

**The  
Camp Pendleton  
Family Readiness Program**



**Information and Referral  
Resource Guide**

**Marine Corps Family Team Building  
Marine & Family Programs**

**760-725-9052**

**April 2011**

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# SECTION I

## QUICK REFERRAL GUIDE TO CRISIS AND SEMI-CRISIS CALLS

### ANIMAL SERVICES

Rancho Coastal Humane Society Animal Safe House (North County)	(760) 753-6413
San Diego Humane Society (Central)	(619) 299-7012
Ramona Humane Society	(951) 654-8002

### BASE POLICE (PMO)

**911**  
**(760)725-3888/763-2077/2075**

### BIRTH OF A CHILD

American Red Cross ( <i>message to Active Duty member</i> )	
USNH (24 hours)	(800)-951-5600
TRICARE office at Naval Hospital Camp Pendleton	(888) TRIWEST
<i>(To enroll child in DEERS if born in civilian hospital)</i>	
Tricare at Joint Reception Center	Walk In only

### CAR REPAIR

Base Auto Hobby Shop	(760) 725-5963
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### CHILD ABUSE

INFOLINE (North San Diego County)	(800) 344-6000
INFOLINK (Orange County)	(888) 600-4357
INFOLINE (Riverside County)	(800) 464-1123
San Diego County Child Abuse Hotline	(800) 344-6000
Saint Clare's Home (Escondido, CA)	(760) 741-0122
Children's Hospital Family Violence Program	(619) 533-3529
CCS Hidden Valley House (North County)	(619) 697-7477 / (760) 747-6282
Laura's House – San Clemente, CA	(866) 498-1511/(949) 498-1511
Women's Transitional Living Center (Orange, CA)	(714) 992-1931
Orange County Child Abuse Registry (Orange, CA)	(800) 207-4464
Orange County Child Abuse Hotline	(714) 940-1000
Community Service Programs - Youth Shelter (Laguna Beach)	(949) 494-4311
Riverside County Child Abuse Hotline	(800) 442-4918
California Children's Services (CCS)	(951) 358-5401

### CHILD PROTECTIVE SERVICES (CPS)

California	(800) 344-6000
North Coastal County	(760) 754-3456

## **CLOTHING FOR VICTIMS OF DOMESTIC VIOLENCE**

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)	(888) 600-4357
INFOLINE (Riverside County)	(800) 464-1123

## **COUNSELING**

Base Chaplain	(760) 725-5322/5667
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)	(888) 600-4357
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) 874-9378

## **DEATH IN THE FAMILY OR DYING FAMILY MEMBER**

Veterans Affairs Bereavement Counseling:	(202) 273-9116
American Red Cross <i>(message to AD member/USNH (24 hours)</i> <i>(Request for Active Duty emergency leave)</i>	(800) 951-5600
TAPS <i>(for support in death of Active Duty member)</i>	(800) 959-8277
Elizabeth Hospice (Escondido & San Marcos, CA)	(760) 737-2050
Toll Free Number	(800) 797-2050
Hospice of the North Coast (Carlsbad, CA)	(760) 431-4100
SIDS Hotline	(800) 221-7437

## **DEBT CRISIS / NEARING BANKRUPTCY**

Consumer Credit Counseling Services	(866) 889-9347
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 (760) 725-3888  
Fisher Center (Daytime hours only) (760) 725-0845  
National Association of Child Care Resource & Referral Agencies (NACCRRA)  
[www.childcareaware.org](http://www.childcareaware.org) (800) 424-2246

**EVICTION**

Legal Assistance (*for landlord/tenant dispute*) (760) 725-6172  
Legal Aid Society of SD & Oceanside (*for landlord/tenant dispute*) (760) 722-1935  
Navy-Marine Corps Relief Society (*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) (888) 600-4357  
INFOLINE (Riverside County) (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 (Orange County) (888) 600-4357  
INFOLINE (Riverside County) (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 (760) 757-3500

**HOSPITALIZATION OF A FAMILY MEMBER**

American Red Cross (*message to AD member/ 24 hours*) (800) 951-5600  
American Red Cross Camp Pendleton (located at Naval Hospital) (760) 725-6877

**HOUSEHOLD GOODS OVERDUE / LOST / DESTROYED**

Claims for Loss or Damage (760) 725-4148  
Loan Locker (no furniture-just pots/pans) (760) 725-3802/5704  
Military Outreach Ministries (furniture, clothing, etc) (760) 763-7394  
Traffic Management Office (TMO) (760) 725-8164/8177

**MEDIA REQUESTS**

Public Affairs Office (PAO) (760) 725-5044

**I.D. / LOST I.D. CARD**

DEERS / Pass & I.D. (*at the Joint Reception Center, Bldg. 13103*) (760) 725-2442  
Main Gate of Camp Pendleton (760) 725-2768  
DEERS Verification (800) 538-9552

**LEGAL SERVICES / REFERRAL**

San Diego Family Justice Center	(866) 933-HOPE (4673)
Center for Community Solutions Legal Center	(619) 533-6042
Legal Clinic (San Diego County)	(858) 272-1574
Orange County Bar Association	(949) 440-6700
Lawyer Referral Services (Orange County)	(949) 440-6747
Option House – Legal Svcs for Victims of Domestic Violence –San Bernadino	(909) 381-3471
Inland County Legal Services	(800) 226-4257

## **SEXUAL ASSAULT**

Poway Pomerado Hospital ( <i>Sexual Assault Response Team</i> )	(760) 739-2150
Women’s Resource Center – Oceanside	(760) 757-3500
San Diego Rape Crisis Hotline	(888) 385-4657
Center Against Sexual Assault (24 hours)	(866) 373-8300/(951) 652-8300
INFOLINE (North San Diego County, Coastal)	(760) 943-0997
INFOLINE (North San Diego County, Inland)	(760) 740-0997
INFOLINK (Orange County)	(888) 600-4357
Orange County Sexual Assault Hotline – North County	(714) 957-2737
Orange County Sexual Assault Hotline – South County	(949) 831-9110
INFOLINE (Riverside County)	(800) 464-1123
Helpline of Riverside County (24 hours)	(951) 686-4357
Riverside Area Rape Crisis Center	(951) 686-7273
Coachella Valley Rape Crisis Team	(760) 568-9071
Center for Community Solutions	(888) 385-4657
Victims Advocacy	(760) 725-9051

## **FINANCIAL/ SUPPLEMENTAL FOOD RESOURCES**

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)	(888) 600-4357
INFOLINE (Riverside County)	(800) 464-1123
Military Outreach Ministries (food/no money)	(760) 763-7394
Navy Marine Corps Relief Society	
Mainside	(760) 725-5337
San Onofre	(760) 725-7497
Western Eagle Foundation	(951) 695-7206
WIC – North County (Oceanside, CA)	(760) 967-8098
WIC – Orange County	(714) 834-8333
WIC – Riverside County – Lake Elsinore	(800) 455-4942
WIC – Riverside County – Temecula	(951) 358-7200
WIC- toll free number Camp Pendleton	(800) 500-6411
Riverside County Dept of Public Social Services (CPS)	(951) 922-7550
Family Service Association (Riverside County)	(951) 686-3706

## **SEXUAL ASSAULT OF CHILDREN**

Child Protective Services	(800) 344-6000
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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)	(888) 600-4357

### **SPOUSAL ABUSE**

INFOLINE (North San Diego County, Coastal)	(760) 943-0997
INFOLINE (North San Diego County, Inland)	(760) 740-0997
INFOLINE (Orange County)	(888) 600-4357
INFOLINE (Riverside County)	(800) 464-1123
Domestic Violence Hotline	(619) 234-3164
Access & Crisis 24-Hour Hotline	(800) 479-3339
Adult Protective Services (APS) 24-Hour Hotline	(800) 510-2020
Women's Resource Center (Oceanside, CA)	(760) 757-3500
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
Center for Community Solutions	(858) 272-5777 / (619) 697-7477
CCS Project Safehouse (East County)	(760) 747-6282
El Nido Transitional Living Program (Central)	(619) 563-9878
Laura's House – (San Clemente, CA)	(866) 498-1511/ (949) 498-1511
Women's Transitional Living Center (Orange, CA)	(714) 992-1931
Interval House Women's Shelter (North Orange County)	(714) 891-8121
Alternatives to Domestic Violence Crisis Hotline –Riverside	(800) 339-7233/ (951) 683-0829
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) 725-1611
Naval Hospital Mental Health	(760) 725-1555
North County Lifeline	(760) 726-4900
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		(800) 951-5600

### **TRANSPORTATION (LOCAL)**

Armed Services YMCA	(760) 385-4921
<i>(provides transportation from your home to Naval Hospital, WIC Appts. and commissary)</i>	

Taxi Service	Coastal Cab (Oceanside)	(760) 722-7472
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Yellow Cab – for area codes (760), (619), (858)	444-4444
Public Transportation Information - Bus & Train Services (Breeze & Coaster)	(800) 262-7837
Community Resource Center (Encinitas, CA)	(760) 753-8300

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

Police or Military Police	<b>911</b>
<b>Non-emergencies</b>	<b>(760) 725-3888</b>
Women’s Resource Center – Oceanside	(760) 757-3500
Victims of Crime Resource Center – Riverside County	(800) 842-8467
American Red Cross Toll Free	(877) 272-7337
Naval Hospital Camp Pendleton <i>(police must verify if requesting emergency leave)</i>	(760) 725-6877
Housing Office <i>(if victim is 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**

<b>Bowling Pro Shop</b>	725-5945/6109/6784
<b>Commissary</b>	430-1701
<b>Cottages &amp; Campsites - San Onofre</b>	725-7873
<b>Cottages &amp; Campsites - Del Mar</b>	725-2134/2313
<b>Game Warden</b>	725-3360
<b>Golf Course (Marine Memorial)</b>	725-4704
<b>Hobby/Crafts Shop</b>	725-4880
<b>ITT – Ticket Office - Mainside</b>	725-5864
<b>ITT – Ticket Office - Del Mar</b>	725-2218
<b>Latitudes Travel</b>	763-3183/3184
<b>Marine Corps Association Book Store</b>	385-0383
<b><u>Mainside Center:</u></b>	
<b>All Seasons Store</b>	725-4189 ext 193/194/195
<b>Country Store</b>	725-3585 ext 126/200/201
<b>Electricity</b>	725-6233 ext 187/188
<b>GNC</b>	385-5056
<b>Home Store</b>	725-3557
<b>Semper Spirit Gifts &amp; Apparel</b>	725-6233 ext 199
<b>Star Cuts</b>	725-5938
<b>Sports Center</b>	725-6233 ext 191
<b>Mainside Automotive Service Center</b>	725-5828
<b>Mulligan's Golf Course Restaurant</b>	725-5331/4481
<b><u>Pacific Plaza (20 Area Next to Commissary):</u></b>	
<b>Appliance Center</b>	763-1750/1751/1753
<b>Beverages, Etc</b>	763-1698/1699
<b>Garden Center</b>	763-1753
<b>Gas Station</b>	763-3840
<b>Hallmark</b>	763-1748/1749
<b>Star Cuts</b>	763-1747
<b><u>Other Numbers:</u></b>	
<b>Scout Newspaper</b>	725-9376
<b>Sharkey's All Ranks Lounge</b>	725-2828
<b>South Mesa Club</b>	725-2231/2089
<b>Stables &amp; Rodeo Grounds</b>	725-5094/5085
<b>Theater</b>	725-9217
<b>Thrift Store</b>	725-1800
<b>VITA, Bldg 1687</b>	763-2518
<b>Enterprise Car Rental</b>	725-6997

## SECTION III

### **RESOURCE WEB SITES FOR MILITARY FAMILIES**

[www.usmc.mil](http://www.usmc.mil) - Headquarters United States Marine Corps

[www.marforres.usmc.mil](http://www.marforres.usmc.mil) - Marine Forces Reserve

[www.navy.mil](http://www.navy.mil) - Navy Web Site

[www.militarycity.com](http://www.militarycity.com) - Marine Corps/Navy/Army/Air Force Times

[www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil) - [militaryhomefront.dod.mil](http://militaryhomefront.dod.mil)

- Online Military Resource Center

[www.lifelines.navy.mil](http://www.lifelines.navy.mil) - Military Information – Deployment Information

[mobcom.mfr.usmc.mil/MOBCOM.asp](http://mobcom.mfr.usmc.mil/MOBCOM.asp) - Marine Corps Reserve Support Command

#### **Spouse Web Sites:**

[www.militaryonesource.com](http://www.militaryonesource.com) - MILITARY ONESOURCE for Military Families (800) 342-9647

[www.marinewives.com](http://www.marinewives.com) - Marine Spouses Web Site

[www.cinchouse.com](http://www.cinchouse.com) - Operation Home Front – (866) 424-5210

[enlistedwivesclub.net](http://enlistedwivesclub.net) - Enlisted Wives Club

[www.camppendletonowc.org](http://www.camppendletonowc.org) - Officers Wives Club

#### **MEU Web Sites:**

<http://www.marines.mil/units/marforpac/imef/11thmeu/Pages/default.aspx> - 11<sup>th</sup> MEU Home Page

<http://www.marines.mil/units/marforpac/imef/13thmeu/Pages/default.aspx> - 13<sup>th</sup> MEU Home Page

<http://192.156.19.109/15thmeu/> - 15<sup>th</sup> MEU Home Page

<http://www.marines.mil/units/marforpac/iiimef/31stmeu/Pages/default.aspx> - 31<sup>st</sup> MEU Home Page

#### **Camp Pendleton Web Sites:**

[www.cpp.usmc.mil](http://www.cpp.usmc.mil) - Camp Pendleton Base Web Site

[www.mccscp.com](http://www.mccscp.com) - Marine Corps Community Services Camp Pendleton

[www.cpen.med.navy.mil](http://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](http://www.militarychild.org) - Military Child Education Coalition

[www.mothers-home.com](http://www.mothers-home.com) - Children's Activity Cupboard/Trash to Treasure Crafts

[www.family.go.com/crafts](http://www.family.go.com/crafts) - Craft and children's activities

[www.orientaltrading.com](http://www.orientaltrading.com) - Inexpensive craft/party items

[www.parentingbookmark.com](http://www.parentingbookmark.com) - Understanding children's reaction to war

[www.state.oh.us/cdr/schools/trauma/tentips.htm](http://www.state.oh.us/cdr/schools/trauma/tentips.htm) - Talking to children about terrorism

[www.aap.org/sections/unifserv/deployment/index.htm](http://www.aap.org/sections/unifserv/deployment/index.htm) - Helping children & families during deployment

[www.operationmilitarykids.org](http://www.operationmilitarykids.org) - Outreach for school age children impacted by deployments

[www.militarybrats.com](http://www.militarybrats.com) - Offers community message boards for children of military families

[www.survivingdeployment.com/](http://www.survivingdeployment.com/) - Provides information and resources for military families

[www.dod.mil/mtom](http://www.dod.mil/mtom) - Military Teens on the Move (MTM) provides comprehensive information about all aspects of moving and relocation.

#### **Other Helpful Web Sites:**

[www.usmc-mccs.org](http://www.usmc-mccs.org) - Marine Corps Community Services

[www.navymomsonline.net](http://www.navymomsonline.net) - Navy Moms

[www.militarymoms.net](http://www.militarymoms.net) - For Parents of Marines

[www.marineparents.com](http://www.marineparents.com) - For parents of Marines  
[www.marinemomsonline.net](http://www.marinemomsonline.net) - For Parents of Marines  
[www.mfr.usmc.mil/hq/mccs](http://www.mfr.usmc.mil/hq/mccs) - Support for Military parents  
[www.commissaries.com](http://www.commissaries.com) - Decca Commissary Site  
[www.tun-tavern.com](http://www.tun-tavern.com) - History & Military References

## PHONE NUMBERS

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

**Family Readiness Information Line: 1-866-676-0662**

<b>I MEF press 1</b>	<b>3<sup>rd</sup> MAW press 4</b>	<b>13<sup>th</sup> MEU press 7</b>
<b>I MHG press 2</b>	<b>1<sup>st</sup> MLG press 5</b>	<b>15<sup>th</sup> MEU press 8</b>
<b>1<sup>st</sup> MARDIV press 3</b>	<b>11<sup>th</sup> MEU press 6</b>	<b>1<sup>st</sup> MARDIV units press 9</b>

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**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. If looking for individual commands, visit the I MEF website- [www.i-mef.usmc.mil](http://www.i-mef.usmc.mil)**

### **Chaplain's Corner:**

MCB Camp Pendleton Command Duty Officer	(760) 725-5617/5618
I MEF Chaplain	(760) 725-9821
I MHG Chaplain	(760) 725-9032
MCB Camp Pendleton Command Chaplain	(760) 725-5322/5667
MAG 39 Chaplain	(760) 725-8180
1 <sup>ST</sup> MLG Chaplain	(760) 763-5501
1 <sup>st</sup> Marine Division Chaplain	(760) 725-6692
Edson Range Chaplain	(760) 725-2700
Ministry/Chaplain's Links/ Information	<a href="http://www.chaplaincare.navy.mil/index.htm">http://www.chaplaincare.navy.mil/index.htm</a>

### **Marine Corps Community Services Forums**

New online discussion groups – Log on/register at: <http://www.usmc-mccs.org/ubbcgi/ultimatebb.cgi>

- Unit Family Readiness Program
- L.I.N.K.S.
- Single Marine Program

# SECTION IV

## LOCATIONS FOR SPECIAL EVENTS

<b><u>FACILITY</u></b>	<b><u>TELEPHONE NUMBER</u></b>
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) 725-2106
Lake O'Neill	(760) 725-5611
Religious Development Center, Bldg. 1344	(760) 725-4954
San Onofre Beach & Ball Field	(760) 725-7935/7629
San Onofre Community Center	(760) 725-4310
Sharkey's All Ranks Lounge	(760) 725-2828
SOI Training Facility	(760) 725-7127
South Mesa Chapel Multi-Purpose Room, Bldg. 202863	(760) 725-2929
South Mesa Club (20 Area)	(760) 725-2231/2089

Stuart Mesa Community Center, Bldg. 31003

(760) 725-9717

Wire Mountain Youth Center

(760) 725-2102

## **SECTION V**

# **CAMP PENDLETON RESOURCES**



**The DSTRESS program is Commandant General Amos' initiative and is powered by TriWest**

**DSTRESS is available 24 hours a day, 7 days a week and is anonymous and confidential**

**It is a program to help improve resiliency and develop the skills required to deal with life challenges as a Marine or Marine family member**

**DSTRESS is "by Marines / for Marines" which means callers speak with licensed counselors who are veteran Marines**

**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](http://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, 0830-1530 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:**

**NEW! LASER ENGRAVING** - \$1.00 per minute

Engrave wood, ceramics, fabric, paper, glass, tiles, and more.

Plaques and plates kept in stock; special orders also available.

Graphic re-work available with speed

Minimal set-up fees, and NO rush charges

**PAINT-YOUR-OWN CERAMICS STUDIO** - \$6.00/studio fee, plus the cost of your piece

Choose a piece off our shelves to paint! We offer hundreds of ceramic pieces to choose from.

Studio fee includes use of all studio paints, brushes, glazing, and firing.

Affordable pieces range from \$.25 - \$10 (large 7" tall piggy bank shown on the right is \$10)

**POTTERY WHEELS** - \$3.00/day

We offer the best in potter's wheels, both Brent and Shimpo brands: responsive, high-torque, powerful, and quiet - very quiet!

All wheels are controlled with adjustable foot pedal.

All materials available for sale on-site.

**WOODWORKING** - \$3.25/day

We offer all of the tools and power equipment to satisfy the beginning through expert woodworker.

Experienced staff members are present to assist you with your project.

Wood is available for purchase. Please call for current pricing and selection information (725-4880).

**COMPUTER LAB – FREE:** (includes Internet access, and WiFi for your laptops)

**BIRTHDAY PARTIES AND GROUPS** - Private room available at no extra cost

Celebrate your next birthday at the Arts & Crafts Hobby Shop! You'll gather in a large, private, redecorated Birthday Party room. Then, you and your guests select the ceramic piece of your choice and help yourself to all of the paints, brushes and supplies you need to finish your new masterpiece!

All pieces are dipped in a clear glaze so they're food-safe. We do recommend hand-washing your pieces to help prevent chipping or cracking.

\$10 per child, a Hobby Shop party is not only fun, it's affordable!

Feel free to bring your own foods and drinks (refrigerator available)

Also, be sure to bring your favorite CDs, as a CD player is available for you to use.

We do fill up quickly, so reserve your special day today!

\$50 deposit required, 24-hour cancellation policy

**Call for class schedule or look on [www.mccscp.com](http://www.mccscp.com)**

### **Parties:**

**The Hobby Shop is the perfect place for your next party, from kid's birthday parties to baby shows or girls night out. Paint your own ceramic piece in our private, pre-decorated party room.**

**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

### **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
- Exceptional Family Member Program (EFMP)
- USDA Child Care Food Program
- Free referral service for infant, preschool, extended school care, & overnight./weekend care
- New Parent Support Program – Baby Boot Camp, Support Groups, Play Mornings
- Camp Pendleton Licensed Family Child Care Homes
- Agencies providing in-home service
- Special Needs Child Care Providers
- Centralized Registration
- 3 Youth centers at Wire Mountain, De Luz and San Onofre.

**Childcare for special events- Marine Corps Balls, Pre-Deployment Briefs, Return & Reunion Briefs call Child Care Resource & Referral Services for reservations.**

### **Eligibility:**

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

### **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.

**New Parent Support Program**  
**FAX**

**(760) 725-3884**  
**(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.
- **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.
- **Single Parent Support** - on the 2nd and 4th Monday of every month from 5:00pm-6:00pm at the Abby Reinke Community Center to express the joys and frustrations unique to being a single parent in the military.

**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.

**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, Support Groups, Special Connections, Peer Mentoring Program, IEP Mentor Training, Resource & Referral



## **Counseling Services**

### **Bldg. 1122**

Resource & Referral:	(760) 725-9051
Screening & Referral: Walk-in:	1300-1500
Prevention & Education Service:	(760) 725-6636
1 <sup>st</sup> Marine Division Coordinator:	(760) 725-1696
1 <sup>st</sup> 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.

## **DEERS/Pass & I.D.**

**Main Gate – Bldg 20250**

**General Information/Appointments: Mon-Fri 0730-1530**

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

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

**Monday-Friday 0730-1530**

**DEERS Verification: 1-800-538-9552 or [www.tricare.osd.mil/deers](http://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!**

# **Personal & Professional Readiness**

**Bldg 13150 (Mainside) & Bldg 520512 (SOI)**

**Monday-Friday 0730-1600**

**Program Information: 725-5361**

Personal & Professional Readiness is a branch of the Marine & Family Programs, 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, Resume Posting, Federal Applications, 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

### **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.

### **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
- 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.

# **PERSONAL & PROFESSIONAL READINESS 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 Programs  
“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 MCCS, Marine & Family Programs, 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](http://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](http://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](http://www.erau.edu/camppendleton)

After 1600, call (760) 385-4233

(760) 385-0152

**National University:** [www.nu.edu](http://www.nu.edu)

Office Hours: Mon-Fri 0800-1630

(760) 268-1533

**Park University:** [www.park.edu/pendleton](http://www.park.edu/pendleton)

Office Hours: Mon-Fri 0800-1630

(760) 725-6858

**Palomar College:** [www.palomar.edu](http://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 (Line begins forming at 0630)**

**Notary: Wednesday & Friday 0800-1000**

**Appointments: Scheduled In Person on Friday's at 0700**

**Family Law Hours Monday through Thursday 0800 -1100**

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

### **Services:**

- Walk-ins (Consumer law issues, contract disputes, landlord/tenant disputes, non-support issues, family law issues, review of contracts)
- In Loco Parentis
- Appointment Only (Adoptions, divorces/dissolutions, detailed wills/advance medical directives, name changes, immigration)
- Guardianships
- Powers of Attorney & Wills prepared at our brief every Monday & Wednesday at 1300
- 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
- Creditor Problems
- Support Actions
- Paternity Actions
- Naturalization Class held every Thursday at 1400

### **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](http://www.militaryonesource.com)**  
**From the United States: 1-800-342-9647**  
**Overseas: 800-3429-6477**  
**Or call collect: 484-530-5908**  
**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. 1795**

**(760) 725-9052**

**L.I.N.K.S. program (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.

## **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

- L.I.N.K.S. for Spouses
- L.I.N.K.S. for Marines
- L.I.N.K.S. for Teens
- L.I.N.K.S. for Parents

## **FAMILY READINESS PROGRAM**

### **“Strengthening unit communities through family readiness education”**

- Command Team Training
- Family Readiness Advisor Training
- Family Readiness Assistant Training
- Family Readiness Officer Training (FRO)

## **RDS (Readiness & Deployment Support)**

### **“Providing tools for personal & family readiness”**

- Pre-Deployment Briefs
- Kids-n-Deployment for Kids & Parents
- In the Midst Workshop for Spouses
- In the Midst Workshop for Kids
- Beyond the Brief Workshop
- Kids-in-Reunion Workshop for Kids & Parents
- Family Readiness and Deployment Support
- Return & Reunion Workshop
- Family Day Support

## **Marine Corps Family Team Building cont:**

### **LifeSkills**

LifeSkills encompasses the capabilities necessary to successfully meet the challenges of everyday life, the mobile military lifestyle, and heightened operational/deployment tempo,

including, but not limited to: stress and anger management; financial management; parenting skills; elder care; and interfamily dynamics.

- The 7 Habits of Highly Effective Military Families
- 4 Lenses Workshop
- Family Care Plan
- Family Disaster Plan
- Aging Parents & Elder Care

### **SLS (Spouses' Learning Series)**

#### **“Promoting volunteer spirit through leadership education”**

The Spouses' Learning Series is a three-tiered program providing Marine Corps spouses the opportunity to further their personal and professional growth. The combination of workshops and online educational courseware provides skills and educational development in the following areas: Relationship Building, Personal and Professional Empowerment, Goal Setting, Self-care, Stress Reduction and Life/Work Balance.

- Motivational Workshop
- Leadership Skills Workshop
- Online Classes

### **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
- Parent Management Class

### **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](http://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-Wednesday, Friday 8:30am - 4:00pm**

**Thursday 8:30am - 2:30pm**

**SOI Location - Building 520512, (760) 725-7497/7494**

**Hours: Monday – Wednesday, Friday 8:30am - 4:00pm**

**Thursday 8:30am - 3:00pm**

**After hour's access: Armed Forces Emergency Service Center**

**877-272-7337**

### **Services:**

- The Navy-Marine Corps Relief Society provides assistance to active duty & retired Sailors & Marines.
- Assistance is given in the form of interest free loans for emergency needs including emergency transportation, funeral expenses, medical/dental bills, food/rent/utilities, disaster relief assistance, child care expenses, essential vehicle repairs, & unforeseen family emergencies.
- Education loans & grants help eligible Navy & Marine Corps families pursue their academic goals by providing a source of education financing.
- Non-financial support including information on pay/allowances, education on responsible money management, & referrals to community services.
- Visiting nurses are available to assist with health education, new parent questions and provide information about health-related resources.
- “Budget for Baby” class is 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) upon completion of 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
- 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 when 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 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 assume 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.

#### **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, 6<sup>th</sup> floor, Room 6041 (760) 725-1262**

**Hours: 0700 – 1700 (M-F)**

**Also located at Joint Reception Center, Hours: 0715 – 1545 (M-F)**

**[www.triwest.com](http://www.triwest.com)**

## **Tricare Prime**

**Provider locator: 1-888-TRIWEST OR [www.tricare.com](http://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](http://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](http://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, pre-adoptive 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 0600 – 1800**  
**California Department of Motor Vehicles**  
**Hours: Thursdays only from 0830 – 1630**  
**(760) 725-2106**  
[www.dmv.ca.gov](http://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 an 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,Th,F: 0800-1700  
W: 0900-1700

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

## **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

(619) 542-4039

<http://www2.sdcounty.ca.gov/hhsa/FacilityDetails.asp?FacilityID=1048>

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 2<sup>nd</sup> Street, Encinitas, CA 92024**

**(760) 753-1156**

**Monday-Friday 0830-1700**

**Bread Room open 7 days a week – 1100-1400**

**<http://www.communityresourcecenter.org/home/>**

### **Information and referral services and Emergency aid:**

- Case Management
- Counseling, outpatient psychotherapy available on sliding fee scale
- Legal Advocacy Services available on a sliding scale basis
- Employment Preparation Program
- Food Pantry and USDA Commodities Program
- Bread Room -- open 7 days a week
- Homeless Prevention
- Healthy Families Enrollment
- Information and Referral
- Holiday Basket Program
- Health care
- Interface Shelter Network

**Money Management International  
Community Services, Camp Pendleton  
Financial Management  
(760) 725-6098/6290  
San Diego: 2650 Camino Del Ore North, Suite 209  
San Diego, CA 92108  
(619) 497-0200 Ext. 1710  
(888) 298- 2227 Ext. 1710  
[www.moneymanagement.org](http://www.moneymanagement.org)**

Money Management 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. Money Management 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. Money Management 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.
- Money Management offers some FREE services for educating groups and organizations.

# Center for Community Solutions

106 South Grape Street

Escondido, CA 92025

760-747-6282

24-Hour Crisis Line 888-385-4657

7339 El Cajon Blvd, Ste J

La Mesa, CA 91941

619-697-7477

<http://www.ccssd.org/>

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.

*CCS provides legal services to victims of domestic violence and sexual assault. Our legal clinics specialize in matters relating to:*

- Personal and familial safety
- Escape from violent relationships
- Obtaining justice in the courts services
- Available in English and Spanish by attorneys and paralegals who are certified domestic violence and sexual assault victim counselors
- Temporary restraining orders (TRO's)
- Assistance with custody issues and divorce proceedings
- Court accompaniment and limited in-court representation
- Victims of crime funding claims

**TRO assistance is available on a walk-in basis. Appointments are required for all other family law matters.**

## **Services:**

- Options for Recovery Program: An intensive day treatment chemical dependency program for pregnant women and parenting women.
- Project Safe House
- 24-Hour Hotline
- Referral services
- Counseling
- Accompaniment for victims to court and/or hospitals

## **Special Notes for Volunteers:**

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

**The Elizabeth Hospice, Inc.**  
**150 West Crest Street**  
**Escondido CA 92025**  
**(760) 737-2050**  
**(800) 797-2050**  
**<http://www.elizabethhospice.org/>**

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:**

- **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.
- **Transitions** – a family support program for individuals & families living with a life-threatening illness. Program puts emphasis on family centered care with attention given to all generations of the family impacted by the illness experience, and provides supportive services regardless of ethnicity, gender, age, religion, disease, or insurance status.



# **Legal Aid Society of San Diego**

**North County Office  
216 S. Tremont Street  
Oceanside, CA 92054  
1-877-LEGAL AID  
1-877-534-2524**

**<http://www.lassd.org/index.html>**

## **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**  
**<http://www.crcncc.org>**

**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 Toll Free Crisis Hotline 877-633-1112
- Emergency Shelter
- Transitional Housing
- Counseling services
- Children's services
- Parenting skills training (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**  
**707 Oceanside Boulevard**  
**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**  
**<http://www.nclifeline.org/>**

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:**

- **Mediation and Legal Services:** Lifeline offers mediation, conciliation, a legal advice clinic, fair housing services, and mediation skills training.
- **Youth Services:** A variety of after school and youth development programs are offered in North San Diego County. The programs offer a combination of supervision, structure, and fun activities which together reduce at-risk behaviors, encourage and support school success, and educate youth regarding healthy lifestyles. Lifeline is committed to helping youth develop and unlock their potentials to be the best they can be.
- **Family Development Program:** The Family Development Program provides intensive and customized case management services to a diverse population of families, couples, and individuals. This partnership is an ongoing process built upon respect. The family/individual, with the guidance of their Life Coach, determines what changes will improve their quality of life with an emphasis on employment and creates a plan of action to achieve those changes. This self-directed plan uses the strengths of the family/individual to move forward in their journey toward their employment. Each plan is structured to find the best solutions, and community resources are used as necessary to attain the desired outcome. The purpose of the program is long-term growth rather than emergency-based assistance.
- **Counseling and Social Services:** Lifeline offers a full range of counseling services. Lifeline counselors are professional and responsive to critical life issues such as grief and loss, depression, and anxiety. Our counselors can also assist families with today's challenging parent-child and extended family relationship issues. Most services are also available in Spanish.

**Special Notes:**

- Most services are free; however, a small donation is requested for the Legal Clinic and Counseling (minimum \$20)
- Bilingual services are available by phone, on walk-in basis or by appointment.
- Speakers on services and community building topics (Life Skills)
- Call for an APPOINTMENT

# **MAAC PROJECT EARLY HEAD START**

**Administrative Office**

**(760) 471-4210**

**<http://www.maacproject.org/>**

**Oceanside III Center  
509 Sportfisher  
Oceanside, CA 92054  
(760) 439-0415**

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

**Camp Pendleton Center  
20286T Jacinto Road  
Camp Pendleton, CA 92055  
(760) 430-7065**

**Fallbrook Center  
405 W Fallbrook Street  
Fallbrook, CA 92028  
(760) 723-4189**

**San Marcos Center  
1587 Linda Vista Drive  
San Marcos, CA 92069  
(760) 471-4210**

## **What is MAAC Project Early Head Start:**

- MAAC Project Early Head Start is 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 Valley Center.
- Children are served in our Combination Option, Home Base, Early Head Start, and Family Child Care Programs (FCCP).
- Early Head Start is a developmental program for infants and toddlers 0-3 years of age, as well as pregnant women (Prenatal Program).
- 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 the ages of 0 to 3 years. Age and Federal Government income guidelines determine who qualifies.  
\*Children of a deployed parent may also qualify.

## **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 IEP or IFS if the child is younger 3 years old.
- Proof of income requirements are: 1040 Income Tax form with W2 attached; and 4 recent pay stubs for each working parent showing year-to-date earnings.
- If military, you will need a current LES for the past two months.
- If TANF eligible, you need a current notice of action.
- Family must be able to show proof of income for the last consecutive 12 months.
- \*If family member is deployed, proof can be verified with a letter or orders. .

## **What services are offered:**

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

# **Military Outreach Ministry (MOM's)**

[www.momscp.org](http://www.momscp.org)

**Northern Region & Camp Pendleton: (760) 763-7394**

## **Services Provided:**

- Mom's Club programs are an opportunity for active duty military, military spouses and their children to come together in a social atmosphere to make friends, learn a new hobby, participate in a fitness program and much more.
- Support in Crisis: Provide emergency food, clothing, diapers, layettes, baby formula (including prescription formulas – will cover until WIC kicks in).
- Food distribution
  - Mobile Food Pantry Program delivers food to all enlisted housing areas and some commands across the vast area of Camp Pendleton.
  - In addition to this program we continue to partner with Foundation for Hope to serve San Onofre every 1st Saturday at 9:30 a.m. and Brother Bennos every 4th Tuesday at 10:00 a.m., both at the community center parking area.
  - Change in Location: One Sunday each month Jewish Family Services Hand Up Youth program provides food from 2:00p.m. to 3:45 p.m. at the Abbey Reinke Community Center.
- For new parents, we carry a complete line of infant necessities including:
  - Cribs, Bassinets, Play Pens, Changing Tables
  - Strollers, Rockers/Gliders/ Pack'n'Go Cribs
  - High Chairs and Diapers (except for Newborn Size)
- 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. Our warehouse is open on Wednesday's and Saturday's from 10:00 a.m. to 12:00 p.m. and is located in Building 2624 (behind the green museum building at the intersection of Vandegrift & Rattlesnake Canyon) to check out the available furniture and household necessities. We receive good quality items from donors on a regular basis, including:
  - Kitchen items
  - Small Appliances
  - Bed Linens & Towel Sets
  - Furniture and much more

## **How You Can Help Us:**

- Volunteers are needed at the warehouse to assist in providing customer service and preparing items for distribution, as well as to pick up donations and deliver them to the warehouse and assist with childcare during Mom's Club activities.
- Donations are greatly appreciated and are accepted via:
  - Tax deductible and employer matched donations
  - Gifts-in-kind donations
  - Becoming a Community Partner
  - Assisting with our annual Holiday Campaign

# **PICKING UP THE PIECES**

## ***Bereavement Support***

**First Presbyterian Church  
Fireside Room, 2001 El Camino Real**

**Oceanside, CA**

**(760) 757-3560**

**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**

- 1<sup>st</sup> & 3<sup>rd</sup> Wednesday of the month at 2pm

### **New Song Community Church, 3985 Mission Avenue**

- 1<sup>st</sup> & 3<sup>rd</sup> Thursday of the month at 7pm

### **For Information Call:**

- New Song Church, 760-560-5000
- First Presbyterian Church, 760-757-3560

## **Palomar Family Counseling Service, Inc.**

To make an appt call any of the locations below

### **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
- YouthNet Program
- School-Based Programs

### **Escondido**

Raymond Family Building  
1002 East Grand Avenue  
Escondido, CA 92025  
(760) 741-2660

### **Fallbrook**

120 West Hawthorne  
Fallbrook, CA 92028  
(760) 731-3235

### **Poway**

13053 Poway Rd Ste B  
Poway, CA 92064  
(858) 748-3610

### **Vista**

945 Vale Terrace Drive  
Vista, CA 92084  
(760) 630-3505

**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



# **Southern Caregiver Resource Center**

**“Caring for those who care for others”**

**San Diego Office**

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

**Email: [scrc@caregivercenter.org](mailto:scrc@caregivercenter.org)**

**[www.scrc.signonsandiego.com](http://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](http://www.link2care.net)

# Western Eagle Foundation

40940 County Center Drive

Temecula, CA 92591

(760) 757-3500

## Services:

The Western Eagle Foundation is the largest food bank and food assistance center in Southern California. We offer [affordable food assistance boxes](#) for individuals and families, and [community food distribution](#) for churches and other charitable organizations.

Also hugely popular is the Western Eagle Thrift Store. Located at our main office on 40940 County Center Drive in Temecula, California, we offer a wide variety of items that are sure to please even the most discriminating shoppers!

### PROJECT FOOD BOX

Project Food Box, launched in 2001, was created to help the segment of society that is often overlooked- "the working poor". Unfortunately, most food banks and government agencies cannot help anyone who is working or owns a home. However, we at Western Eagle are well aware of the countless single moms, senior citizens, foster homes and the unemployed, who earn an income but find it impossible to make ends meet from week to week.

For a small fee, (which is your share of costs for collection and distribution) you can get a supply of food that will feed a family of four, 2 meals a day each, for an entire week. Each food box contains the following: **Breakfast:** Cereal and Complete Pancake Mix

**Dinners:** Pasta with Sauce, Rice and Beans, Hamburger and Tuna Helper, Mashed Potatoes, Canned Foods (baked beans, vegetables and more), Seasonal Fresh Produce. Also included are additionally donated items such as milk, cheese, yogurt (as well as a wide range of other dairy products) soda, snacks, bread items and more.

In these hard economic times, Western Eagle is pleased to be able to provide this service to EVERYONE in the community. There is no paper work required and no income verification necessary to take part in "Project Food Box". The only requirement is NEED. We all know someone or some family who could use a little help from time to time. People can come as often as they wish with their integrity and sense of responsibility in tact as they are not asking for a "hand out" but rather, a "helping hand". In fact, since its 2002 launch, 9,000,000 meals have been distributed by "Project Food Box". Also, during the Christmas season, WEF distributed 100 boxes free of charge to the families on Camp Pendleton as a thank you for all they do for our country.

Pick up your Food Box on the first **Wednesday** of every month at the following address and time:

4:00pm - 6:00pm

### New Song Community Church

3985 Mission Ave., Oceanside, CA 92057

**Women's Resource Center**  
**1963 Apple Street**  
**Oceanside, CA 92054**  
**(760) 757-3500**  
**<http://www.womensresourcecenter-wrc.org/>**  
**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.ywcasandiego.org](http://www.ywcasandiego.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** – The Becky's House Emergency Shelter is a confidential domestic violence shelter offering safety for women and children in immediate danger, providing them with 30 days in a safe environment to determine their next steps. Services provided to shelter residents include:

- Individual counseling and support groups
- Legal assistance
- In addition, an onsite school provides education for shelter children in grades K-12.
- After completing their shelter stay, families have the opportunity to move into Becky's House, an 18-month residential program.
- Case management
- Legal assistance
- Counseling, GED and continuing education assistance
- Job skill assessment and career counseling
- Art therapy, educational and play activities for children
- This 55-bed residence will offer more comprehensive support for survivors

### **Homeless Services:**

**Cortez Hill Family Center-** Cortez 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.

### **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) 250-0488**

**<http://www.cspinc.org/index.html>**

#### **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) 494-4311

**Laura's House**  
**San Clemente CA**  
**Crisis Hotline (949) 498-1511 / Toll Free (866) 498-1511**  
**Counseling Line (949) 240-0363**  
**<http://www.laurashouse.org/>**

**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**  
<http://www.legal-aid.com/>

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

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

**2101 N Tustin Ave  
Santa Ana, CA  
(714) 571-5200**

**Toll Free (800) 834-5001**

**Monday-Thursday 9am to 6pm  
Friday 9am to 4pm**

**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) 992-1939**  
**Hotline for Referrals:**  
**1-800-978-3600**  
**<http://www.wtlc.org/>**

**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
- **Legal Advocacy**- for all domestic violence related issues such as divorce, legal separation, child support, custody, visitation & restraining orders.
- **Crisis intervention**- Orientation to all victims of domestic violence going through the criminal justice process, emergency assistance & referral services
- **PEP Classes**-Personal Empowerment program classes often suggested by the court to all victims of domestic violence.
- **Emergency Shelter Placement**- Assistance in finding and placing victims of domestic violence and their children in emergency shelter.
- **Legal Clinic**- Is held every first Wednesday of the month you may sign up for a free consultation with a licensed attorney.
- **Immigration services**- Free immigration services to all victims of domestic violence. This service is by appointment only. Please call to schedule your appointment.
- **Legal Assessment:** After 72 hours of being admitted to the shelter, a legal advocate meets with the new client to conduct a complete legal assessment. The advocate explains the legal services provided by the shelter and assesses the legal needs of the individual client. The client may need assistance in obtaining a restraining order in order to secure their personal and their children's safety. Once this process is completed the client is ready for one or more of the following services:
- **Court Advocacy:** This service is provided for clients who opt to obtain a restraining order. The legal advocate will provide the necessary forms for filing the temporary restraining order (TRO). All of the paperwork, including the declaration, is completed at the shelter before clients are accompanied to court for the official submission. Clients are provided with the emotional and physical support to deal with the stress of the court hearing and facing the batterer in the court.
- **Legal Referrals:** Legal referrals are made for cases needing immediate legal representation. If the client informs us that the batterer will have legal representation in court, it is critical to provide representation for the client. After the referral is made, a lawyer is assigned to the client and an interview is arranged.

**All legal services provided by WTLC are free of charge to all of our clients**

**Family Assistance Ministries**  
**(949) 492-8477**  
**929 Calle Negocio, Suite G**  
**San Clemente, CA 92673**  
**Email: [info@family-assistance.org](mailto:info@family-assistance.org)**

**Family Assistance Ministries** is providing temporary assistance to more than 600 families and individuals. As a 501(c) 3 organization, all [funds](#) raised are used to fulfill our mission in South Orange County.

**Grandma's House of Hope**  
**(714) 636-3690**  
**174 West Lincoln Ave. #541**  
**Anaheim, CA 92805**  
**<http://grandmashope.org/our-program>**

Grandma's House of Hope is a Nonprofit, multi-generational continuum of care designed to provide services, programs and affordable housing to under privileged people in Orange County and surrounding areas. Through our integrated programs, such as the Grandma's House Women's Transitional Living Shelter and Nana's Kidz, Grandma's House strives to create a sense of community, belonging and stability. Through service to each other and to their community, women become empowered and achieve independence, accountability and spiritual growth.

**Camino Health Center WIC Mission Viejo**  
**(949) 305-9680**

Our mission is to lead California communities to nourish, educate, support, and empower families in building a healthy future

**Women Helping Women/ Men2Work**  
**(949)631-2333 EXT 114**  
**711 W. 17<sup>th</sup> Street, Suite A10**  
**Costa Mesa, CA 92627**  
**<http://www.whw.org>**

The mission of **WHW** is to empower low-income individuals to attain economic self sufficiency through employment success. The heart of **WHW** is the " *Employment Success Program*," which offers a variety of services to clients. Men and women come to **WHW** from a vast array of backgrounds. Over 200 nonprofits, schools, and government agencies confidently refer clients to WHW, knowing each will be warmly welcomed and treated with respect, understanding and dignity

**Community Outreach Services**  
**(714) 347-9628**  
**1820 East 16<sup>th</sup> Street**  
**Santa Ana, CA 92701**

Community Outreach Services trains volunteers to provide a range of outreach services in the community. Volunteer-based services include information and referral services, food distribution and basic need supplies.

**Doris Cantlay Center**  
**(714)347-9625**  
**1800 East 17<sup>th</sup> Street**  
**Santa Ana, CA 92705**

The Doris Cantlay Center provides food and basic necessities to individuals and families in need. Food distribution at the Center takes place 3 days a week (Tue/Wed/Thu), with a special food distribution schedule during the holidays (Thanksgiving, Christmas and Easter).

**F.A.C.E.S. - Family Assessment, Counseling & Education  
Services**

**(714) 879-9616**

**505 E. Commonwealth Ave, Ste 200  
Fullerton, CA 92832**

**The community based corporation provides professional counseling, education and other services for children and their families caught in the crossfire of divorce and provides education to prevent family violence. FACES is a nonprofit, 501c3. We provide counseling, parenting classes, anger management, groups for grandparents, teens, relapse prevention and monitored visits and supervised exchanges. We have four offices in Orange County and an office in Los Angeles, CA.**

**The Pet Rescue Center**

**877-277-7938**

**25800 Jeronimo Rd. Suite 100**

**Mission Viejo, CA 92691**

**<http://www.thepetrescuecenter.org>**

Our Goal is to rescue animals from high kill shelters before euthanasia. In this effort, we provide a no-kill, veterinary supervised temporary sanctuary for these pets while we work to locate an adopting family. We also believe by providing a low cost alternative for spay and neuter of your pets thru our Affordable Spay and Neuter clinic, [www.affordablespays.com](http://www.affordablespays.com). Additionally, The Pet Rescue Center allocates financial grants, to provide critical or lifesaving treatments for pets with special needs to our rescues and to the public.

**Mainstream Drug/Alcohol Recovery Services**

**(949) 498-5706**

State Licensed housing and recovery program.

**YMCA of Orange County  
714.852.6012  
Community Services Division,  
1633 E. 4th Street Suite 184  
Santa Ana, CA 92701**

**[http://www.ymcaoc.org/camp/specialty\\_camp.php](http://www.ymcaoc.org/camp/specialty_camp.php)**

The YMCA of Orange County puts Christian principles into practice through programs that build spirit, mind, and body for all.

**Children and Family Services  
24-hour child abuse reporting hotline 714-940-1000 or  
1-800-207-4464**

<b>SOUTH REGION ALISO VIEJO REGIONAL CENTER (AVRC)</b>	
<b>CalWORKs</b>	<b>Medi-Cal &amp; Food Stamps</b>
<b>23330/40 Moulton Pkwy</b>	<b>115 Columbia</b>
<b>Laguna Hills, CA 92653</b>	<b>Aliso Viejo, CA 92656</b>
<b>Phone: 949-206-4000</b>	<b>Phone: 949-389-8201</b>

The Children and Family Services Division provides services designed to protect children from abuse and neglect, and provides services to at risk families. SSA staff and community partners work to strengthen and stabilize families in order to create an environment where children are free from abuse in permanent, nurturing homes.

**Veterans Service Office  
Vet Center - South County  
26431 Crown Valley Parkway  
Mission Viejo, CA 92691  
(949) 348-6700**

The O.C. County Veterans Service Office will actively pursue the rights of veterans and dependents of the United States Armed Forces to receive Department of Veterans Affairs benefits. We will work collaboratively with nationally chartered veterans organizations, the Department of Veterans Affairs and others to assure that veterans and their dependents receive the entitlements they have earned for their military service.

**San Clemente Military Family Outreach**  
**949-388-2812**  
**2001 Calle Frontera,**  
**San Clemente, CA 92673**

We are an outreach providing support and assistance to military members and their dependents, with special attention being given to the young families stationed at Camp Pendleton Marine Corps Base. Most of these Marine families are living far from home and relatives. Our Military Family Outreach allows communities in Southern California to become their military families' local family; to offer friendship, sponsor morale events, provide assistance with financial needs such as groceries, infant diapers, formula, cribs and car seats, car repairs and other emergency requests, school supplies, and counseling.

# **SECTION VIII**

## **RIVERSIDE COUNTY**

### **RESOURCES**

#### **Barbara Sinatra Children's Center**

**39000 Bob Hope Drive**

**Rancho Mirage, CA 92270**

**(760) 340-2336**

**<http://www.sinatracenter.org/>**

#### **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**  
**Toll Free (866) 373-8300**  
**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.

<http://www.211sandiego.org/>

**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)**

**Rape, Abuse & Incest National Network (RAINN)**  
**635 –B Pennsylvania Ave SE**  
**Washington, DC 20003**  
**800-656-HOPE (4673)**

**National Domestic Violence Hotline  
1-800-799-SAFE (7233)**

**This hotline is staffed 24 hours a day by trained counselors who can provide assistance and information about shelters, legal advocacy, health care centers, and counseling. There is a toll-free number for the hearing impaired: 1-800-787-3224**

**Salvation Army**

**San Diego County  
1-714-832-7100**

**Orange County  
1-619-231-6030**

**Riverside County  
1-951-766-2020**

**[www.sandiego.salvationarmy.org/](http://www.sandiego.salvationarmy.org/)**

**Emergency Family Services Offices:** Provides food distribution, utility assistance, transportation (gas vouchers, bus tickets), clothing, household items, other forms of assistance and community referrals.

**The Hospitality House:** Provides emergency housing for the most needy - the homeless and the out-of-work. Those families and individuals who need more time to build back their lives are able to stay through the transitional living program.

**Family Service Center Services (as funds allow)**

- Food Distribution
- Transportation (Gas Vouchers, Bus Tickets)
- Clothing, Household Items
- Limited Utility Assistance
- Minimal Rental Assistance
- Miscellaneous Assistance

**Required Documentation for Assistance**

- Picture I.D. for self (and spouse, roommate, or other family member, if applicable)
- Proof of address and amount of rent
- Birth Certificates, also for children
- Proof of Income
- Any utility bills needing to be paid

**TAPS**  
**Tragedy Assistance Program for Survivors**  
**1-800-959-TAPS (8277)**  
[www.taps.org](http://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.

# SECTION X

## MCAS MIRAMAR RESOURCES

<b>Base Police</b>	<b>911</b>
Non-Emergency Number	(858) 577-4068
<b>Child Abuse</b>	
Children's Protective Services (CPS)	(800) 344-6000
Child Abuse Hotline	(858) 560-2191
<b>Counseling</b>	
Base Chaplain	(858) 577-7367
Chaplains' Religious Enrichment Development Program (CREDO)	(619) 725-4954
Counseling Services	(858) 577-6585
MCCS One Source (face-to-face counseling referrals)	(800) 869-0278
Prevention & Relationship Enhancement Program (PREP)	(858) 577-1333
Triwest (beneficiaries may request mental health care)	(858) 874-9378
<b>Debt Crisis / Financial Assistance</b>	
Legal Assistance	(858) 577-1656
Community Services (Financial Management)	(858) 577-9802
Navy/Marine Corps Relief Society	(858) 577-1807
<b>Drug / Alcohol Abuse</b>	
Consolidated Substance Abuse Counseling Center (CSACC)	(858) 577-6585
<b>Emergency Child Care</b>	
Drop-In Childcare at Youth Center	(858) 577-6959
<b>Rape / Sexual Assault</b>	
Base / Duty Chaplain	(858) 577-7367
Victim Advocacy (Counseling Services)	(858) 577-7285
Naval Medical Center San Diego (Balboa Hospital)	(619) 532-8385
<b>Spouse Abuse</b>	
Family Advocacy (Counseling Services)	(858) 577-6585
<b>Suicide</b>	
Police / Military Police	(858) 577-4068
Base / Duty Chaplain	(858) 577-7367
Naval Hospital Emergency Room	(619) 532-8274
Naval Hospital Mental Health	(619) 532-5761

**Victim of Criminal Activity (Assault, Burglary, Stalking, Etc.)**

Police or Military Police 911 or (858) 577-4068

American Red Cross (police must verify if requesting emergency leave) (800) 951-5600

Housing Office (858) 577-1121

(If victim lives off base, housing may be able to put victim into quarters immediately if  
Marine/Sailor is deployed)

# SECTION XI

## MCRD SAN DIEGO RESOURCES

<b>Base Police (PMO)</b>	<b>911</b>
Non-Emergency Number	(619) 524-4202
<b>Child Abuse</b>	
Children's Protective Services	(800) 344-6000
<b>Counseling</b>	
Behavioral Health Services	(619) 524-0465
Base Chaplain	(619) 524-8820
Chaplain's Religious Enrichment Development Operation (CREDO)	(760) 725-4954
MCCS One Source (face-to-face counseling referrals)	(800) 869-0278
Triwest (beneficiaries may request mental health care)	(888) 874-9378
<b>Debt Crisis / Financial Assistance</b>	
Financial Management	(619) 524-1204
Navy / Marine Corps Relief Society	(619) 524-5734
<b>Drug / Alcohol Abuse</b>	
Consolidated Substance Abuse Counseling Center (CSACC)	(619) 524-1832
<b>Rape / Sexual Assault</b>	
Base / Duty Chaplain	(619) 524-8820
Victim Advocacy	(619) 279-6113
Naval Medical Center San Diego (Balboa Hospital)	(619) 532-8385
<b>Spouse Abuse</b>	
Family Advocacy	(619) 524-0465
<b>Suicide</b>	
Police / Military Police	(619) 524-4202
Base / Duty Chaplain	(619) 524-8820
Naval Hospital Emergency Room	(619) 532-8274
Naval Hospital Mental Health	(619) 532-5761
<b>Victim of Criminal Activity (Assault, Burglary, Stalking, etc.)</b>	
Police or Military Police	911 or (619) 524-4202
American Red Cross (police must verify if requesting emergency leave)	(800) 951-5600

# SECTION XI

## MCAS YUMA RESOURCES

<b>Base Police (PMO)</b>	<b>911</b>
Non-Emergency Number	(928) 269-2205
<b>Child Abuse</b>	
Children's Protective Services (CPS) Central Intake	(866) 767-2445
Yuma Office	(928) 341-1159
<b>Clothing for Victims of Domestic Violence</b>	
Navy / Marine Corps Relief Thrift Shop	(928) 269-2373
SAFE House Shelter (Off-Base)	(928) 782-0044
<b>Counseling</b>	
Base Chaplain	(928) 269-2371 / 3454
Chaplain's Religious Enrichment Development Operation (CREDO)	(928) 269-2371
Counseling Services	(928) 269-2561
Military OneSource (face-to-face counseling referrals)	(800) 707-5784
Prevention & Relationship Enhancement Program (PREP)	(928) 269-2371
Triwest (beneficiaries may request mental health care)	(888) 874-9378
<b>Debt Crisis / Financial Assistance</b>	
Legal Assistance	(928) 269-2481
Command Financial Counselor	(928) 269-2425
Navy / Marine Corps Relief Society	(928) 269-2373
American Red Cross	(877) 272-7337
<b>Drug / Alcohol Abuse</b>	
Substance Abuse Counseling Center (SACC)	(928) 269-3669
<b>Rape / Sexual Assault</b>	
Base / Duty Chaplain	(928) 269-2252
Branch Medical Clinic	(928) 269-2700
After Hours	(928) 376-2282
Victim Advocacy (Counseling Services)	(928) 269-2561/ (928) 941-3650
Amberly's Place (Off-Base)	(928) 373-0849
<b>Spouse Abuse</b>	
Family Advocacy (Counseling Services)	(928) 269-2561
<b>Suicide</b>	
Police / Military Police	(928) 269-2205
Base / Duty Chaplain	(928) 269-2252

Branch Medical Clinic	(928) 269-2700
Psychologist	(928) 269-5490
Yuma Regional Medical Center Emergency Room (Off-Base)	(928) 336-7100

**Victim of Criminal Activity (Assault, Burglary, Stalking, etc.)**

Police or Military Police	911 or (928) 269-2205
American Red Cross (police must verify if requesting emergency leave)	(877) 272-7337
Housing Office	(928) 269-2826

(If victim lives off base, housing may be able to put victim into quarters immediately if Marine / Sailor is deployed)