

Revised September 2004

FLEET AND FAMILY SUPPORT CENTERS OF HAMPTON ROADS

1-800-FSC-LINE
(757) 444-NAVY (24-Hours)



Little Creek • 462-7563
Newport News • 688-NAVY
Norfolk • 444-2102
Northwest • 421-8770
Oceana • 433-2912
Yorktown • 887-4606

WEBSITE: www.ffscnorva.navy.mil



FLEET AND FAMILY SUPPORT CENTERS
OF HAMPTON ROADS

Resource Guide



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Fleet and Family Support Centers of Hampton Roads

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
24-Hours Toll Free	(800) FSC-Line
24-Hours in Hampton Roads	444-NAVY

www.ffscnorva.navy.mil

Unless indicated, all telephone numbers are located in the 757 area code.

COUNSELING

ANGER MANAGEMENT

Fleet and Family Support Centers provide education/skill-building workshops on anger management for active duty personnel & spouses.

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

BEREAVEMENT

These agencies are supportive to individuals experiencing grief due to the death of a newborn, child, sibling, parent, or spouse. Contact the appropriate agency for more information.

Catholic Charities Grief Support Group (Newport News)	875-0060
Catholic Charities Grief Support Group (Norfolk)	625-2568
Compassionate Friends	488-1165
Empty Arms	545-2667
Grief Support Group/NAVMEDCEN Portsmouth	953-5550
Health Resources Center (Bon Secours)	886-6613
Maryview Bereavement Group and Cancer Support Group	398-2452
National AIDS Program Support Center	(800) 638-7437
Parents Group	426-1358
Riverside Hospice	594-2745
SHARE Support Group (miscarriages, stillborn, newborn death), Norfolk	889-5452/3400
Sibling Support Group	668-7646
Widowed Persons Service Virginia Beach and Norfolk	490-1316
Hotline	461-9457

COUNSELING RESOURCES

These agencies can assist individuals access counseling services.

Chaplain Duty Offices

Naval Amphibious Base, Little Creek	462-7427/28
Night/weekend (via OOD) pager	(800) 549-9016
Naval Station, Norfolk	444-7363
Night/weekend (via OOD)	322-2365
Naval Support Activity, Norfolk, Northwest Annex	421-8204/8205
Naval Air Station, Oceana	433-2871
Night/weekend (via OOD)	433-2366
Naval Weapons Station, Yorktown	887-4711

Community Services Boards

Colonial Services Board	220-3200
Chesapeake	547-9334
Hampton/Newport News	380-9024
Norfolk	441-5300
Portsmouth	393-8618
Suffolk	925-2457
Virginia Beach	437-6100
York County	890-3880

CREDO (Chaplains Religious Enrichment Development Operation)

Departments of Social Services

Camden County, North Carolina	(252) 331-4787/1500
Chesapeake	382-2000
Currituck County, North Carolina	(252) 232-3083
Hampton	727-1800

James City County	259-3100
Newport News	926-6300/6035
Norfolk	664-6000
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126
Portsmouth	405-1800
Suffolk	923-3000
Virginia Beach	437-3200
Williamsburg	220-6161
York County/Poquoson	890-3787
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Norfolk Naval Shipyard, Portsmouth	396-1255
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Information Services Division of the Planning Council	625-4543
TRICARE Mental Health Care (North Region)	(877) 874-2273

FAMILY VIOLENCE PREVENTION & AWARENESS

The Navy Family Advocacy Program is designed to address prevention, identification, treatment, follow-up, and reporting of child abuse, neglect, and spouse abuse. SECNAV INSTRUCTION 1752.3A requires all military agencies, departments, and individuals to report known or suspected child or spouse abuse. Commands are required to have an officer or senior enlisted member designated as the unit point of contact for Family Advocacy case referrals and liaison for monitoring cases. Military and civilian agencies are available to provide assistance to families experiencing domestic violence. Fleet and Family Support Centers are available for command consultation and command briefs on the Family Advocacy Program.

Contact Peninsula (24-hour) Hotline	245-0041
National Domestic Violence Hotline	(800) 799-SAFE
Navy Family Advocacy	
Family Advocacy Social Worker (after hours)	444-NAVY
Naval Amphibious Base, Little Creek	462-4277
Naval Station, Norfolk	444-2230
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Medical Center, Portsmouth	953-7801
Naval Air Station, Oceana/Dam Neck Annex	492-6342
Naval Weapons Station, Yorktown	887-4301
Virginia Child Abuse Hotline	(800) 552-7096
Virginia Family Violence Hotline	(800) 838-8238

Child Abuse

Department of Social Services/Child Protective Services

Camden County, North Carolina	(252) 331-4787
Chesapeake	382-2000
Currituck County, North Carolina	(252) 232-3083
Hampton	727-1885
James City County	259-3100
Newport News	926-6600
Norfolk	664-6022
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126
Portsmouth	405-1800
Suffolk	923-3033
Virginia Beach (24 hours)	437-3400
Williamsburg	220-6161
York County/Poquoson	890-3787
National Child Abuse Hotline	(800) 422-4453
Statewide Child Abuse Hotline (24-hour)	(800) 552-7096

Spouse Abuse/Domestic Violence

Shelters for battered women and their children are indicated by an asterisk () below.*

Albemarle Hopeline	(252) 338-3011
Albemarle Mental Health Center Crisis Line	(888) 627-4747
*AVALON, Williamsburg (Helpline)	258-5051
Contact Peninsula (24-hour)	244-0041
*COPE Line	(800) 542-2673
Family Advocacy Network Services	
Legal Support, Virginia Beach	426-5607
*Health and Emergency Response (HER) Abuse Shelter, Portsmouth	485-3384
*Samaritan House, Virginia Beach	631-0710
Hotline	430-2120
Salvation Army Social Service Office	455-9677
Victim/Witness Assistance Program	
Chesapeake	382-6417
Hampton	727-6442
Newport News	926-7431/7443
Norfolk	664-4850
Portsmouth	393-8729/923-2222
Virginia Beach	427-8301
York County/Poquoson	890-3402
Transition Family Violence Hotline (Hampton)	723-7774
*YWCA Women in Crisis (shelter and hotline)	625-5570

SEXUAL ASSAULT, RAPE, INCEST

The following agencies provide supportive assistance, advocacy, and counseling to rape victims and their families. Professional workshops, consultations, and child sexual abuse prevention workshops are also available.

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Navy Family Advocacy (incest, marital rape, or assault)	
Naval Amphibious Base, Little Creek	462-4277
Naval Air Station, Oceana	433-2555/58
Naval Station, Norfolk	444-2230
Naval Medical Center, Portsmouth	953-7801
Naval Weapons Station, Yorktown	887-4301
Albemarle Mental Health Center Crisis Line	(888) 627-4747
Regional Sexual Assault Victim Intervention (SAVI) Coordinator	462-7563
The Center for Sexual Assault Survivors, Peninsula 24-hour Hotline	825-2591
State Domestic Violence and Sexual Assault Hotline	(800) 838-8238
YWCA RESPONSE, Southside (Hotline)	622-4300

STRESS MANAGEMENT

The following organizations provide educational presentations or workshops.

Branch Medical Clinic, NAS Oceana	314-7172
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Naval Medical Center, Portsmouth	953-9242
Norfolk Crisis Hotline	664-7690

SUICIDE PREVENTION

Military and community support is available to help a service member or family member through the moment of crisis. Help with ongoing concerns can be obtained through Fleet and Family Support Centers or your local Chaplain's office.

Albemarle Mental Health Center Crisis Line.....	(888) 627-4747
Contact Peninsula (24-hour)	245-0041
CSB/Mental Health Emergency Services	664-7690
Fleet and Family Support Center (24-hour)	444-NAVY(6289)
TRICARE Mental Health Care	(877) 874-2273
Chaplain Duty Offices	
Naval Amphibious Base, Little Creek, pgr	462-7427/28
Night/weekend (via OOD)	(800) 549-9016
Naval Station, Norfolk	322-2365
Night/weekend (via OOD)	322-2365
Naval Air Station, Oceana	433-2871
Night/weekend (via OOD)	433-2366
Naval Weapons Station, Yorktown	887-4711
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Norfolk Naval Shipyard, Portsmouth (Tues-Thurs)	396-1255
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

ADOPTION

Public adoptions in Virginia are handled by the Department of Human Services (1-800-DO-ADOPT). Your Navy Legal Services Office (NLSO) will also assist with legal questions about adoptions, as well as with filing stepparent or immediate relative adoption paperwork with the relevant court.

Catholic Charities of Hampton Roads	467-7707
Children's Home Society of Virginia, Inc.	(800) 247-2888
Jewish Family Services, Inc., Virginia Beach	489-3111
Jewish Families of Tidewater	930-2422
National Adoption Center (Info & Referral)	(800) DO-ADOPT
Navy Legal Assistance Offices	
Naval Amphibious Base, Little Creek	462-4759
Naval Air Station, Oceana	433-2230/3116
Naval Station, Norfolk	444-5300
Shore Adoption Service	422-6361
The Datz Foundation, Inc.(Chesapeake/Hampton)	(703) 242-8800
United Methodist Family Services, Inc.	
Newport News	596-0710
Virginia Beach	490-9791

FAMILY SUPPORT

BICULTURAL FAMILY RESOURCES

The blending of cultures into one family often has its own unique challenges. The following agencies offer support and resources in this area.

Adult Learning Center (English as a Second Language) ESL	306-0991
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Refugee Resettlement and Employment Office, Norfolk	247-3600

CHILD CARE

Parents looking for child care may need assistance in the search for quality care. Community child care centers and in-home child care resources can be located in the phone book or newspaper. The following services offer child care or assistance in the search for quality care.

Navy Mid-Atlantic Region Child Care Resource and Referral Office	1-866-628-9232
Child Development Centers	Option 4
Navy Home Care Providers	Option 2
School-Age Care	Option 5
Child Development Homes	Option 3
The Planning Council, Child Care Answer Line	627-3993
The Child Caring Connection, Williamsburg	229-7940
Social Security Administration	(800) 772-1213
Department of Social Services/Child Protective Services	
Chesapeake	382-2200
Hampton	727-1885
James City County	259-3201
Newport News (Denbigh Office)	926-6600
Newport News (Jefferson Avenue Office)	926-6161
Norfolk (does not make referrals)	664-6022
Portsmouth (does not make referrals)	398-9500
Suffolk (does not make referrals)	923-3000
Virginia Beach	437-3400
Williamsburg (does not make referrals)	220-6161
York County/Poquoson	(800) 552-3431

EMERGENCY CHILD CARE

Parents looking for assistance in an emergency can contact the Child Care Resource and Referral Office or the FFSC hotline.

Navy Mid-Atlantic Region Child Care Resource and Referral Office	1-866-628-9232
.....	Option 1
Child Care Centers	
Virginia Department of Social Services, Eastern Regional Office	491-3990
Fleet and Family Support Center, Norfolk (24-hour)	444-NAVY (6289)

EXCEPTIONAL FAMILY MEMBER PROGRAM

EFMP is a mandatory enrollment program that provides detailers information they need in order to assign families to duty stations that can support their special needs.

E-mail: efmp@ffscnorva.navy.mil

Naval Medical Center, Portsmouth	953-5833
Branch Medical Clinics EFMP Coordinators	
Yorktown	314-6140/6119
Norfolk (Sewells Point)	314-6414
Little Creek (Boone)	314-7313

Dam Neck	314-7230
Oceana	314-7052
Williamsburg.....	847-7903
EFMP Office at NAVPERSCOM	(866) 827-5672
Community Services Boards	
Chesapeake	547-9334
Hampton/Newport News	873-8986
Norfolk	441-5300
Portsmouth	393-8618
Virginia Beach	437-6100
EFMP Family Members Support Groups	953-5833
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex.....	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Service Division of Planning Council	625-4543
Information Center, Statewide	(800) 230-6977
Parent Resource Centers for Public Schools	
Chesapeake	482-5923
Norfolk	892-3318
Hampton	896-7623
Suffolk	925-5579
Virginia Beach (Special Education Annex)	437-4842/6539
York County	890-1017
Newport News	886-1859
Portsmouth	393-8791
Social Security Administration	(800) 772-1213
Transportation	
TRT Handi-Ride	222-6005
Pentran Handi-Ride.....	722-3333
Virginia Department of Rehabilitative Services	(800) 552-5019
Hampton	865-4863
Norfolk	455-0831
Portsmouth	686-5004
Virginia Beach.....	683-8440
Williamsburg.....	253-4817

NEW PARENT SUPPORT TEAM

For expectant parents and parents of new babies up to four months of age — the New Parent Support Team offers a variety of services including individualized perinatal and parenting education, as well as support/referral through visits in obstetrical clinic, in the hospital and clinics.

Naval Medical Center, Portsmouth	953-4290
Naval Amphibious Base, Little Creek	314-6836
Naval Air Station, Oceana	492-6348
Dam Neck Clinic	492-6348
Langley Air Force Base	764-0370
Sewells Point Branch Clinic, Naval Station, Norfolk.....	314-6209

PARENTING RESOURCES

For information or programs designed to enhance parenting skills, contact the following organizations/groups.

www.militarystudent.org	
Child Help USA	(800) 4-A-CHILD
Family Focus (Grafton)	898-2945
Good Beginnings (Teen parents of infants only)	397-2121, ext. 309
Kids Priority One	244-5373
Mary Immaculate Hospital (Newport News).....	886-6400

Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Navy-Marine Corps Relief Society (Budgeting for Baby)	
Little Creek	464-9364
Norfolk	423-8830
NAVMEDCEN Portsmouth	399-1675
Parent Connection	622-9622, ext. 19
Pendleton Child Service Center	427-4537
Seton House	498-4357
Toughlove	481-7674
Virginia Beach Comprehensive Mental Health Services	437-6200

SINGLE PARENT RESOURCES

Parents looking for support services, education, consultation, counseling, recreational, or social services may contact the following agencies. Navy Legal Service Offices (NLSOs) will also provide assistance with nonsupport and paternity issues of single parents.

Big Brothers/Big Sisters	
Chesapeake	549-7437
Hampton	827-0110
Williamsburg	253-0676
Boys Clubs & Girls Clubs (Administrative Office)	853-5632
2300 East Berkley Ave., Norfolk	441-1975
2607 Colonial Ave., Norfolk	622-0193
3401 Azalea Garden Rd., Norfolk	855-8908
1505 Competitor Drive, Virginia Beach	368-4445
429 Thorncliff Dr., Newport News	872-6616
Boy Scouts of America	
Peninsula	595-3356
Virginia Beach	497-2688
STOP Organization	490-6037/858-1360
Girl Scout Council of Colonial Coast, Peninsula	595-9802
Girl Scout Council of Colonial Coast, Virginia Beach	547-4405
Parents Without Partners	498-2666
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Navy Legal Service Office (NLSO)	
Naval Amphibious Base, Little Creek	462-4759
Naval Station Norfolk, Appointments	444-5053
Main Number	444-5300
Portsmouth	953-5452
Naval Air Station Oceana	433-2230
Dam Neck	492-7236
Military Legal Service Office	
Fort Eustis	878-3013
Langley AFB	764-3277

FINANCIAL

ALLOTMENTS, DIRECT DEPOSIT SYSTEM (DDS)

The following resources will provide more information about allotments, including how to set up or discontinue an allotment.

DFAS website	https://www.mypay.dfas.mil/mypay.asp
Defense Finance Accounting Service (DDS-A/D Customer Service Cleveland)	(800) 346-3374
Defense Finance Accounting Service (Recording of numbers)	(216) 522-5630
Defense Finance Accounting Service (Retiree Pay)	(800) 321-1080
Personnel Support Detachment (PSD)	
Naval Station Norfolk	445-5202/03
Naval Amphibious Base, Little Creek	462-8053
Naval Air Station, Oceana	433-2939
Naval Support Activity, Norfolk, Northwest Annex	(757) 433-2756

BANKRUPTCY

Navy Legal Service Offices offer advice to military members and families and can file bankruptcy petitions in certain limited circumstances, through the Expanded Legal Assistance Program (ELAP).

Navy Legal Service Office (NLSO)	
Naval Amphibious Base, Little Creek	462-4759
Naval Station Norfolk, Appointments	444-5053
Main Number	444-5300
Portsmouth	953-5452
Naval Air Station Oceana	433-2230
Dam Neck	492-7236

CONSUMER COMPLAINTS

These agencies maintain consumer files on local businesses, conduct investigations, and offer educational workshops for consumers. Navy Legal Service Offices (listed directly above) will assist in resolving consumer complaints.

www.consumer.gov/military	
Joint Forces Disciplinary Control Board	322-2934/35
Better Business Bureau	531-1300
Consumer Protection Agencies	
North Carolina Office	(919) 716-6000
Richmond Office	(800) 552-9963
Virginia Beach	426-5836
Virginia Office of Consumer Affairs (all other cities in Virginia)	(800) 552-9963

CREDIT REPORTING AGENCIES

Credit reporting agencies are clearinghouses for credit information on businesses and individuals. They sell credit history to creditors and individuals. Individuals can obtain their own personal credit history from these agencies.

Retail Alliance (Norfolk)	466-1600
Equidata (Peninsula)	873-0519
Experian	(888) 397-3742
Equifax	(800) 685-1111
Trans Union	(800) 916-8800 or (800) 888-4213

EMERGENCY ASSISTANCE (FINANCIAL)

This organization will assist families with emergency loans for food, shelter, clothing, and emergency transportation.

Navy-Marine Corps Relief Society

Little Creek	464-9364
Norfolk	423-8830
Oceana	425-5789
Portsmouth (Mon, Tue, Thu, Fri: 0900–1300)	399-1675
After Hours	444-NAVY

FINANCIAL/DEBT MANAGEMENT COUNSELING & FINANCIAL EDUCATION

The first resource used for short-term counseling should be a trained Command Financial Specialist. If not available, or if consultation is required, the Fleet and Family Support Centers and/or the Navy-Marine Corps Relief Society can provide this service on a referral basis.

Short-term Counseling

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

Financial Education

Navy-Marine Corps Relief Society

Little Creek	464-9364
Norfolk	423-8830
Northwest	421-8586
Oceana	425-5789
Portsmouth (Mon, Tue, Thu, Fri: 0900–1300)	399-1675

Long-Term Counseling/Debt Management

Consumer Financial Counseling

Elizabeth City	(252) 335-9160
Norfolk	625-2227
Virginia Beach (College Park)	424-2060
Virginia Beach (Independence Blvd.)	473-2227
Peninsula Consumer Credit Counseling	827-8344

Taxes

Volunteer Income Tax Assistance	444-9081/9082
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LEGAL

These resources will provide assistance with legal matters such as reviewing contracts. For letters of indebtedness your first point of contact would be your Command Financial Specialist (CFS). If your command does not have a CFS, contact your Command Legal Officer. These individuals are trained to assist Commanding Officers in processing letters of indebtedness as outlined in MILPERSMAN ARTICLE 6210140.

Lawyers Referral Service (Hampton Roads)	623-0132
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Navy Legal Service Office (NLSO)

Naval Amphibious Base, Little Creek	462-4759
Naval Station Norfolk, Appointments	444-5053
Main Number	444-5300
Portsmouth	953-5452
Naval Air Station Oceana	433-2230
Dam Neck	492-7236

Legal Services of Eastern Virginia	
Intake, Hampton	(800) 944-6624
Norfolk	627-5423
Portsmouth	397-3463
Virginia Beach, Chesapeake	552-0026
Williamsburg.....	220-6837
Virginia Lawyer Referral Service	(800) 552-7977
Community Mediation Center, Norfolk	480-2777
<i>Provides conflict resolution services for disputes related to consumer/business, tenant/landlord, workplace conflicts and family issues, including divorce, custody, and parenting plans.</i>	

PATERNITY AND CHILD SUPPORT

MILPERSMAN ARTICLES 1610.10-10, 1754.030 and FMR DOD 7000.14-R set the guidelines for nonsupport and paternity policy. NLSOs can advise in these matters.

Child Support Enforcement	
Chesapeake	548-2390
Hampton	865-8080
Newport News	(800) 462-8386
Norfolk	(877) 695-5497
Suffolk	(800) 828-1304
Virginia Beach.....	(877) 695-5491
Juvenile and Domestic Relations Intake Services	
Chesapeake.....	382-8170
Currituck County, North Carolina	(252) 232-2218
Elizabeth City, North Carolina	(252) 331-4759
Hampton	727-6357
Newport News	926-3603
Norfolk	664-7610
York County	890-3470
Virginia Beach.....	427-4361
Williamsburg, James City County	564-2460
Navy Legal Service Office (NLSO)	
Naval Amphibious Base, Little Creek	462-4759
Naval Station Norfolk, Appointments	444-5053
Main Number	444-5300
Portsmouth.....	953-5452
Naval Air Station Oceana	433-2230
Dam Neck	492-7236

HEALTH CARE

TRICARE QUESTIONS

Health Benefits Advisors (HBA) are individuals able to answer questions about TRICARE benefits and are available at the following locations.

Health Benefits Advisors (HBA)

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7347/45
Langley Air Force Base	764-8225/26
Army Community Hospital, Fort Eustis	314-7855
Naval Medical Center, Portsmouth	953-2610/11
Oceana Branch Medical Clinic, Naval Air Station, Oceana	314-7129/30
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	314-6234/35
Yorktown Medical Clinic, Naval Weapons Station, Yorktown	314-6110
TRICARE	1-866-645-4584

TRICARE PRIME CLINICS

All these clinics provide primary and acute care to enrolled active duty and family members. These clinics are not equipped to handle life-threatening emergencies.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7496
TRICARE Prime, Naval Medical Center, Portsmouth	953-2411
TRICARE PRIME Chesapeake	314-8999
TRICARE Prime, Lynnhaven Parkway (Virginia Beach)	314-8900
Oceana Medical Clinic, Naval Air Station, Oceana	314-7000
Yorktown Medical Clinic, Naval Weapons Station, Yorktown	314-6100

DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)

A computerized information service used to verify enrollment and confirm eligibility for those individuals entitled to uniformed services benefits.

Beneficiary Telephone Center	(800) 538-9552
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DENTAL INFORMATION

United Concordia Companies, Inc. (UCCI) covers basic dental care for the spouses and children of active duty military members for a monthly premium. To enroll family members contact your PSD. The following clinics see primarily active duty personnel, but space available appointments can be made for eligible family members, for emergencies and overseas screening.

Naval Dental Clinic

Naval Amphibious Base, Little Creek Branch	314-7435/36
Naval Dental Center, Norfolk	314-6516/17
Naval Air Station, Oceana Branch	314-7190/91
Naval Weapons Station, Yorktown	314-6130
Naval Support Activity, Norfolk, Northwest Annex	421-8225
United Concordia Companies, Inc. (UCCI)	(800) 866-8499

MEDICAL FACILITIES (FAMILY MEMBERS ONLY)

These military clinics will see family members with an appointment. The pharmacy will serve both active duty and those individuals entitled to medical benefits.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7300
Naval Medical Center, Portsmouth Central Appointments (TRICARE)	1-866-645-4584
Patient Information	953-5008
Pharmacy	953-0258/59
Refills	953-6337
Northwest Clinic (Appointments made through Tricare Client Central Appointments)	1-866-645-4584
Oceana Branch Medical Clinic, Naval Air Station, Oceana	314-7000
McDonald U.S. Army Community Hospital, Fort Eustis, Information	314-7500

Fort Monroe Clinic, Central Appointments (TRICARE)	1-866-645-4584
First Medical Group, Langley Air Force Base Hospital, Information	764-6833
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	314-6346/47
Yorktown Medical Branch Clinic, Info/Appointments (TRICARE)	1-866-645-4584
TRICARE Clinic Central Appointments	1-866-645-4584

MENTAL HEALTH RESOURCES

TRICARE has a selected network of contracted mental health providers and community resource contacts for family members in the Hampton Roads area. In an emergency, active duty members can be referred to their medical clinics or can be seen at Fleet and Family Support Centers.

TRICARE	(800) 931-9501
Mental Health Association in South Hampton Roads	853-2606
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex.....	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
CREDO (Chaplains Religious Enrichment Development Operation)	444-1092

MILITARY SICK CALL

These clinics designate certain hours for military members to be seen on an appointment basis.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7429
Naval Medical Center, Portsmouth (TRICARE)	1-866-645-4584
Dam Neck Medical Annex	314-7230
Fort Monroe Clinic	314-8023
Langley Air Force Base (TRICARE).....	1-866-645-4584
Naval Weapons Station, Yorktown (TRICARE)	1-866-645-4584
Norfolk Naval Shipyard, Portsmouth.....	314-6935
Oceana Medical Clinic, Naval Air Station, Oceana	314-7003/04
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	314-6245

PATIENT CONTACT REPRESENTATIVES

These representatives act as a liaison between the patient and the clinic. They receive complaints, investigate, and provide feedback to the patient.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7429
Naval Medical Center, Portsmouth	957-7767/7540
Naval Weapons Station, Yorktown	314-6151
Oceana Medical Clinic, Naval Air Station, Oceana	314-7157
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	314-6404

HEALTH EDUCATION

Educational programs are available to commands and family support organizations on a variety of health-related topics. To determine the availability of program topics in your area, contact the office listed below.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	462-1492
Oceana Medical Clinic, Naval Air Station, Oceana	314-7084
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	314-6246
Dam Neck Clinic	314-7208
Northwest Clinic	421-8272
Norfolk Naval Shipyard Clinic	314-6935

Topics may include:

AIDS: Update What You Should Know	Nutrition and Fitness	Weight Control
Women's Health Awareness	Personal Hygiene	Smoking Cessation
Sexually Transmitted Diseases	Cholesterol	Hypertension
Pediatric CPR (held at clinic)		

SUBSTANCE ABUSE (ACTIVE DUTY)

The following resources provide information and referral to active duty personnel for outpatient/inpatient assistance with alcohol, drug abuse, and compulsive eating disorders. Referrals are made through the command DAPA.

Substance Abuse/Alcohol Rehabilitation Department

Fort Eustis	878-2924/4985
Fort Monroe	788-2070
Langley Air Force Base	764-6840
Naval Air Station, Oceana (ARD)	433-3278/3440
Naval Amphibious Base, Little Creek (ARD)	462-8148
Naval Station, Norfolk	444-4019
Naval Weapons Station, Yorktown (DAPA)	887-7140
Crisis Hotline (24-hour information and referral)	622-1126
Addiction Rehabilitation Department (NAVMEDCEN)	
Duty Office (Night only)	444-2050
Family Program	445-1548
Norfolk (Inpatient)	444-1948

SUBSTANCE ABUSE (FAMILY MEMBERS)

The following agencies/programs will provide resources to family members with questions or concerns about substance abuse.

Al-A-Teen	499-1443
Al-Anon Information Service of Tidewater	499-1443
Al-Anon (Peninsula)	875-9429
Alcoholics Anonymous	
Tidewater Intergroup	490-3980
Peninsula	595-1212
Crisis Hotline (24-hour information and referral)	622-1126
NAR-ANON Family Group	622-1126
Narcotics Anonymous	(800) 777-1515
Salvation Army, Norfolk	499-0032
Salvation Army Alcohol Rehabilitation Center	499-0032
VET Center, Norfolk	623-7584

AMERICAN RED CROSS

The American Red Cross assists with emergency funding as well as supporting requests for emergency leave. Contact the office nearest you.

Fort Eustis	878-3339
Hampton/Newport News	826-7500
(24 hours)	838-7320
Langley Air Force Base	225-4060/4061
Naval Medical Center, Portsmouth	953-5435
Naval Station, Norfolk (24 hours)	440-1111
Norfolk Naval Shipyard, Portsmouth	953-5435
Tidewater Chapter, Norfolk	446-7700
Williamsburg Chapter	253-0228
York Co./Poquoson	898-3090

OTHER RESOURCES

DESIGNATED SHOPPER/AGENT ASSIST PROGRAM

A program that allows an authorized commissary or exchange patron (who may be disabled) to request a designated person or "agent" accompany the patron to assist him/her with shopping or be allowed to make purchases on his or her behalf at those facilities. Guidelines may be found in BUPERSINST 1750.10, effective 12 December 1996. Contact the following for local base access approvals.

Naval Amphibious Base, Little Creek (Admin Dept.)	314-7465
Naval Station, Norfolk (Pass Office)	322-2968
Naval Air Station, Oceana (Pass Office)	433-3212

EDUCATIONAL RESOURCES

The following offices of local colleges and universities provide information on degree programs and individual classes. Navy Campus is available to military personnel to assist them with questions about continuing education programs. The Educational Opportunity Center provides career information, career interest testing, educational guidance to individuals entering and/or returning to college, and financial information.

Christopher Newport University	594-7015
College of William and Mary	221-4223
College of Albemarle	(252) 335-0821
Elizabeth City State University	(800) 347-3278
Hampton University	727-5328
Norfolk State University	823-8600
Old Dominion University	683-3000
Roanoke Bible College	(800) 722-8980 or (252) 334-2022
Thomas Nelson Community College	825-2845
Tidewater Community College	822-1000
Virginia Wesleyan College	455-3208
On-Base Education Offices/Naval College Office	
Naval Station, Norfolk	444-7453
Naval Amphibious Base, Little Creek	462-8279
Naval Station, Oceana	433-3129
Fleet Combat Training Center, Dam Neck	492-6183
Naval Medical Center, Portsmouth	306-0091
Educational Opportunities Center	
Peninsula	926-6107
Southside	683-2312
Virginia Beach Adult Learning Center	473-5091

EMPLOYMENT

The Virginia Employment Commission provides listings of federal, state, and local full- and part-time job opportunities. Career Development Resource Centers at Fleet and Family Support Centers offer transitioning military personnel, retirees, and their family members access to Virginia Employment Commission information and services, as well as job search skill development, counseling, and support.

Career Development Resource Centers at Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Virginia Employment Commission (VEC)	
Chesapeake	547-9717
Hampton	865-5800
Newport News	247-2080
FFSC Norfolk	440-4024/25

Norfolk	455-3960
Portsmouth	396-6865
Suffolk	925-2376
Virginia Beach	431-4978
Williamsburg	253-4738
North Carolina Employment Security Commission	
Jobs Line	(800) 768-5627
Camden County Area	(252) 331-4798
Currituck County Area	(252) 331-4798
Dare County Area	(252) 480-3500
Pasquotank County/Elizabeth City, North Carolina	(252) 331-4798

NEXStep Training for Transition

The mission of NEXStep Training for Transition is to provide eligible individuals with the resources necessary to enhance and build upon their existing job skills. By raising individual skill levels, we enable our customers to increase their ability to successfully enter into a new career in the civilian workforce.

NEXStep Training for Transition	440-4025
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FOOD (EMERGENCY ASSISTANCE)

The following agencies will assist with emergency food assistance to meet basic needs.

American Red Cross	
Fort Eustis	878-3339
Hampton/Newport News	826-7500
(24 hours)	838-7320
Naval Medical Center, Portsmouth	953-5435
Naval Station, Norfolk (24 hours)	440-1111
Tidewater Chapter, Norfolk	446-7700
Williamsburg Chapter	253-0228
York County/Poquoson	898-3090
Norfolk Urban Outreach Ministries	461-4213
Navy-Marine Corps Relief Society	
Little Creek	464-9364
Norfolk	423-8830
Oceana	425-5756/5789
Portsmouth (Mon, Tue, Thu, Fri 0900-1300)	399-1675

FOOD AND FOOD STAMPS (NON-EMERGENCY)

Food stamp programs are government subsidized food programs for low-income families. Self Help and Resource Exchange (SHARE) is a community food program that requires the participant to exchange community service hours plus a small fee for a food package.

Food Bank of Southeastern Virginia	627-6599
Food Bank of the Virginia Peninsula	596-7188
Departments of Social Services	
Camden County, North Carolina	(252) 331-4787/1500
Chesapeake (Chesapeake General Hospital)	382-2000
Currituck County, North Carolina	(252) 232-3083
Hampton	727-1800
James City County	259-3100
Newport News (Jefferson Avenue Office)	926-6300
Norfolk	664-6000
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126
Portsmouth	405-1800
Suffolk	923-3000
Virginia Beach	437-3200
Williamsburg	220-6161
York County/Poquoson	890-3787
SHARE Peninsula	596-7188

Women, Infants, and Children (WIC)

This is a supplemental food program funded by the U.S. Department of Agriculture (USDA). WIC is administered in Virginia by the State Department of Health through the local health departments.

Albermarle Regional Health Services

Camden County Health Department	(252) 338-4460
Currituck WIC Site	(252) 232-2271
Dare County Health Department	(252) 473-1198 ext. 240
Chesapeake	382-8608
Hampton	727-1140
Newport News	
J. Clyde Morris Blvd. Office	594-7438
28th Street Office	247-8079
Norfolk	531-2150
Hampton Boulevard	314-6404
Pasquotank County Health Department	(252) 338-4400
Portsmouth	393-5340
Virginia Beach	
Pembroke Corporate Center 3	518-2789
1091 Norfolk Ave., Suite 206	491-5183
York/Denbigh	886-2810
Williamsburg/James City County	253-4741
Naval Air Station, Oceana	491-5928
Suffolk	686-4956

HOME MEAL SERVICE

These agencies provide in home meal service for the homebound.

Meals on Wheels

Chesapeake (Chesapeake General Hospital)	547-8121
Hampton	873-0541
Newport News	873-0541
Norfolk	892-5210
Poquoson	(757) 873-0541
Suffolk	934-4911
Virginia Beach	306-2721
Williamsburg	(757) 229-9250
Yorktown	898-4252

Senior Services of Southeastern Virginia

.....	461-9481
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HOUSING (EMERGENCY ASSISTANCE)

The following agencies may be able to assist with referrals to low income housing and/or provide emergency financial assistance.

American Red Cross

Fort Eustis	878-3339
Hampton/ Newport News	838-7320
Langley Air Force Base	225-4060/4061
Naval Station, Norfolk (24 hours)	440-1111
Naval Medical Center, Portsmouth	953-5435
Norfolk Naval Shipyard, Portsmouth	953-5435
Tidewater Chapter, Norfolk (Military Assistance)	446-7754
Williamsburg Chapter	(757) 253-0228
York County/Poquoson	898-3090

Church Social Ministries Resource Center, Norfolk

.....	461-4213
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Navy-Marine Corps Relief Society

Little Creek	464-9364
Norfolk	423-8830
Oceana	425-5789
Portsmouth (Mon, Tue, Thu, Fri 0900-1300)	399-1675

Salvation Army

Hampton	838-4875
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Norfolk	455-9677
Portsmouth	393-2519
Samaritan House, Virginia Beach	631-0710
(Hotline)	629-4744
Union Mission, Norfolk	627-8686

ID CARDS

Naval Amphibious Base, Little Creek	314-7465
Naval Station, Norfolk	322-2978
Naval Air Station, Oceana	433-2185/86
Dam Neck	492-6163

OMBUDSMAN PROGRAM

The Navy Family Ombudsman Program was created in 1970 as a direct, official link between commands and families. The Ombudsman serves as a liaison between the Commanding Officer and the families and is available to provide information and assistance to family members. Your local Fleet and Family Support Center maintains current rosters of all ombudsmen assigned in the Hampton Roads area.

Ombudsman Coordinator	444-2102
Hampton Roads Ombudsman Chair/Care Line	444-6288
Website	www.nsa-norva.navy.mil/ffsc/ombud.html
E-mail	ombcoordinator@ffscnorva.navy.mil

RELOCATION ASSISTANCE

Fleet and Family Support Centers and area agencies offer services to assist mobile military families entering or leaving the Hampton Roads area. Active duty personnel and their family members are encouraged to take advantage of the Relocation Assistance Program (RAP) which provides services and resources to assist military members and their families in all aspects of relocation. Information on virtually all military bases worldwide, housing, cost of living, schools, taxes, employment, unique area information, and more are available. A variety of basic kitchen and survival items are available for loan to assist families awaiting their household goods. Workshops that address all facets of moving and relocation are conducted, both for CONUS and overseas moves. The Navy Welcome Center at the Personnel Support Mall (444-2850) in Norfolk can provide personnel and their families with information on military housing, home buying, selling, and rental information.

Military Housing Information

Naval Amphibious Base, Little Creek	462-7448
Naval Air Station, Oceana and Dam Neck	433-3464
Naval Medical Center, Portsmouth	953-5404
Naval Weapons Station Housing Office, Yorktown	847-7800
Naval Support Activity, Norfolk, Northwest Annex	421-8280
Navy Welcome Center, Personnel Support Mall	444-2850
Navy Lodges	
Naval Station, Norfolk	489-2656
Naval Amphibious Base, Little Creek	464-6215
CONUS Reservations (NAVY INN)	(800) 628-9466
Fleet Combat Training Center, Dam Neck	437-8100
Navy Housing Welcome Center, Personnel Support Mall	445-2832
Personal Property Shipping Office	(877) 619-8596 or 443-3700
Fleet and Family Support Centers, Relocation Assistance Program	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Air Station, Oceana	433-2912
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Weapons Station, Yorktown	887-4606
Newport News office	688-6289

SITES <http://www.dmdc.osd.mil/sites>

RETIREE ASSISTANCE

The Retired Activities Program is mandated by the Secretary of the Navy as well as Chief of Naval Operation Directives. The Retired Activities Office (RAO) staff provides assistance in preparing claims for unpaid compensation, the Survivor's Benefits Plan, all types of Government Life Insurance, death benefits under the Civil Services Retirement System when combined with military retirement; problems with annuity pay; former spouse claims and benefits; health care issues; retiree casualty assistance; military records; Dual Compensation Act; benefits for family members, veterans benefits; and pre-retirement planning. Retiree seminars are held each year to bring retirees up-to-date on current issues. The dates for these seminars are published throughout the year in "Shift Colors." The RAO encourages volunteerism and also provides referrals to other agencies and services organizations.

Naval Station, Norfolk	444-2102
Naval Amphibious Base, Little Creek	462-7563

TRANSITION ASSISTANCE MANAGEMENT PROGRAM (TAMP)

The TAMP program provides services to assist military members and their families with an effective transition into the civilian work force or a military relocation.

Transition Assistance Program (TAP)

A four-day class for retirees, separatees, and their spouses that addresses managing transitional change, financial planning, veterans benefits, career and job search techniques, resume writing, interview techniques, and many other aspects associated with transition from the military. To attend this seminar, contact your command career counselor.

Career Development Resource Center (CDRC)

Offers computerized employment and career information systems: local job banks, job search seminars for military and family members, individual employment and career counseling, and a reference library.

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Norfolk Naval Shipyard, Portsmouth	396-1255
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

VEHICLE STICKER/PASSES

Naval Amphibious Base, Little Creek	314-7465
Naval Station, Norfolk	322-2978
Naval Air Station, Oceana	433-3212
Dam Neck	492-7679
Naval Weapons Station, Yorktown	887-7338/9

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

VEHICLE STICKER/PASSES

Naval Amphibious Base, Little Creek	314-7465
Naval Station, Norfolk	322-2978
Naval Air Station, Oceana	433-3212
Dam Neck	492-7679
Naval Weapons Station, Yorktown	887-7338/9

VOLUNTEER PROGRAM

The Volunteer Program provides opportunities within Fleet and Family Support Centers or the community for individuals to grow and develop through volunteer work, and to provide volunteer support to augment FFSC programs in the military community. We welcome all active duty service members, retirees, and their family members, and civilians interested in volunteer opportunities within the FFSC network or the community. Volunteers under the age of 18 are accepted if volunteering through the auspices of a school partnership program or under direct parental supervision.

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity, Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289