

# MOBILIZATION & DEPLOYMENT



Army Community Service (ACS) has always been a fixture for deploying units during the wars in both Iraq and Afghanistan as well maintains a deep commitment in making sure the Families are provided the support they need. As a result, in 2004 the Yellow Ribbon Room along with the Webcam Project were designed to specify a place for Family members who may need more direct assistance in Europe to communicate with their deployed loved ones down range via internet and webcams.

The Yellow Ribbon Room (YRR) has four computers set up as a kiosk all equipped with webcams which they do not need a CAC card to operate the computers. Our YRR also has TV, DVD player, printer, microphones, speakers and many other resource materials and support information for Family members. Moreover, YRR provides the children of deployed Soldiers who accompany their parents with children videos and activities books which help children understand deployment better.



## MANNHEIM

SULLIVAN BARRACKS, BLDG 253; 385-3101; 0621-730-3101

**Army Community Service**  
Mobilization Deployment Readiness Program  
Mannheim Sullivan Barracks, Bldg. 253

**DSN: 385-3101 OR CIV: 0621-730-3201**

**Other USAG Garrison communities that have a Yellow Ribbon Room include:**

### **Heidelberg**

Patrick Henry Village, Bldg 4531, Room 16/17  
**Open:** 24/7, Pick up key at the PHV, MP Station  
**DSN:** 370-6975/6883 **CIV:** 06221-57-6975/6883

### **Kaiserslautern**

Miesau Army Depot, Bldg. 1304  
**Open:** 24/7, Pick up key at the installation coordinator  
**DSN:** 493-4095 **CIV:** 0631-3406-4095

### **Stuttgart**

Panzer Kaserne, Bldg 2915, Room 213  
**Open:** Mon-Fri, 8:00 a.m. – 4:30 p.m.  
**DSN:** 431-3362 **CIV:** 07031-15-3362

### **Wiesbaden**

Hainerberg Housing Area, Bldg. 7780  
57 Texas Strasse, Apt 4  
**Contact ACS to reserve the room.**  
**DSN:** 335-5254 **OR CIV:** 0611-40-80254



## **MANNHEIM YELLOW RIBBON ROOM**

**&**

## **VIDEO MESSAGING**



**Garrison - Mannheim  
Sullivan Barracks  
Bldg. 255, ROOM 104  
Open 7:30 to 16:30**



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**ACS designed the following programs especially for deployed Soldiers and their Family members:**

## Project Video Messaging

Allows the Soldiers or the Family members to video tape themselves reading books to their children to view while the Soldier is deployed, which bridges the distances by sharing personal video messages and brings everyone closer than ever.

## Operation Pillowcase Program

Collects Family photos from deployed Soldiers' Families and transfer these pictures on to ACS provided pillowcases in an effort to support Soldiers and their Families during extended separation.

## Hearts A Part: Support Group

For waiting Spouses and Family Members of Deployed Soldiers is a multipurpose forum for Family members of unaccompanied or deployed Soldiers to come together in an informal and relaxed environment.

➤ The Mobilization and Deployment Readiness Program, in coordination with military leadership and an extensive network of community organizations, provides assistance, support and advocacy to help Soldiers and Family Members to cope with deployment related concerns, daily life issues and the adjustments and challenges of a military lifestyle.

➤ Family readiness impacts unit readiness. In addition to a supportive chain of command, an effective Family Readiness Group (FRG) is vital, especially during deployments. FRG Volunteers and Unit Leadership are provided with the tools that are needed to maintain a successful and effective FRG through training and an endless supply of resource materials.

**ACS offers the following Trainings for leaders, volunteers and family members.**

- **Rear Detachment and Family Readiness Liaison (FRL) Training**
- **FRG Leader 101 – Preparing to Lead and Manage a Family Readiness Group**
- **FRG Leader Advance Training and Leadership Development**
- **FRG Key Caller & Point of Contact (POC) Training**
- **FRG Funds Manager Training**
- **Crisis Management and Unit Family Readiness Team Training**



➤ **Care Team Training**

➤ **FRG Leader and Family Readiness Support Assistant (FRSA) Information Exchange and Training Forum**

➤ **Children and Youth Deployment Support**

**Other ACS services are:**

## Family Member Deployment Information Forum

Provides additional information to Family members when they have questions and concerns after attending their unit's pre-deployment briefing. The Forum covers information on leaving the area, COLA reductions, educational benefits, and CYS childcare benefits during deployment.

## Military Family Life Consults (MFLCs)

Are licensed clinical counselors, who provide short-term, problem solving counseling to military personnel and their family members almost any where and any time of the day. All services are confidential and the MFLCs do not keep client records.

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