

# Helping Agency Matrix

Military OneSource  
 Chaplain  
 Military Family Life Consult-  
 BHOP (in Family Health)  
 Dir Psychological Health  
 Family Advocacy  
 Airman & Family Readiness  
 Legal Office  
 Red Cross  
 Behavioral Health Opt Prgm  
 Equal Opportunity  
 Health Promotion  
 SARC  
 Supervisor  
 First Sergeant / SEL  
 Commander

● FAMILY										
Change in Schools	•	•	•	•	•	•	•	•	•	•
Deployments	•	•	•	•	•	•	•	•	•	•
Divorce/Separation/ERD	•	•	•	•	•	•	•	•	•	•
Getting Married	•	•	•	•	•	•	•	•	•	•
Loss of Family/Friend	•	•	•	•	•	•	•	•	•	•
New Parent	•	•	•	•	•	•	•	•	•	•
PCSing	•	•	•	•	•	•	•	•	•	•
Raising Children	•	•	•	•	•	•	•	•	•	•
Relationship Challenges	•	•	•	•	•	•	•	•	•	•
Single Parent	•	•	•	•	•	•	•	•	•	•
Spouse Finding Work	•	•	•	•	•	•	•	•	•	•
Strengthening Marriage	•	•	•	•	•	•	•	•	•	•
● PERSONAL										
Abuse/Trauma (past)	•	•	•	•	•	•	•	•	•	•
Alcohol/Substance Abuse	•	•	•	•	•	•	•	•	•	•
Anger Management	•	•	•	•	•	•	•	•	•	•
Anxiety	•	•	•	•	•	•	•	•	•	•
Dating Violence	•	•	•	•	•	•	•	•	•	•
Discrimination	•	•	•	•	•	•	•	•	•	•
Domestic Violence	•	•	•	•	•	•	•	•	•	•
Health Concerns	•	•	•	•	•	•	•	•	•	•
Loneliness/Isolation	•	•	•	•	•	•	•	•	•	•
Low Self Esteem	•	•	•	•	•	•	•	•	•	•
Mediation	•	•	•	•	•	•	•	•	•	•
Sexual Assault/Rape	•	•	•	•	•	•	•	•	•	•
Sexual Harassment	•	•	•	•	•	•	•	•	•	•
Sleep Difficulties	•	•	•	•	•	•	•	•	•	•
Stress	•	•	•	•	•	•	•	•	•	•
Suicide Ideation/Prevention	•	•	•	•	•	•	•	•	•	•
Weight/Nutrition	•	•	•	•	•	•	•	•	•	•
Bullying & Hazing & Other Forms of Harassment	•	•	•	•	•	•	•	•	•	•
● FINANCE										
Emergency Need	•	•	•	•	•	•	•	•	•	•
Foreclosure	•	•	•	•	•	•	•	•	•	•
Mortgages/Loans	•	•	•	•	•	•	•	•	•	•
Retirement/Separation	•	•	•	•	•	•	•	•	•	•
● LEGAL										
Divorce	•	•	•	•	•	•	•	•	•	•
Power of Attorney	•	•	•	•	•	•	•	•	•	•
Wills	•	•	•	•	•	•	•	•	•	•

# 433rd Airlift Wing & 960th Cyberspace Wing Community Action Team Helping Agencies Guide



Community Action Team  
[www.433aw.afrc.af.mil](http://www.433aw.afrc.af.mil)

Use your phone to scan and access the 433rd AW Community Action Team webpage!

### **433rd AW & 960th CW COMMAND CHIEFS**

The Command Chief Master Sergeant is responsible for the health, morale, and welfare of the wing's enlisted personnel and takes action to address shortfalls and challenges.

#### **433rd AW, Chief Master Sgt. Takesha Williams**

Commercial: 210-925-4331 | DSN: 945-4331

After Hours Comm: 210-925-4330 | DSN: 945-4330  
433AW.CCC@us.af.mil

#### **960th CW, Chief Master Sgt. Billie M. Barber**

Commercial: 210-671-6908 | DSN: 473-6908

After Hours Comm: 210-925-4330 | DSN: 945-4330

### **AIRMAN & FAMILY READINESS CENTER**

The 433rd AW/960thCW A&FRC is staffed with experienced professionals that assist and educate members and families through the cycle of deployment by providing information and resources to promote personal/family resiliency.

#### **Director, Ms. Leticia Gonzales**

Mon-Fri & UTAs 0900-1600 | Bldg 909 Rm 32

Commercial: 210-925-3650 | DSN: 945-3560

433AW.DPXF@us.af.mil

After Hours Comm: 210-925-4330 | DSN: 945-4330

### **SAFETY**

The Safety Office provides a quality safety program concentrating on prevention, mishap, and preservation of resources through dissemination of information, training inspections, and investigations.

#### **Chief, Lt. Col. Marc Mulkey**

433 AW.SE@us.af.mil

Commercial: 210-925-7324 | DSN: 945-7324

After Hours Comm: 210-925-4330 | DSN: 945-4330

### **WING CAREER ADVISOR**

The Wing career assistance advisor serves as principal advisor to commanders, supervisors, and Airman regarding retention, benefits, incentives and reenlistment programs.

#### **Wing Career Advisor, Senior Master Sgt. Amanda Helberg**

Mon-Fri & UTAs 0700—1600

Bldg 909, Rm 245

Commercial: 210-925-9004 | DSN 945-9004

### **Equal Opportunity Office**

The Equal Opportunity Office assist Air Force personnel, family members, and retirees on human relations concerns. They improve mission readiness by providing an environment free from unlawful discrimination.

- Sexual Harassment or Sexual Orientation
- Race, Color, or National Origin
- Bullying or Hazing

#### **Equal Opportunity Specialist, Master Sgt. Cory Dimbo**

433AW.EO@us.af.mil

Commercial: 210-925-7836 | 210-925-8501

After Hours Comm: 210-925-4330 | DSN: 945-4330

### **FINANCE**

The Personal Finance Counselor offers information, education, and personal financial counseling to help individuals and families resolve financial problems and reach long-term goals.

- Budgeting
- Debt management
- Investments

#### **Personal Financial Counselor, Ms. Nakia Evans**

Commercial: 210-243-3752

PFC2.JBSA.USAF@Zeiders.com

### **CHAPLAIN CORPS SERVICES**

Chaplains are always available and provide support services for the following, but are not limited to:

- Worship, Rites, and Liturgies for members of faith
- Confidential communication/counseling for members and families
- Unit visitation/engagement in members' worksites

#### **Wing Chaplain, Ch (Lt. Col.) Randolph McCafferty**

Mon-Fri & UTAs 0900-1600 | Bldg 909

Commercial: 210-925-9741 | DSN: 945-9741

433AW.HC@us.af.mil

After Hours Comm: 210-925-4330 | DSN: 945-4330

### **433rd AW & 960th CW KEY SPOUSE PROGRAM**

A Key Spouse, appointed by the unit commander, serves the unit as a liaison between commander and military families. Key Spouses disseminate information to military families and offer direction to helping agencies when family members request assistance. All request are kept confidential.

Marci McClain, MarciMcClains@gmail.com

Katherine Erredge, 960CWKeypouse@gmail.com

### **433rd AW & 960th CW**

#### **PSYCHOLOGICAL HEALTH SERVICES**

Psychological Health provides services listed below:

- Mental health support to wing/group/squadron/shop Personnel
- One-time confidential clinic counseling
- Mental health consultation and education

#### **433rd AW Director of Psychological Health (DPH),**

Mr. Daniel Pickel

Mon-Fri & UTAs 0800-1630

Daniel.Pickel.2@us.af.mil

24/7 Commercial: 210-925-4330 | DSN: 945-4330

#### **960th CW Director of Psychological Health (DPH),**

Ms. Frances Martinez

1300 Medina Base Rd, Bldg 321, Rm 106

Frances.Martinez.2@us.af.mil

24/7 Commercial: 210-925-4330 | DSN: 945-4330

### **PUBLIC AFFAIRS**

Public Affairs seeks to inform decision makers and communicate the services, requirements, capabilities actions, and achievements to the public and keep the San Antonio community fully informed to increase understanding of wing mission.

#### **Chief, Lt. Col. Timothy Wade**

Mon-Fri & UTAs 0730—1600

433AWPA@us.af.mil

Commercial: 210-925-0942 | DSN: 945-0942

After Hours Comm: 210-925-4330 | DSN: 945-4330

**Military OneSource | 800-342-9647**

**Legal Office | 210-925-7010**

**Red Cross | 877-272-7337**