 El Cajon Blvd, Ste J

La Mesa, CA 91941

619-697-7477

The CCS 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.

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 and/or hospitals
- Designated Rape Crisis Center
- Hidden Valley House: An emergency shelter for women and children who are victims of violence or homeless. Includes food, clothing, employment search, support groups, information and referrals, and 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, couple, family and group counseling. Sliding scale fees.
- North County Child Abuse Services: Provides services to families where neglect, physical and sexual abuse have occurred.
- Options for Recovery Program: An intensive day treatment chemical dependency program for pregnant women and parenting women.
- Project Safe House

Special Notes for Volunteers:

- Some services have charges based on a sliding fee schedule
- Se Habla Espanol

The Elizabeth Hospice

150 West Crest Street

Escondido, CA 92025

www.elizabethhospice.org

1-800-797-2050

The Elizabeth Hospice Foundation, founded in 2003, helps fund care for those who need it the most...the dying, their families, and those who grieve.

Services:

- Come and join **The Elizabeth Hospice Walking Group** designed especially for those who have experienced grief and loss. Enjoy the beauty of nature while moving in a healthy direction. Walks are structured to assist in one's personal journey and healing grief process. Each walk opens with an inspirational reading and flows into a picturesque walk that allows for quiet thoughts and the sharing of wisdom along the way. Carlsbad Sea Wall and Escondido (Lake Hodges) area.
- **Circles of Caring** - provide drop-in support for adults who have recently lost a loved one. Groups meet throughout our service area. There is NO charge. All are welcome, and no registration is required. Come to one or come to all. Carlsbad, Encinitas, Escondido (day group), Escondido (evening group), Oceanside/Vista, Poway, Rancho Bernardo, San Marcos
- **Bereavement Programs for Children**- programs for children regarding grief and loss.
- **Bereavement Support Groups for Teens**- a six-week support group designed for teens that have experienced the death of someone significant in their lives. Groups are offered throughout the year in area schools.
- **The Elizabeth Hospice Thrift Shop**

1005 South Escondido Blvd.
Escondido, CA 92025

Drop offs are gladly accepted

Monday thru Friday 10:00 am – 3:00 pm

To have your larger items picked up, please call (760) 747-3316

Legal Aid Society of San Diego
216 S. Tremont
Oceanside, CA 92054
(760) 722-1935 or 724-2740

Services:

- The Legal Aid Society is an organization offering free legal services for a variety of situations.
- Prospective clients can 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.

Free legal services in the following areas:

- Housing – Evictions and Section 8 Program problems
- Welfare – various government benefits
- Consumer problems such as student loans, auto deficiencies, collection lawsuits, utility problems
- Referral to other agencies for assistance
- Referral to other legal assistance if not qualified or if Legal Aid cannot assist
- Consumer, criminal and immigration consults

What to bring for appointment:

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

Special Notes for Volunteers:

- Have family call first for screening
- Appointments preferred

Libré

877-633-1112

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 877-633-1112
- Emergency Shelter
- Transitional Housing
- Community Education
- Children's services
- Parenting classes (available to residents)
- Group counseling (available to residents)
- Transportation assistance (limited)
- Case management
- Systems advocacy
- Court accompaniment
- Life skills instruction
- Client assistance
- Bilingual Services

Lifeline of North County

110 Copperwood Way, Suite Q

Oceanside, CA 92054

(760) 757-0118

200 Michigan Avenue

Vista, CA 92084

(760) 726-4900

Bus Service Registration: 726-3961

Legal Advice Clinic: 726-4900

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.

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 Saturdays 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 matters; 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:** Countywide 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.**

Special Notes for Volunteers:

- Most services are free; however, a small donation is requested for the Legal Clinic and Counseling (minimum \$25)
- 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 (Life Skills)
- Call for an APPOINTMENT

**MAAC PROJECT
EARLY HEAD START
Administrative Office
(760) 471-4210**

**Oceanside I Center
1210 Division Street
Oceanside, CA 92054
(760) 721-4692**

**Vista Center
329 Olive Avenue
Vista, CA 92083
(760) 726-4131**

**Oceanside II Center
2322 Catalina Circle
Oceanside, CA 92057
(760) 941-7616/6935**

**San Marcos I Center
634 W. Mission Road
San Marcos, CA 92069
(760) 744-2110**

What is MAAC Project Early Head Start:

- MAAC Project Head Start and Early Head Start are a bilingual/multicultural, early childhood and family education program funded by the Federal Government.
- Services are provided in Camp Pendleton, Oceanside, Vista, San Marcos, Fallbrook and Rincon.
- Children are served in our Combination Option, Home Base, Family Child Care Programs and Center Based Child Development Program.
- Early Head is a developmental program for infants and toddlers, 0-3 years of age and their families.
- In partnership with Early Head Start staff, families will promote their child's development in all areas including cognitive, social emotional, motor development, speech and language.

Who is eligible for Early Head Start:

- Children who are low-income and children with disabilities between ages 0-3. Age and Federal Government income guidelines determine who qualifies.

What do you need to register:

- You must have your child's birth certificate and immunization record showing that the child is up to date of immunizations. Children with disabilities need to submit a recent copy of an ISFP or Diagnostic Report.
- Proof of income requirements are: 1040 Income Tax form with W2 attached and one month pay stubs for each parent showing year to date earnings.
- If Military, you need a current LES.
- If TANF eligible, you need a current notice of action.
- If there is no 1040 form or year to date earnings on check stubs, we must collect 12 pay stubs for each parent.

What services are offered:

- Early Head Start services include Education, Health Services, Nutrition, Special Needs and Parent Involvement.

Military Outreach Ministry (MOM's)

www.militaryoutreachministry.org

Northern Region & Camp Pendleton: (760) 908-7043

Central Region: (858) 688-5015

Southern Region: (619) 843-1835

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.
- Support in Crisis: Provide emergency food, clothing, diapers, layettes, baby formula (including prescription formulas – will cover until WIC kicks in).
- Fresh fruit, vegetables and other food items distributed once a month
- Loan of household items and essential furniture (sofas, tables, chairs, dressers)

How You Can Help Us:

- Volunteers need at the warehouse, food and bread distributions, and at activity classes.

NEW PARENTS:

We carry a complete line of infant necessities such as:

- **Cribs, Bassinettes, Play Pens**
- **Strollers**

Bathtubs, Potty Chairs, High Chairs and Booster Seats

FOOD DISTRIBUTIONS

We currently provide monthly food distributions to qualified families each month. To participate you will need your military identification card. Enlisted ranks E5 and below take priority from start to noon. After noon all ranks welcome.

1 st Saturday	San Onofre Community Center Parking Lot	09:30
2 nd Tuesday	M.O.M. Warehouse	10:00
2 nd Tuesday	San Onofre Community Center	11:00
Sunday (as scheduled)	South Mesa Chapel	14:00
4 th Tuesday	M.O.M. Warehouse	10:00
4 th Tuesday	San Onofre Community Center	11:00

Proxy forms available for bulk delivery to command units. For more information please contact Patty Dutra here (Patty.dutra@militaryoutreachministry.org)

BREAD DISTRIBUTION

Bread Distributions are held on the 1st and 3rd Tuesday at 10:00-1300 (while supplies last) at the MOM warehouse Bldg. 1672. 10:00-10:30 E5 and below have priority after 10:30 all ranks welcome Bread is distributed at food distributions on alternating Tuesdays.

Beginning in July all Bread Distributions will be at the MOM warehouse Bldg. 1672 and all ranks are welcome 10:00-1300.

New to Family Housing?

If you are a new family just starting out and have not yet accumulated furniture and household items we want to help you get started.

Visit our warehouse at Building 1672 Mainside to check out the available furniture and household necessities. We receive good quality items from donors on a regular basis. Come in to the warehouse and choose from our Wish List of items available for young families. Items such as:

- Kitchen starter kits
- Small Appliances
- Bed Linens
- Towel Sets
- And other practical items.....

FOR GROCERIES, DIAPERS, FORMULA, OR OTHER BABY NECESSITIES PLEASE CONTACT US 7 DAYS A WEEK. SOMEONE WILL DELIVER THE ITEMS TO YOUR HOME.

PICKING UP THE PIECES

Bereavement Support

**Eternal Hills Memorial Park
1999 El Camino Real
Oceanside, CA 92054
(760) 754-6600**

**New Song Community Church
3985 Mission Avenue
Oceanside, CA 92054
(760) 560-5000**

Services:

- “Picking Up The Pieces” is especially for those who are faced with a new beginning after a death. This is a community program open to everyone who is experiencing the loss of a loved one.
- Each of us feels our loss in a very private and personal way. There are, however, thoughts, feelings, and daily changes in behavior that is common to all of us when we grieve.
- “Picking Up The Pieces” is a program that will help each of us learn to cope with the trials of starting a new life.
- Join others to share your questions, concerns, and your hope for the future.

First Presbyterian Church, Fireside Room, 2001 El Camino Real

- 1st & 3rd Wednesday of the month at 2pm

New Song Community Church, 3985 Mission Avenue

- 1st & 3rd Thursday of the month at 7pm

For Information Call:

- Rev. Don Davis, 760-931-1720
- Eternal Hills Mortuary, 760-754-6600
- First Presbyterian Church, 760-757-3560

Palomar Family Counseling Service, Inc.

Escondido, Vista, Poway

To make an appt at any of the locations above call
(760) 741-2660

Services:

- PFCS's experienced counselors help women free themselves from destructive relationships.
- Group counseling for men who have difficulty in dealing constructively with their anger.
- Parenting skills training, separation anxiety, stress management, anger management, conflict resolution and relationship classes
- Both individual and group counseling available
- Sliding scale fee
- Call for an appointment

**Social Services Department
Family Resource North Coastal Region**

**1315 Union Plaza Ct.
Oceanside, CA 92054
(760) 754-5757
Hours: 6:45am – 5:00pm**

**Children Services
1320 Union Plaza Ct.
Oceanside, CA 92054
(760) 754-3456/8000
Walk-in Services Only**

**Children Protective Services, 1-800-344-6000
Adult Protective Services, 1-800-510-2020**

Services:

- 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, childcare licensing, and in-home support services for parents.
- Aid to Families with Dependent Children

What to bring to appointments:

- Proof of income (current LES)
- Budget of monthly bill and obligations

St Clare's Home

**2091 East Valley Parkway
Escondido, CA 92027 (mailing address only)
(760) 741-0122**

Mission:

- To empower homeless and/or abused women and the children to become independent and self-sufficient.
- A non-denominational non-profit organization providing shelter and services for homeless abused women and children.

Services:

- Food
- Clothing
- Group living
- Individual and Group Counseling
- Case Management
- Substance Abuse Rehabilitation Services
- Parenting, Life Skills classes
- Medical Services
- Childcare
- Education and Career Counseling
- Love to homeless women and their children
- St. Clare's has 8 group homes
- Licensed day care for infants and toddlers
- Counseling and Resource Center
- Depot for supplies
- Thrift shop

Southern Caregiver Resource Center

“Caring for those who care for others”

San Diego Office

(858) 268-4432, (800) 827-1008

Email: scrc@caregivercenter.org

www.scrc.signonsandiego.com

What We Do:

- The Southern Caregiver Resource Center offers services to family caregivers of adults with a brain impairment, or frail, older adults, and is for residents of San Diego and Imperial counties. Most services are free of charge.

We Provide:

- Information and Referral
- Free Family Consultation and Care Plan
- Respite Assistance
- Long Distance Caregiver Support
- Counseling
- Specialized Support Groups
- Educational Seminars and Classes
- Caregiver Retreats
- Lending Library
- Long-Term-Care Legal Clinics
- Foreign Language Fact Sheets
- Internet Support at www.link2care.net

Women's Resource Center

**1963 Apple Street
Oceanside, CA 92054
(760) 757-3500
Open 24 Hours**

Services:

- Serves individuals and families threatened or victimized by domestic violence, sexual assault and homelessness through supportive services, counseling, shelter and education.
- 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.
- 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 5:00pm.
- 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 Domestic Violence Services

1012 C Street, San Diego, CA 92101

www.ymcasandiego.org

24-Hour Hotline: (619) 234-3164

Residential Programs:

Casa de Paz- Domestic Violence Services address the needs of physically and emotional abused women and their children by offering:

- 24-hour hotline
- Confidential shelter for women and children
- Individual counseling and support groups
- Legal assistance
- On-site school for shelter children

Becky's House – Becky's House is an 18-month residential program for survivors of domestic violence and their children. This program provides:

- Furnished residence for families
- Counseling and parenting classes
- Legal Assistance
- Tutoring, GED and continuing education assistance
- Job skill assessment, training and career counseling
- Educational and play activities for children

Homeless Services:

Cortex Hill Family Center- Cortex Hill Family Center provides 90 days of comprehensive services to homeless families including:

- Apartment style residence
- Counseling and parenting classes
- Legal Assistance
- Job skill assessment, training and career counseling
- Educational and play activities for children

Passages – Passages assists homeless women with a three step program that includes:

- Stabilization, a 90-day program providing shelter, counseling and case management
- Women in Transition (WIT), a one-year program that emphasizes career development, financial management, self-sufficiency, communication and socialization skills
- Supportive Independent Living (SIL), a 9-month program provides employed, low-income women with individual apartment style rooms on a sliding scale. This is the last step for women planning to move to off-site housing.

Young Adult Program- Young Adult Program provides young women transitioning from foster care with:

- Individual rooms in a safe residence
- Job search assistance & Educational counseling

YMCA Domestic Violence Services Continued:

Children's Services:

- Childcare programs in the Lincoln Park and College areas of San Diego provide children from low-income and single parent families positive and enriching programs.

Youth Leadership:

- Quality programming that focuses on academics and self-esteem for girls ages 11-18 years, is offered in the South Bay/San Ysidro areas. Programs for teenage girls address empowerment, academic achievement, and the development of leadership skills.

Counseling Center:

- Counseling for individuals, couples, families and children are offered on a sliding scale. Support groups for survivors of domestic violence and intervention program for domestic violence perpetrators are offered.

Legal Services:

- Legal Advocacy provides assistance to victims of domestic violence. Domestic Violence Legal Clinics provide services at community agencies and medical clinic throughout San Diego County.
- Family Legal Services offers professional family law services to women and men.

Resale Store:

My Sister's Closet:

- My Sisters Closet sells gently used merchandise to the public, while providing vouchers to YWCA program participants. Donations of gently used items are welcome.

“Many people in violent homes love each other and enjoy some good times together. Victims may feel that it’s better to suffer than to be separated. But without help, violence often gets worse.”

SECTION VII

ORANGE COUNTY RESOURCES

Community Service Programs, Inc.

Youth Shelter

Laguna Beach
(949) 494-4311

Services:

- CSP 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.
- Bilingual staff available

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- (949) 494-4861

Laura's House
San Clemente CA
Crisis Hotline (949) 498-1511
Counseling Line 949-240-0363

Services:

- 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
 - Phoenix Group

Legal Aid Society Of Orange County & Southeast LA County

**250 E. Center St.
Anaheim, CA
(714) 571-5200**

**725 W. Rosecrans Ave.
Compton, CA
(310) 638-5524**

**1170 Civic Center
Santa Ana, CA
(714) 571-5200**

Services:

- The Legal Aid Society is an organization offering free legal services for a variety of situations.
- Prospective clients can 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.

Free legal services in the following areas:

- Housing – Evictions and Section 8 Program problems
- Welfare – various government benefits
- Consumer problems such as student loans, auto deficiencies, collection lawsuits, utility problems
- Referral to other agencies for assistance
- Referral to other legal assistance if not qualified or if Legal Aid cannot assist
- Consumer, criminal and immigration consults

What to bring for appointment:

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

Special Notes for Volunteers:

- Have family call first for screening
- Appointments preferred

Women's Transitional Living Center

**Domestic Violence Hotline
(714) 992-1931**

**Hotline for Referrals:
1-800-978-3600**

Services:

- The Hotline is an 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
- WTLC will accept male children as old as 17 when accompanying abused mother
- Bilingual staff is available 24 hours a day

SECTION VIII

RIVERSIDE COUNTY

RESOURCES

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

Services:

- 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.
- 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.

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, CA 92546
24 Hour Crisis Hotline (951) 652-8300
Fax (951) 652-0944

Services:

- 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.
- A Board of Directors comprised of private citizens from throughout the service area governs the program.
- Paid and volunteer staff provides services

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.

Programs:

- **Advocacy** – Rape Exams, Judicial System
- **Community Education** – Rape Prevention Speakers, Workshops, In-Service for Professionals
- **Community Outreach** – Self-Defense Classes, Senior Safety
- **Counseling Services** – Licensed Therapists, Support Groups

SECTION IX CALIFORNIA AND NATIONAL RESOURCES

Infoline

The United Way in each county sponsors an information hotline to help connect those in need with the services available in that particular area.

**San Diego County, Coastal
(760) 943-0997**

**San Diego County, Inland
(760) 740-0997**

**San Diego Greater Area
(619) 230-0997
1-800-227-0997**

**Orange County
(949) 955-2255**

**Riverside County
1-800-464-1123 (24 hour hotline)
(951) 686-4357 (Crisis intervention/ Suicide Hotline)**

Salvation Army

San Diego County
1-714-832-7100

Orange County
1-619-231-6030

Riverside County
1-951-766-2020

- 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.

TAPS
1-800-959-TAPS (8277)
www.taps.org

TAPS is a nationwide network of military service for individuals affected by a death of someone in the Armed Services. They provide emotional and practical support for those who lose their service member spouse while on active duty.

Supports:

- The military families through **SURVIVORLINK**, 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, chaplains, 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.