



# Helping Agencies Newsletter

Volume 1, Issue 2  
Feb 2022

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## February is Teen Dating Violence Awareness Month.

Teen dating or intimate partner violence can occur in child populations from 13-19 years of age. It includes exercising power and control over the other partner and is typically seen in the following four areas: Physical, Emotional, Sexual or Stalking.

Physical abuse can include hitting, pushing, kicking, and punching, among other physical aggressions. The physical violence may not leave a mark or injury however, the abuse occurs to control the other partner.

Emotional abuse includes name calling, gas lighting, manipulation, coercion, and isolation. Emotional abuse is the method an abuser chooses in order to reduce the self-worth of their partner in an attempt to control them.

Sexual abuse includes forced sexual contact, encouraging others to sexually abuse the partner or putting the partner under the influence of substances so that they may not object to sexual contact. This enables the abuser to have absolute control over the partner.

Lastly, stalking can also be part of a violent relationship even if the abuser never touches the victim. Stalking is a pattern of unwanted behavior that persists, is unwanted, is threatening or harassing to cause submission through fear.

### Who are the Kirtland AFB Helping Agencies?

- We promote individual and family wellbeing, resilience, and mission readiness.
- We collaborate to communicate resources to enhance wellbeing across the mental, social, spiritual, and physical spectrum.
- We're here for you!



Cont. on page 2.

Cont. from page 1.

It may be surprising that violence can be part of such a young relationship; but unfortunately it occurs too often. If your child is in a relationship be aware of the words they use toward the other person, how they make decisions together, and how they work out their differences.

Also, does the child respond to the partner; are they afraid, worried, happy? Are there changes in your child, such as bruises or anxiety? If you notice anything concerning, invite your child to talk and make sure to listen closely without judgement.

It is never a victim's fault. Parents play a key role in educating young boys and girls about acceptable behavior towards others and specifically when they begin relationships. If your child comes to you, it is a sign that they trust you enough to ask you for help. You have the opportunity to help them out of a difficult situation, show them that you care, and teach them that relationships should be safe.



## Kirtland AFB Health Promotions

Health Promotions is the art and science of helping individuals, commands, and the military community improve their health-related behaviors and outcomes. We provide a range of evidence-based interventions via programs and services that facilitate healthy living as the default lifestyle choice and social norm. Health Promotions fosters a culture and environment that values health and wellness; empowers individuals and organizations to lead healthy lives and improves the health, mission readiness, and productivity of the military community.

Health Promotions includes a Registered Dietitian, Ms. Makarewicz, who can help you implement diet and lifestyle modifications to help meet your nutrition goals. Whether your aim is for weight loss, assistance to improve living with a chronic condition like diabetes or heart disease through medical nutrition therapy, achieving a certain fitness goal, or overall healthy eating we can provide support to make these goals attainable.

Health Promotions also offers personalized appointments with our exercise physiologist, Mr. Leahy. If you are struggling with your PT test or just wanting to limit injury and have a solid fitness plan, we are here to help. We can write personalized exercise prescriptions which will help you meet your goals.

The Bod Pod is also available through Health Promotions as a way to assess body composition. The Bod Pod uses the concept of air displacement to measure body fat percentage. Appointments are for 30 minute sessions, though actual time spent in the Bod Pod is about five minutes.



We are currently offering virtual appointments and also have multiple up to date online resources on Facebook, Twitter, and the Kirtland App.

*Facebook:* "KAFB Health Promotion" page

*Twitter:* @KirtlandHP

*Kirtland App:* Medical à Health Promotions

**MILITARY ONE SOURCE**

**MilTax**  
FREE TAX SERVICES

- FREE e-filing tax software to account for MilLife - everything from multiple moves to combat pay
- Free support from MilLife consultants, specially trained in complex tax situations
- Prep and file anytime, anywhere and save your progress as you go
- Software calculations are 100% accurate, guaranteed by the software provider

**TAKE COMMAND OF YOUR TAXES.**

To get started, visit [MilitaryOneSource.mil](http://MilitaryOneSource.mil)  
or call 800-342-9647 to schedule a consultation.

**MILITARY ONE SOURCE**

It's Tax Season. File for free and get expert tax advice through Military OneSource.



MilTax is a benefit provided by the Department of Defense exclusively for eligible service members and family members through Military OneSource.

Did you know ALL of these services and programs are available to YOU free through Military OneSource?

For more information, contact your New Mexico Military OneSource State Consultant, Deb Roane at 505-241-9688 or [Debra.roane@militaryonesource.com](mailto:Debra.roane@militaryonesource.com)

**MILITARY ONE SOURCE**

**Connecting You to Support and Resources**



## Victims' Counsel Program

The Victims' Counsel program at Kirtland AFB is comprised of Capt Irene Liscano and SSgt Chelica Thompson. We are an attorney-paralegal team, and our job is to advise, advocate on behalf of, and empower victims of sexual crimes and aggravated domestic violence offenses. We protect victims' legal rights, develop victims' understanding of their role in the military justice process, and strive to remove barriers on victims that may deter full participation. Our legal services are free for qualifying victims, and they are confidential and independent as we have a separate operational chain of command.

Some of the services we provide include, but are not limited to, attending law enforcement interviews with victims, explaining complex legal concepts, providing information and analysis on the different options within the military justice and disciplinary systems, advocating for victims in courts-martial, and requesting/processing no-contact and military protective orders.

We provide comprehensive legal assistance for victims of sexual crimes and aggravated domestic violence offenses in the military justice process. We can also provide limited legal assistance to victims of interpersonal violence (IPV), which includes any type of verbal, emotional, and/or physical violence, including hazing and sexual harassment. Qualifying victims are members who are Active Duty, Reservists and Guardsmen on Active Duty orders, and dependents and civilians (both adults and children) provided the perpetrator was/is Active Duty at the time of the offense and the report.

If you have any questions about our services, please contact us at:

DSN 246-2323  
COMM: (505) 846-2323  
Cell: (202) 763-5494 (Capt Liscano)  
(202) 731-3192 (SSgt Thompson)  
irene.liscano.1@us.af.mil  
chelica.thompson@us.af.mil



Captain Irene Liscano



SSgt Chelica Thompson

Kirtland AFB, Bldg. 20604, Suite D-19  
(co-located with Kirtland SAPR Office)

**We are here for you!**

## *Your Employee Assistance Program (EAP) Your Life's Journey Made Easier*

- ◆ A free benefit to Air Force Civilian employees (including household members and dependents) and Air Force Supervisors and Managers.
- ◆ Confidential—individual information is not reported back to your employer
- ◆ Available to all your household members and dependents
- ◆ Toll-free number at **1-800-580-9078** or our website [Magellanascend.com](http://Magellanascend.com); Available 24 hours a day/7 days a week

### **Common reasons people use EAP**

Managing stress, enriching relationships, supporting a healthy lifestyle, work conflict, better work-life balance, anger management, alcohol or substance use concerns, coping skills, parenting and childcare (and many more)! You can also get help with legal assistance, financial coaching, and identity theft resolution.

### **What can I expect when I call EAP?**

Toll-free accessibility and confidential assistance with all life areas including confidential telephonic consultation and referrals in addition to Manager support services and workplace support services. We also have an easily accessible website that is available to you 24/7 seven days a week.

### **What can I expect when I visit the website?**

Online you'll find a variety of resources and information to help you manage work and life, such as:

✓ Parenting ✓ Finance/legal ✓ Health and wellness ✓ House and home ✓ Travel ✓ Pet ownership ✓ Education ✓ Career ✓ LifeSmart discount center (offering hundreds of discounted services for you and your family.



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### **EAP Field Consultant, Dr. Keith Crowover, Ph.D.**



Your Kirtland AFB EAP Field Consultant is Dr. Crowover, PhD. Providing counseling for over thirty years, he has worked with individuals, couples and families struggling with mental health challenges ranging from anxiety and depression to complex mental health challenges such as bipolar disorder and schizophrenia.

He has specialized in substance use disorders and mental health illness, commonly known as co-occurring disorders. His experience includes treating first responders, military personnel and front line medical personnel. He is licensed in multiple states, as well as being a Nationally Certified Counselor.

Dr. Crowover's office hours are Tuesday—Thursday, 0800—1630 at Consolidated Support, building 20245, room 119 (in the Kirtland AFB Welcome Center).

## EAP—Legal and Financial (Cont. from page 5)

### Legal assistance

Free consultation on the phone or in person (up to 60-minutes)

Discounted fees for services needed after the initial consultation

Online tools, education and resources for help with:

- ✓ Debt and credit
- ✓ Divorce
- ✓ Real estate
- ✓ Taxes and audits
- ✓ Trusts
- ✓ Wills

### Financial coaching

Two free telephone consultations (up to 30-minutes each)

Discounted fees if you elect to continue working with a financial coach beyond initial consultations

Online tools, education and resources for help with:

- ✓ Budget planning
- ✓ Debt and credit
- ✓ College and retirement planning
- ✓ Taxes and audits
- ✓ Loan and mortgage assistance

### Identity theft resolution

- ✓ Free telephone consultation (up to 60-minutes)
- ✓ Fraud Resolution Specialist™
- ✓ Listens to issues, answers questions
- ✓ and gives directions and tools to help resolve your situation

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### Promote Resilience

Practice self-care, such as regular exercise, sufficient sleep, and relaxation time. Invest in resilience skills like balance your thinking, mindfulness, and looking for the good to manage stress.

#### Balance Your Thinking:

1. Determine if you have all the evidence you need to understand the situation.
2. Are you engaging in confirmation bias?
3. Examine all the evidence.
4. Check for a double standard.
5. Talk to a mentor or seek wise counsel to get another viewpoint.
6. Align your response with your values.
7. Take action based on the evidence.

#### Mindfulness:

1. Focus on one thing, with purpose and intention.
2. Observe your thoughts and feelings without judgement.
3. Ask, What is Most Important Right Now?
4. When calmer, take purposeful action.

#### Gratitude: Looking for the Good:

1. What are you grateful for?
2. Reflect on why you are grateful.
3. Share your gratitude with others.

## SAPR Welcomes a New Employee



Mr. Howard Ray Carter Jr. was recently hired to be the Sexual Assault Prevention & Response Victim Advocate at the 377 ABW. He brings over a decade of experience in Sexual Assault Prevention & Response.

He is a seasoned Certified Department of Defense Sexual Assault (SA) Victim Advocate. He wields extensive expertise in providing critical, time-sensitive, support and care to victims of sexual assault to include providing non-clinical information on available reporting options and resources to assist victims in making informed decisions as they progress through resolution, healing and the life-cycle of their case.

As one of only a few Certified Base Question, Persuade and Refer Instructors at Kirtland AFB for Suicide Prevention, he is the go-to instructor for trainings on Kirtland AFB that keep our Airmen knowledgeable about the risk factors and warning signs associated with suicide.

*Increase respect and dignity regardless of race, ethnicity, gender, age or sexual orientation.*



Contact your Diversity Equity and Inclusion Office at 505-846-1041 or [cynthia.dominguez-trujillo@us.af.mil](mailto:cynthia.dominguez-trujillo@us.af.mil)

### What is EFMP?

The Exceptional Family Member Program (EFMP) is a Department of Defense program designed to support military family members with special medical and/or educational needs. Active duty service members are required to enroll their family member(s) with special needs who meet enrollment criteria. This will ensure the special needs of the family receive consideration during the assignments process.

Screening for special needs can occur during routine medical appointments, by referral, and during in/out-processing. All family members are screened before approval of command sponsorship for OCONUS locations.



**Terri Stine**  
**EFMP-FS Coordinator**  
Phone (505) 853-1713 or (505) 846-0741  
DSN: 263-1713  
[terri.stine@us.af.mil](mailto:terri.stine@us.af.mil)

## Helping Agencies— Local & National



150th Special Operations Wing Airman & Readiness Programs 505-853-5668

Agora Crisis Center Line 505-277-3013

Air Force Wounded Warrior Program 505-846-0741

Airman & Family Readiness Flight 505-846-0741

Alcohol & Drug Abuse Prevention & Treatment 505-846-3305

Alcohol/Substance Abuse <http://www.samhsa.gov>

American Red Cross 505-265-8514 or 1-877-272-7337 or 480-313-1296 or 505-262-6162

Area Defense Counsel 505-846-5553

Blue Grit Podcast <https://www.resilience.af.mil/Highlights-and-Events/>

Chaplain Services 505-853-5000

Child Development Center and Youth Center 505-846-1103 or 505-853-5521 or 505-853-5437

Command Post 505-846-3777

Community Support Coordinator 505-846-6427

Depression/Suicide Lifeline Chat <http://www.suicidepreventionlifeline.org>

Diversity, Equity, and Inclusion 505-846-1041

Domestic Abuse Victim Advocate (24/7) 855-336-6833

Domestic Violence Shelter—Safe House 505-247-4219

Employee Assistance Program 1-866-580-9078

Equal Opportunity 505-846-5369

Exceptional Family Member Program 505-846-3244

Family Advocacy Program 505-846-0139

Health Promotion 505-846-1186 or 505-846-1483

Inspector General 505-846-2411

Kirtland Against Drunk Driving 505-238-2070

Kirtland Spouses' Club [kirtland-spousesclub.com](http://kirtland-spousesclub.com)

Mental Health Clinic 505-846-3305

Military Crisis Hotline 1-800-273-8255 (Press 1)

Military Family Life Counselors Adult: 505-415-4027 or 505-440-2481 or 505-730-0080 Child & Youth: 505-350-6762 or 505-280-9016 or 239-896-4076 MFLC at 150 SOW ANG 505-288-1672 MFLC at Sandia Elementary School 505-639-3524

Military OneSource 1-800-342-9647

National Suicide Prevention Lifeline 1-800-273-8255

New Mexico Crisis and Access Line 1-855-662-7474 (Crisis) or 1-855-466-7100 (Peer Support)

New Mexico Poison Control Center 505-272-2222

Nurse Advice Line (Tricare) 1-800-874-2273

Personal Financial Counseling 505-846-0741

Public Affairs 505-846-5991

Rape Crisis Center of Central New Mexico 505-266-7711

Recovery Care Coordinator, AF Wounded Warrior Program 505-846-3289

Resident Advocate 505-846-1100

Retiree Activities Office 505-846-1536

School Liaison Officer 505-494-0020 or 505-846-6477

Sexual Assault Response Coordinator 505-846-7272

Sexual Assault Response Coordinator for 150 SOW Air National Guard 505-241-9791

True North Program 505-846-4117 or 505-846-4484

Vets4Warriors Peer Support 1-855-838-8255

Victims' Counsel 202-763-5494 or 202-731-3192

Violence Prevention Program 505-846-0288

Workplace Bullying Institute <http://workplacebullying.org>



## Airman and Family Readiness Center (A&FRC): Here to Help



- Emergency financial assistance via the Air Force Aid Society to include basic living expenses, emergency travel, vehicle repairs, and community programs.
- Certified Personal Financial Counselors offer personal financial readiness counseling to include financial workshops, budgeting, spend plan, and money management.
- Deployment support is provided to deployed personnel and family members.
- Transition Assistance Program (TAP) support to include TAP workshops, initial and pre-separation counseling, personal financial readiness counseling, and Veterans Entitlements/Benefits counseling.
- Employment Assistance to include resume support, how to apply for federal jobs, and Hiring Events (Job Fairs).
- Relocation Services to include Newcomers' Orientation, information fair, Plan Your Move workshop, Loan Locker, and Food Pantry.
- Annual Volunteer Recognition Ceremony and Bar-B-Que.
- Surviving Family Members and Air Force Wounded Warriors support.
- Personal and Work/Life support to Military and Family Life Counseling, Bundle For Babies workshops, Military Spouse 101 - New Spouse Orientation.
- Casualty Assistance and Survivor Planning support.

Operating hours for the A&FRC are 0715-1600, Monday-Friday, except all federal holidays. Located in the Consolidated Support Center bldg. 20245.

### PREP 8.0 Couples' Course

PREP 8.0 Couples' Course will be available through Feb. 14, 2022, on Mondays from 4 - 5:30 p.m. for consecutive Mondays via ZoomGov. Instructors are Chaplain Greg Nakagawa and Teresa Reinhard. PREP 8.0 is open to couples who want to work on their relationship and enhance communication. Pick up your couples' packet before the start of the course at the 377th Air Base Wing headquarters, Bldg. 20604, Room B-6. Call 505.846.6427 to confirm packet availability.

Course schedule:

- Jan. 24 (Mon) – Danger Signs & Time Out**
- Jan. 31 (Mon) – Anger & Stress**
- Feb. 7 (Mon) – The Speaker Listener Technique**
- Feb 14 ( Mon) - Events, Issues, & Hidden Issues**



## Ten Simple Ways You Can Practice Mindfulness Each Day:

1. As you awaken in the morning, bring your attention to your breathing. Instead of letting your mind spin off into yesterday or today, take mindful breaths. Focus on your breathing, and sense the effects of breathing throughout your body.
2. Instead of hurrying to your usual routine, slow down and enjoy something special about the morning; a flower that bloomed, the sound of the birds, the wind in the trees.
3. On the way to work or school, pay attention to how you walk, drive or ride the transit. Take some deep breaths, relaxing throughout your body.
4. When stopped at a red light, pay attention to your breathing and enjoy the landscape around you.
5. When you arrive at your destination, take a few moments to orient yourself. Breathe consciously and calmly, relax your body, then begin.
6. When sitting at your desk or keyboard, become aware of the subtle signs of the physical tension and take a break or walk around.
7. Use the repetitive events of the day (the ringing telephone, a knock at the door, walking down the hall) as cues for a mini-relaxation.
8. Walk mindfully to your car or bus. Can you see and appreciate something new in the environment? Can you enjoy walking without rushing?
9. As you return home, consciously make the transition into your home environment. If possible, after greeting your family or housemates, give yourself a few minutes alone to ease the transition.
10. As you go to sleep, let go of today and tomorrow. Take some slow, mindful deep breaths. By following the main elements of mindfulness, combining awareness of your breath and with focusing on the activity at hand, you will be able to experience every moment as fully as possible.



### Resilience Training Assistant (RTA) Course

Contact Teresa Reinhard at [teresa.reinhard@us.af.mil](mailto:teresa.reinhard@us.af.mil) or 505-846-6427 to register

Enhance your personal resiliency, teach within your unit, and contribute to the wellbeing of Airmen!

## Kirtland Air Force Base Privatized Housing Resident Advocate



# Tenant Resources for Resolving Disputes in Privatized Housing



**KFH Maintenance**  
Office: (505) 232-2049  
After Hours: (844) 887-6838



**Maxwell Place Maintenance**  
Office: (505) 255-1188



**KFH Community Director**  
Kelley Lee  
Office: (505) 232-2049  
kelley.lee@huntcompanies.com



**Military Housing Office**  
Charles Crisler  
Office: (505) 846-0186  
charles.crisler.1@us.af.mil



**377 ABW Resident Advocate**  
Stephen Kowal  
Office: (505) 846-1100  
Duty Cell: (505) 420-8369  
stephen.kowal@us.af.mil



**Air Force Helpline**  
1-800-482-6431



**377 ABW Legal Office**  
Office: (505) 846-4217

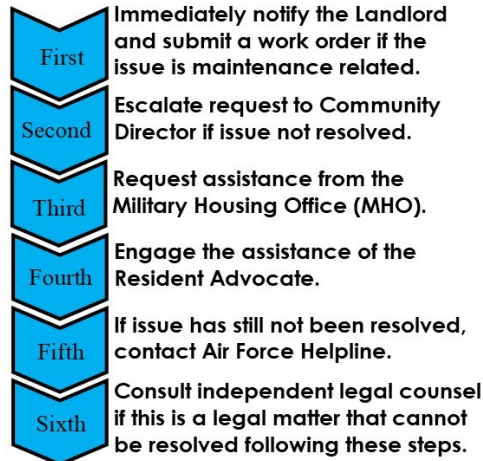
The Resident Advocate's office is located at 377 ABW Headquarters, wing D, across from the drug testing office

Walk-ins welcome, 0900 - 1400 M-F and by appointment

2000 Wyoming Blvd. SE,  
Albuquerque, NM 87123  
Bldg. 20604

### Informal Dispute Resolution Process

If you encounter a problem with your home, communicate as follows:



Tenant may also involve their chain of command. Tenant may involve Resident Advocate throughout this process, as necessary. Tenant may seek independent legal advice at any time.

### Resident Advocate Services

- Advocate for residents regarding housing issues.
- Consult on landlord/tenant rights, laws, regulations, etc.
- Mediate with KFH on behalf of residents.
- Facilitate discussions between MHO, KFH and residents.
- Escalate issues to base leadership.
- Work with base agencies to resolve resident issues.
- Help navigate the Exceptional Family Member Program.

Join the Kirtland AFB privatized housing resident council!

An excellent way to round out your EPR/OPR along the lines of “Championed Airmen neighbors as volunteer housing councilmember to improve quality of life for XX military families.”

The council meets quarterly and can help resolve ambiguities in housing rules and regulations, alleviate community concerns (speeding, neighborhood eyesores, etc.), and host morale-boosting, fun activities.

Contact **Stephen Kowal at 505-420-8369**, your resident advocate, to get an application, a copy of the charter, and to answer all your questions.

## True North Program at KAFB

The Department of the Air Force has established a True North Program at Kirtland Air Force Base to address the systemic risk, decrease stigma/increase trust to promote help-seeking behavior.

Studies have shown that Airmen who do not seek help for their mental, physical, spiritual and social well-being may suffer personally and professionally, which results in their performance declining, and therefore degrading the mission.

True North has personnel comprised of Mental Health and Religious Support Professionals who are embedded into Squadron, Group and Wing level units that are at highest risk.

Creation of the Welcome Center, an aspect of True North, provides a personalized in-processing for Airmen and families to accomplish all in-processing requirements in a one-stop shop – signaling a move away from mass briefings to more personalized assistance.

Elaine Rizek and Allison (Allie) Weber are the Program Managers for the True North Program and are assigned to 377 Air Base Wing at the installation level and are the points of contact for all True North actions.



Elaine Rizek



Allie Weber

### Living Well Classes Offered! To sign up, call **505-846-3305**

**WHAT:** Living Well – group designed to help with **changing habits and improving lives**

**WHO:** All Adult (18+) Tricare Beneficiaries

**WHEN:** Every Tuesday starting 2<sup>nd</sup> week of March **1300-1345**. **Please arrive 10 min before your appointment time. Masks are required.**

8 March @ 1300 – Goal Setting and Getting Things Done

15 March @ 1300 -- Relaxation

22 March @ 1300 – Improving Sleep

29 March @ 1300 – Managing Worry

**WHERE:** Family Health Conference room @ 377 MDG

## **Military Family Life Counselors—Serving our Military Members and their Families with non-medical Counseling!**

### Adult-serving MFLCs

505.730.0080

505.415.4027

505.440.2481

### Child & Family-serving MFLCs, also known as CYB

Maxwell CDC 505.350.6762

Gibson CDC 505.280.9016

Youth Center 239.896.4076

National Guard and Reserves 505.288.1672

Sandia Elementary School 505.639.3524

