Army Regulation 608–1

Personal Affairs

Army Community Service Center

Headquarters
Department of the Army
Washington, DC
6 December 2006

UNCLASSIFIED

SUMMARY of CHANGE

AR 608-1
Army Community Service Center

This rapid action revision dated 6 December 2006--

- Clarifies eligibility requirements for employment readiness (para 4-31).
- Implements portions of Department of Defense Instruction 1342.27, Personal Financial Management for Service Members (paras 4-38 and 4-46).
- Establishes Citizen Immigration Services Liaison as a component of Army Community Service relocation readiness (para 4-40).
- Provides guidance for volunteer management (paras 5-4, 5-7, 5-10, 5-12, 5-13, and app C).

Thus rapid action revision, dated 21 July 2006--

- Requires Army Community Service Centers to establish an effective unit services strategy as part of its active partnership with unit commanders (para 1-9).
- Authorizes QACS management decision package resources for the Army Community Service Center mobilization and deployment support program (para 3-1).
- Expands the Army Community Service Center supplemental mission nonappropriated funds account to include establishment and management of a separate supplemental mission account for family readiness groups (para 3-2).
- Clarifies that the purpose of Army Community Service Center participation in Soldier readiness processing is to identify and subsequently contact families that are geographically separated or may have special deployment related needs (para 4-3).
- Directs Army Community Service Center to offer family readiness groups assistance and support in the following areas: expertise and support, training, family readiness groups leader forum, family readiness groups orientation program, resource materials, meeting facility, homecoming and reunion activities and information and referral (para 4-7).
- Establishes the family readiness group as an official Army program, established in accordance with AR 600-20, to provide activities and support that encourages self sufficiency among its members by providing information, referral assistance and mutual support (para 4-7).

- Establishes Army family readiness group operations as official regulatory guidance and policy on family readiness group management (appendix J).

This administrative revision, dated 22 December 2004--

- Makes changes in accordance with Department of the Army General Orders 2002-3 and 2002-4 (throughout).

- Reflects establishment of the seven regional directorates of the Installation Management Agency (IMA) (paras 2-3, 2-7, 2-8, 3-1, 4-10, and 5-20).

- Updates DA Form 7419-R, October 2004.

This revision, dated 28 July 2004--

- Updates policy for reimbursement of incidental expenses (para 5-10).

- Adds parking fees to reimbursable expenses (para 5-10).

- Establishes criteria for reimbursement of food and beverages (para 5-10).

This revision, dated 20 October 2003--

- Revises the Army Community Service Accreditation Program (paras 2-3e and 2-7h).

- Incorporates Army Family Action Plan Program and Army Family Team Building Program with Army Community Service Soldier and family readiness services (paras 4-15 and 4-16).

- Requests Soldiers going on unaccompanied tours to provide their family's stateside address on a voluntary basis with a proper Privacy Act notice to meet requirements of paragraph 4-28 (para 4-22).

- Updates policies for the Employment Readiness Service (para 4-30).

- Provides implementing guidance for the Family Subsistence Supplemental Assistance Program (para 4-40).

- Prescribes policies and procedures for the Office of the Installation Volunteer Coordinator and organizations accepting voluntary services (chapter 5).

- Revises DA Form 4162 (Volunteer Service Record), DA Form 4713 (Volunteer Daily Time Record), DA Form 5671 (Parental Permission), DA Form 5900 (Army Community Service (ACS) Group Sessions Log), DA Form 7418 (Army Community Service (ACS) Accreditation Report) and DA Form 7419-R (Army Community Service (ACS) Accreditation Checklist).

- Rescinds DA Form 5901 (Army Community Service (ACS) Single Contact Log) and DA Form 4712 (Volunteer Agreement for Appropriated Fund Activities).

Headquarters
Department of the Army
Washington, DC
6 December 2006

*Army Regulation 608–1

Effective 6 January 2007

Personal Affairs

Army Community Service Center

By Order of the Secretary of the Army:

PETER J. SCHOOMAKER
General, United States Army
Chief of Staff

Official:

JOYCE E. MORROW
Administrative Assistant to the
Secretary of the Army

History. This publication is a rapid action revision. The portions affected by this rapid action revision are listed in the summary of change.

Summary. This regulation is a consolidation of standards for service delivery in the Army Community Service Center, Office of the Army Volunteer Corps Coordinator, and organizations accepting voluntary services.

Applicability. This regulation applies to the Active Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve unless otherwise stated. It also applies to Army retirees and Army appropriated fund and nonappropriated fund employees.

Proponent and exception authority. The proponent of this regulation is the Assistant Chief of Staff for Installation Management. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this regulation by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific guidance.

Army management control process. This regulation contains management control provisions and identifies key management controls that must be evaluated.

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from the Assistant Chief of Staff for Installation Management (DAIM–ZA), 600 Army Pentagon, Washington, DC 20310–0600.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the Assistant Chief of Staff for Installation Management (DAIM–ZA), 600 Army Pentagon, Washington, DC 20310–0600.

Distribution. This publication is available in electronic media only and is intended for command levels C, D, and E for the Active Army, D and E for the Army National Guard/Army National Guard of the United States, and C, D, and E for the U.S. Army Reserve.

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*This regulation supersedes AR 608–1, dated 21 July 2006.

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Chapter 1
Structure

1–1. Purpose

This regulation prescribes the policies and responsibilities for—

a. Establishing and operating an Army Community Service (ACS) Center at Army installations.

b. Office of the Army Volunteer Corps Coordinator (AVCC).

c. Organizations accepting voluntary services.

1–2. References

Required and related publications and prescribed and referenced forms are listed in appendix A.

1–3. Explanation of abbreviations and terms

Abbreviations and special terms used in this regulation are explained in the glossary.

1–4. Statutory and Department of Defense requirements

Statutory and Department of Defense requirements are listed in appendix B.

1–5. Mission statement

The mission of the ACS center is to—

a. Facilitate commander's ability to provide comprehensive, coordinated, and responsive services that support readiness of Soldiers, civilian employees and their families.

b. Maximize technology and resources, adapt to unique installation requirements, eliminate duplication in service delivery, and measure service effectiveness.

1–6. Criteria for establishing ACS center

a. The installation ACS center.

(1) ACS centers will be established at installations that—

(a) Are not tenants or satellites of a host installation.

(b) Authorize families to join their sponsors.

(c) Have an installation or community population of 500 or more military members assigned.

(2) ACS centers are strongly recommended and authorized at installations that may not meet one or more of the criteria in (1) above. They can be established by the garrison commander based upon a needs assessment and the availability of resources.

(3) The installation ACS center will—

(a) Have a full-time and/or part-time staff.

(b) Have an ACS volunteer manager and volunteer corps. ACS volunteers are statutory volunteers authorized by 10 USC 1588. They must comply with all laws, regulations, and guidance in chapter 5 (section II) and appendix C of this regulation.

(4) The garrison commander will appoint an ACS director to operate the ACS center.

b. The ACS point of contact (POC). Installation/garrison commanders who do not have an established ACS center will name an individual to be the POC for all matters regarding ACS services.

1–7. Eligibility

a. In the United States, the following personnel are eligible for ACS assistance:

(1) All active duty and retired military personnel and their family members, if otherwise eligible for services.

(2) Members of the Army National Guard and U.S. Army Reserve when on active duty and their family members, if otherwise eligible for services.

(3) Army appropriated fund (APF) and nonappropriated fund (NAF) employees and their family members, if otherwise eligible for services.

(4) Family members of prisoners of war or personnel missing in action, if otherwise eligible for services.

(5) Surviving family members of military personnel who died while on active duty, if otherwise eligible for services.

b. In oversea commands, the commander will determine eligibility according to international treaties and agreements.

1–8. General prohibitions against discrimination

a. ACS will provide the appropriate reasonable accommodations to all employees and persons receiving ACS services in accordance with federal standards.

b. ACS will provide reasonable accommodations in coordination with the host activity's Equal Employment Opportunity (EEO) Program Manager for Persons with Individual Disabilities. Exceptions to this policy will be requested through the chain of command from the Assistant Secretary of the Army for Manpower and Reserve Affairs, EEO, and Civil Rights Office.

(1) Insuring that facilities accessibility surveys are conducted and that facilities are accessible.

(2) Coordinating with the appropriate staff activities such as EEO, occupational health activities, information management, and the labor counselor to obtain devices and services that implement individual requests for reasonable accommodation.

(3) Providing sign-language interpreters, both certified and noncertified.

(4) Insuring that ACS information, such as web sites and published information, is accessible in accordance with federal standards.

1–9. Service delivery model

The ACS center will deliver services using the following model:

a. Centralized intake. A centralized intake (includes information and referral and crisis intervention) will be established to conduct initial interviews, assess individual and family needs, provide information and make service referrals within the center and to external agencies (see appendix D for details).

b. Services. Chapter 4 contains core ACS services for certain readiness areas.

c. Resource file and client tracking system. A resource file and client tracking system will be used to provide services and help plan for the needs of the installation. Appendix E contains resource file specifications.

d. Outreach.

(1) The center based services will be supplemented with outreach to families who have the greatest need but are least likely to seek out and take advantage of services until they have reached a state of crisis. The primary focus of outreach will be to deliver services to the following populations: geographically or socially isolated families identified as needing specific outreach services, first-term Soldiers and families, geographically separated families, newly arrived Soldiers and families in the community, single-parent families, and other Soldiers and families identified by a needs assessment. Several service delivery methods are possible. The selection should be based on which one is most cost effective for the installation and the particular service being provided. Methods include the following: one-on-one home visits, network delivery, exported outreach services, and satellite centers.

(2) An active partnership, which includes an effective unit services strategy, will be established with commanders to provide the support needed by the units.

Chapter 2
Oversight

Section I
Responsibilities

2–1. Assistant Secretary of the Army (Financial Management and Comptroller)

The Assistant Secretary of the Army (Financial Management and Comptroller) will—

a. Provide financial data, advice, and technical assistance to the U.S. Army Community and Family Support Center in tracking and monitoring ACS resources.

b. Assist in providing training materials and guidance on the mandatory Sure-Pay program.

2–2. Assistant Chief of Staff for Installation Management

The Assistant Chief of Staff for Installation Management (ACSIM) is responsible for developing policy guidance to implement ACS.

2–3. Commanding General, U.S. Army Community and Family Support Center

The Commanding General (CG) U.S. Army Community and Family Support Center (USACFSC), will perform the following functions for the ACSIM:

a. Formulate ACS policy in conjunction with the family and Soldier readiness system outlined in Army Regulation (AR) 600–20.

b. Set professional standards for the operation of the ACS center.

c. Ensure that Soldiers, civilian employees, and their families are informed of the policy in this regulation.

d. In accordance with DODI 1342.22, develop and forward to the Assistant Secretary of Defense (Force Management and Personnel), for review and approval, a comprehensive evaluation system to measure the effectiveness of ACS centers.

e. Implement the ACS Accreditation Program per this regulation and DA Pamphlet (Pam) 608–17. Use DA Form 7418 (Army Community Service (ACS) Accreditation Report) (RCS ACSIM–003) and DA Form 7419–R (Army Community Service (ACS) Accreditation Checklist) to accredit centers.

f. Ensure that ACS services are developed based on installation-specific needs and mission requirements.

g. Analyze U.S. Army Installation Management Command (IMCOM) regions and installation ACS center reports and resource requirements.

h. Coordinate and submit ACS center requirements through budget channels.

i. Ensure ACS centers are allocated the resources required to accomplish their mission (as developed by garrison commanders) in coordination with subclaimants, IMCOM regions and HQDA.

j. Ensure that ACS services and activities collaborate and coordinate with each other and with other Federal, State and civilian agencies and national nonprofit organizations that provide family support and assistance services in order to use existing resources, information, and services to the greatest extent possible.

k. Submit a report on ACS centers to the Assistant Secretary of Defense (Force Management and Personnel) by 15 February of each year. The ACS center report will document compliance with this regulation and provide an accounting of ACS center service contacts, funding (to include programmed and executed funds), and manpower resources (to include authorized and filled positions). The report should agree with justification material provided to Congress in support of the President's budget request.

l. Sponsor training workshops for IMCOM region and garrison personnel.

m. Ensure that ACS family research and program evaluation are directed toward an increased understanding of—

(1) The relationship between family factors and readiness and retention.

(2) Factors that make a family support system effective and efficient from a command perspective as well as for individuals being served.

(3) The effect of the mobile military lifestyle on Soldiers and their families.

(4) Soldiers, civilian employees, and their families (that is, their strengths, needs and demographic characteristics).

(5) The impact of mobilization and deployment on family support systems and its effect on Soldiers, civilian employees, and their families.

n. Formulate policy guidance, determine resource requirements, and ensure that sufficient resources are available to fully implement transitional compensation program entitlements for abused dependents.

(1) Ensure that information on eligibility requirements for this entitlement and application procedures for benefits are disseminated Army-wide.

(2) Provide an efficient and timely process for the administrative and legal review of applications for transitional assistance.

(3) Authorize the release of appropriated funds for disbursement to eligible applicants through Defense Finance and Accounting Service—Cleveland Center, ATTN: DFAS–CL, Transitional Compensation Claims, P. O. Box 998011, Cleveland, OH 44199–8011.

(4) Notify applicants in writing when applications for benefits are approved or denied and, if approved, the period of eligibility.

(5) Notify recipients of transitional compensation benefits in writing if payments must cease or be forfeited.

(6) Maintain a comprehensive database for applicants, resource requirements, disbursements and program evaluation.

(7) Develop and submit fiscal and statistical reports upon request.

o. Ensure that ACS facilities are included in AR 415–28 with a distinct code, title, and description.

p. Ensure that standards for ACS facilities are included in the Installation Status Report (ISR) Standards Booklet prescribed in AR 210–14 and that the HQISR Status Summary Reports include the C-ratings by building numbers.

q. Review and approve performance work statements when more than 50 percent of the ACS workload is proposed for conversion to contract before issuance of solicitation.

r. Establish implementing policy and procedures for provision of voluntary services in the Army.

(1) Outline reimbursable expenses and method for payment of claims for reimbursement.

(2) Establish a system to recognize and reward volunteer contributions. See AR 215–1 for the use of NAF for volunteer recognition ceremonies.

2–4. The Judge Advocate General

The Judge Advocate General will provide advice, instruction, guidance, and assistance for legal aspects of ACS.

2–5. Chief of Engineers

The Chief of Engineers will provide technical guidance on all engineer matters concerning ACS facilities. Programming documentation for projects as defined in AR 415–15 and AR 415–19 must be coordinated among HQDA, the

U.S. Army Corps of Engineers, USACFSC, and appropriate MACOM and installation program and engineering personnel.

2–6. Commanding General, U.S. Total Army Personnel Command

The CG, U.S. Total Army Personnel Command, will issue instructions on identification card procedures for transitional compensation.

2–7. Commanding General, U.S. Army Installation Management Command

The CG, IMCOM will act as the single integrator and synchronizer with regions, the ARSTAF/ACSIM, and USACFSC family programs as needed to resolve execution issues. The Director will—

a. Be responsible for the management and operational supervision of installation Army Community Service (ACS) centers and family programs.

b. Implement ACS policy and family and Soldier readiness system outlined in AR 600–20.

c. Analyze installation ACS center reports and resource requirements.

d. Coordinate and submit installation and IMCOM regions ACS center resource requirements through budget channels to HQDA CFSC-FP.

e. Develop a resource allocation plan.

f. Provide adequate resource allocation to implement the installation ACS per this regulation and AR 600–20.

g. Ensure that installation ACS directors complete DA Form 3063 (Army Community Service (ACS) Management Report) (RCS ACS–001).

h. Report to USACFSC major systemic problems affecting the delivery of services to eligible recipients.

i. Execute the accreditation process per this regulation and DA Pam 608–17. Complete DA Forms 7418 and 7419–R.

j. Establish ACS positions at the IMCOM region level to manage and provide assistance effectively to ACS centers within the command.

k. Ensure authorization and assignment of a professional installation staff for the ACS center consistent within the command.

l. Ensure that contingency plans are developed and exercised to provide for augmentation of ACS center staff during times of local and national emergency, large-scale activation or mobilization of Reserve Component personnel, large-scale deployment, or evacuations.

m. Sponsor training workshops for installation ACS personnel.

n. Coordinate all pilot projects and research with USACFSC–FP.

o. Forward installation performance work statements to USACFSC for review and approval when more than 50 percent of the ACS workload is proposed for conversion to contract before issuance of solicitation.

2–8. Garrison commanders

Garrison commanders are responsible for ACS centers. They will—

a. Identify community needs and resource requirements to their IMCOM regions.

b. Provide adequate resource allocation to implement the installation ACS center per this regulation and AR 600–20.

c. Ensure that ACS center personnel are aware of HQDA and IMCOM resources allocated to support operations and services.

d. Ensure that ACS conducts an annual internal review per paragraph 2–12.

e. Appoint ACS directors at installation level.

f. Establish a written memorandum of agreement and memorandum of understanding (MOU) between civilian social service agencies and ACS with guidance from the staff judge advocate.

g. Ensure implementation of a family assistance system during deployment or mobilization and stability and support operations (SSOs).

h. When located in a geographical region with several active duty installations, establish MOUs among the installation family centers that provide enhanced family assistance during local or national emergency, mobilization, or large-scale deployment or evacuation.

i. Provide ACS facilities that meet requirements of this regulation.

j. Implement transitional compensation for abused dependents.

k. Forward performance work statements through IMCOM region to USACFSC–FP when more than 50 percent of the ACS workload is proposed for conversion to contract before issuance of solicitation.

l. Support the ACS accreditation process per this regulation and DA Pam 608–17.

m. Ensure the AVCC receives on-the-job training, in-service training, and the opportunity to attend appropriate military and civilian conferences.

n. Comply with DODI 1342.27, paragraph E3.1.9, regarding staffing, certification, and training requirements for financial planning and counseling programs.

2–9. Army Volunteer Corps coordinators

AVCCs will—

a. Serve as a link among the commander, volunteer agencies, volunteers, and the community.

b. Consult with the commander on volunteer issues.

c. Coordinate and facilitate volunteering on the installation.

d. Monitor compliance with chapter 5 and appendix H of this regulation.

e. Assess changing needs of the community, volunteer trends, and volunteer skills to assist organizations in developing and implementing appropriate volunteer programs.

f. Develop standing operating procedures for the office of the AVCC that include, at a minimum, recruiting, screening, referring and recognizing volunteers.

g. Provide briefings and reports on volunteer issues to the commander, unit leaders, Soldiers, spouse organizations, spouse organizations, family readiness groups (FRGs), civilian staff, and community.

h. Act as a resource to organizations utilizing volunteers.

i. Develop a marketing plan to inform the community of services offered by the AVCC, to advertise volunteer positions, promote organizations having volunteers, and recognize volunteer contributions.

2–10. Installation ACS directors

ACS directors will—

a. Direct and implement installation ACS center operations per this regulation.

b. Conduct specialized needs assessment using a variety of methods (surveys, customer feedback forms, training evaluations, customer focus groups, and service request forms) to identify local demographics, target risk populations and determine service emphasis.

c. Develop and update annually a 5-year plan for ACS services and resources.

d. Conduct an annual internal review per paragraph 2–12.

e. Execute the accreditation process per this regulation and DA Pam 608–17. Complete DA Form 7419–R.

f. Report community needs and ACS center resource requirements to the garrison commander. These requirements will include support during deployment or mobilization and SSOs.

g. Plan for and effectively use resources allocated to the installation ACS center.

h. Update the DA Form 3063 quarterly.

i. Prepare a comprehensive family assistance plan to address all levels and phases of deployment or mobilization and SSOs.

j. Implement an ACS marketing plan with goals, objectives, strategies, and an action plan to increase command, Soldiers, spouse, and staff awareness of center activities and benefits (includes tenant unit commanders).

k. Conduct informational briefings to commanders (within 45 calendar days of assuming command and annually thereafter), unit leaders, Soldiers, spouse organizations, and civilian staff.

l. Implement a training program for paid staff.

m. As the accepting official, ensure that local procedures are developed for recruiting, screening, interviewing, placing, orienting, training, evaluating, and recognizing volunteers within ACS.

n. Prepare a standing operating procedure for each ACS service.

o. Coordinate services and share the responsibility for family readiness planning with the ARNG and USAR to—

(1) Ensure that Reservists and their families have access to ACS services in times of active duty, local or national emergency, contingency call-up, mobilization, large-scale deployment, or evacuation.

(2) Assist with family readiness planning during peacetime to ensure that family members are prepared to deal with the unique roles and responsibilities associated with the activation of USAR and ARNG personnel. Share programs, training, and resources with family support liaisons in the ARNG and USAR.

p. Coordinate services with national and local governmental, civilian, and nonprofit organizations, as appropriate, to ensure that identified needs are met, to maximize available services and avoid duplication.

q. Serve as advisor on family matters to commanding officers and garrison commanders (includes working collaboratively with the designated senior spouse advisor).

r. Provide professional liaison to unit FRGs.

Section II
Assessment and Compliance

2–11. General
A copy of this regulation and the references listed in appendix A will be on file at all ACS centers and readily available to employees, command representatives, Soldiers and their families.

2–12. Annual review
a. An annual review will be conducted to substantiate compliance with the following ACS standards in Section I (and appendixes A, B, C, and D) on DA Form 7419–R: Criteria for Center (11000.1 and 11000.2), Record keeping (23000.1, 23000.2, 45000.10 and 45000.11), Reporting (24000.1), Funding (31000.1 - 31000.4), Physical Property Management (34000.1–34000.4), Family Advocacy Program (FAP) Organization and Management (42001.4, 42001.10, and 42001.11), FAP Planning and Evaluation (42007.1), Army Community Service Exceptional Family Member Program (EFMP) (10000.1), Army Medical Department EFMP (20000.10 and 20000.22), Civilian Personnel Advisory Center EFMP (40000.6) and Directorate of Public Works EFMP (50000.4), Army Family Action Plan (10000.1, 10000.6, 10000.7, and 10000.8), Army Family Team Building (10000.1, 10000.3, 10000.4, 10000.6, and 10000.9). The annual review and completion of DA Form 7419–R as indicated above are considered key management controls (see appendix I). A copy of a completed DA Form 7419–R will be provided to the appropriate installation management control office.

b. The ACS director will conduct the annual review.

c. Findings, recommendations, and corrective actions will be maintained on file at the installation and provided to higher headquarters upon request.

2–13. Strategic planning
A strategic planning session will be convened at least annually with all ACS personnel to review and update 5-year plan for ACS services and resources. Needs assessment data will be included in the strategic planning process.

Section III
Record keeping

2–14. Client internal data flow system
a. The ACS will use an internal data flow system to collect client data in three separate tracks—simple information, extended contacts (case management and counseling), and group sessions. All data gathered will be safeguarded per AR 340–21.

b. Initial contact or request for service will occur in one of three ways: telephone, walk-in, or written.

(1) A simple information request will consist of 15 minutes or less. It will be reported on DA Form 3063 under EFMP, FAP or the specific readiness area to which it applies. If it does not apply to EFMP, FAP or a specific readiness area, it will be reported as simple information under the information, referral and follow-up section of the DA Form 3063.

(2) If a contact requires more than 15 minutes to provide service, a record will be established per AR 25–400–2 using DA Form 5897 (Army Community Service (ACS) Client Case Record). DA Form 5897 records worker assessment and follow-up.

c. Each awareness briefing, education, and training class, workshop, or seminar conducted by ACS staff will be recorded on DA Form 5900 (Army Community Service (ACS) Group Sessions Log.)

d. DA Forms 5897 and 5900 will be maintained as internal documents (no external requirements control symbol needed). The data from these forms will be used to complete DA Form 3063 (see section IV of this chapter).

2–15. Paid staff personnel records
All paid staff will have a personnel record on file.

Section IV
Reporting

2–16. General
DODI 1342.22 requires HQDA to provide the Assistant Secretary of Defense (Force Management and Personnel) with an accounting of ACS center service contacts, funding and manpower resources on an annual basis. DA Form 3063 will be used to collect data for that requirement.

2–17. ACS Management Report

DA Form 3063 will be updated quarterly.

Chapter 3
Management

Section I
Funding

3–1. ACS appropriated funds

a. ACS establishment.

(1) The ACS center will be established and operated as an APF activity. It will be administered according to Army and DOD financial management publications.

(2) APF resource requirements for ACS will be considered with all other requirements in installation and IMCOM region annual program analysis and resource review submissions.

(3) IMCOM regions and installation ACS staff personnel will participate in budget planning. They will help to determine funding and staffing needed to operate the center.

(4) Common table of allowances (CTAs) for the ACS center authorize—

(a) Nonexpendable supplies and equipment for ACS (CTA 50–909, chap 11).

(b) Expendable and durable supplies and equipment (CTA 50–970).

(c) Supplies and equipment for the ACS lending closet (CTA 50–970 for expendable items and CTA 50–909 for nonexpendable items).

(d) Items with a unit cost of $100 or less and not listed in section II of CTA 50–970. These items are authorized for procurement through local sources (CTA 50–970, appendix A).

(5) APFs will be used for automated data processing (ADP) support. The development of ADP systems within ACS must be coordinated with the installation automation management office.

(6) APFs will be used to buy books and subscribe to professional journals, periodicals and films for ACS.

(7) APFs are not authorized to purchase ACS emergency food locker items or food vouchers.

b. Management Decision Package (MDEP) resources.

(1) The QACS MDEP, titled "Army Community Services," has resources, both manpower and dollars, to enhance and standardize the exceptional family member program, family advocacy, family member employment program, emergency placement care services, financial planning—consumer affairs, information, referral, and followup, outreach, mobilization and deployment support program, and relocation. Funding that supports salaries, supplies, equipment and so forth required to operate ACS are included in the QACS MDEP. Commanders should program and execute MDEP funds to ensure services and programs are established by using a variety of methods: manpower authorizations, overhire, temporary hire, contracting, and interagency agreements. Regardless of the method selected, the standards outlined in this regulation must be met.

(2) The data elements and codes to be cited in financial transactions and used in financial records and reports are in DFAS–IN Manual 37–100.

c. Direct congressional appropriations. Additional resources are available for family advocacy and relocation assistance through a direct congressional appropriation allocated to the Office of the Secretary of Defense (OSD). These appropriations may be used only to support those areas of operation. The USACFSC issues annual funding guidance for use and monitoring of OSD funds. The data elements and codes to be cited in financial transactions and used in financial records and reports are detailed in DFAS–IN Manual 37–100.

3–2. ACS nonappropriated funds

a. A non–morale, welfare, and recreational (MWR) supplemental mission nonappropriated fund (NAF) account may be established as part of the installation MWR fund under program code SA to serve as a part of ACS. This account code will be used to administer the receipt of voluntary gifts and donations from private sources which supplement ACS missions (AR 215–1, chap 4). It will also facilitate the authorized expenditure of ACS supplemental mission NAFs in support of ACS services for items not authorized from appropriated funds (APFs). Supplemental mission NAFs may not be used for any element of expense authorized from APF. The installation MWR fund may not subsidize the supplemental mission NAF activity or vice versa. Donations intended for use by an ACS mission, for example, family support to include family readiness groups, food locker, and other missions should be accounted for separately to ensure the donation is used as intended. Supplemental mission NAFs do not expire and balances roll forward into the next fiscal year.

b. The purchase of ACS emergency food locker items/food vouchers is authorized from ACS NAFs. This does not preclude acceptance of these items free of charge.

c. Grants or loans of ACS NAFs to individuals are not authorized.

d. Accounting policy and reporting procedures are contained in DOD 7000.14–R. These funds do not expire at the end of the year, and balances are rolled over into the following year.

e. NAFs can be used for promotional items for ACS per AR 215–1 (chap 4).

f. Supplemental mission NAF funds should be used to provide quality of life services as adjuncts to the mission activity, consistent with DODI 1015.15, paragraph E5.2.1.1 and AR 215–1.

g. ACS NAFs may be used to purchase meals for official volunteer recognition ceremonies.

Section II
Personnel

3–3. General

ACS staff discussed in this regulation refers to military, APF and NAF civilian and volunteer personnel.

3–4. Center staffing

a. The size of an installation ACS staff will be based on published Army manpower guidance. Staff size will also depend on the degree of support available from the local civilian community and complexity and scope of services provided by the garrison commander.

b. Consistent with local service requirements and resources, professional personnel will be included on the ACS staff to—

(1) Provide an interdisciplinary approach to the delivery of direct services and the development of solutions to social and community problems.

(2) Ensure that the services provided are coordinated, effective and of a high quality.

(3) Provide professional, administrative and financial management expertise.

3–5. Position descriptions for paid staff

Position descriptions will be current and accurate for all paid staff.

Section III
Training

3–6. General

ACS paid staff will be provided on-the-job training, in-service training, and the opportunity to attend appropriate military and civilian professional conferences.

3–7. Mandatory training

All paid staff will receive orientation training.

Section IV
Physical Property

3–8. Standing operating procedure

A standing operating procedure will be in place to control inventory of physical property such as: furnishings, copy machines, fax machines, audiovisual equipment, telephone system and so forth. Property will be inventoried at least annually and tracked when reassigned, replaced, and disposed of to salvage.

3–9. Center requirements

a. The ACS center will have the following physical property on site to support services and administrative processes: sufficient telephone lines with appropriate access to defense service network (DSN) for incoming and outgoing calls, internet accessibility for all staff, audiovisual equipment, automated data processing equipment, locking file cabinets for Privacy Act materials and filing cabinets for administrative materials.

b. The ACS center will be accessible to clients with disabilities per the Architectural Barriers Act of 1968, 42 USC 4151, et seq, as amended; 29 USC 504; 29 USC 701, et seq, as amended; and 42 USC 12101, et seq, as amended. When possible, the ACS center will be housed in consolidated structures or collocated with community support activities, such as in and out processing. Functional space of the center will be integrated and coordinated with the interior design of entire facility. The reception area of the center will be readily visible and accessible to the entrance with adequate and comfortable seating. In addition, the reception area will be well lighted, clean, and neat with reading and educational materials readily available.

c. The center will meet occupational health and safety standards (AR 385–10) and fire protection standards (AR

420–90). It will include adequate work areas for paid staff and volunteers and private areas for confidential interviewing (see Architectural and Engineering Instructions, Design Criteria for space allocations). Hours of operation will be flexible enough for accessibility and reduction of time away from training and unit missions.

Section V
Marketing

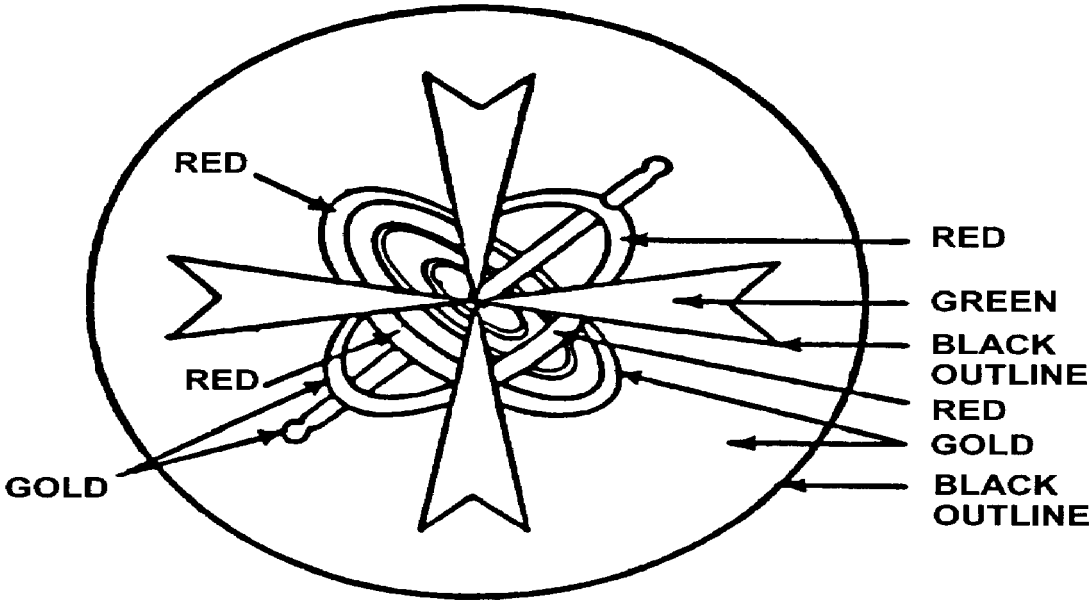
3–10. User awareness

The ACS center will inform the community about its services to increase user awareness. Information will be widely disseminated on how persons with disabilities can access services.

a. The ACS emblem (figure 3–1), which conveys "Self-Help, Service, and Stability," will be permanently displayed outside the ACS center so it can be easily seen by individuals who wish to use ACS services.

b. Identification signs will be prominently displayed on main roads on the installation to help newly assigned Soldiers, civilian employees and their families locate the center.

Theme: "Self-Help, Service, and Stability"



Legend for Figure 3–1;

This emblem represents the cross, the gyroscope, and the heart, an idea associated with the giving of kind-hearted help and stability. The image of the cross is taken from an organization whose purpose, among other things, was to provide help for the sick and needy Crusaders during the Middle Ages. This may have been the first organized program of individualized relief services in relation to an armed force. The cross, a symbol for help, and the gyroscope, a symbol for equilibrium and stability, are combined with a heart to reflect the program as a living, sustaining force in the lives of Army personnel and their family members. The color of the Army green uniform and the gold buttons and insignia are combined in the emblem. The full circle represents the whole, the Army Community.

Figure 3–1. Army Community Service emblem

3–11. Marketing plan

A marketing plan will be developed which incorporates strategic planning goals and needs assessment data and covers each service provided by the center.

Chapter 4
Services

Section I
Deployment or Mobilization and Stability and Support Operations Readiness

4–1. Purpose

Family assistance and support services will be provided to families of Active Component and Reserve Component (RC) forces and emergency-essential civilians in support of military operations-deployment or mobilization and SSOs (includes mass casualties, evacuation, natural disasters and acts of terror)—to enhance unit cohesion and increase readiness. Preplanning for family assistance will ensure that a comprehensive, realistic, effective and coordinated assistance delivery system is in place prior to military operations. This system will normally include the triad of family assistance centers, unit FRGs, and unit rear detachments.

4–2. Family assistance plan

A family assistance plan will be developed to address all levels and phases of deployment or mobilization and SSOs. The plan will include requirements for continued coordination of family assistance services and establishment of family assistance centers. The plan will be incorporated into overall installation contingency plans and include at a minimum—

a. Type of family assistance services offered to families. Minimum services will include emergency financial assistance, emergency food and shelter, crisis intervention, legal information, Defense Enrollment Eligibility Reporting System, military medical benefits briefing, information, and referrals to appropriate sources for other assistance.

b. ACS and other agency roles and responsibilities for implementing the plan.

c. Resource requirements (manpower and dollars) to implement the plan.

d. Mobilization table of distribution and allowances requirements to include Individual Mobilization Augmentee personnel and retiree recalls.

e. Requirements to accommodate any projected program needs, that is, facilities, equipment, and communications support.

f. Installation response to acts of terror. See appendix F for strategies.

4–3. Predeployment or mobilization and SSOs assistance

Predeployment or mobilization and SSOs assistance will include:

a. Support and assistance to unit commanders in establishing support groups caring for families.

b. Orientations for RC units and their families that outline the assistance available upon unit activation and individual mobilization. Similar orientations should be provided to deploying emergency-essential civilians and their families.

c. Participation in mobilization and casualty work group exercises to test program effectiveness in providing family support during deployment or mobilization and SSOs.

d. Assistance to single parents, dual military couples, and dual emergency-essential civilian couples in developing family care plans for deployment.

e. Coordination with local and State human service assistance agencies.

f. Coordination with State Adjutant General and appropriate USAR Regional Support Command Office as well as RC units within a 50-mile radius to identify the potential numbers of RC family members eligible for ACS assistance.

g. Identification of families with major problems requiring special assistance and support during deployment or mobilization and SSOs.

h. Participation in Soldier readiness processing and completion of Family Assistance Information Sheet to identify families, including those with special deployment-related needs and geographically separated families (immediate and extended) identified by the Soldier. These information sheets will be used to identify specific issues which may create increased levels of stress in the event of an extended deployment. A sample copy of the Family Assistance Sheet is included in the Operation READY training materials. With the Soldier's permission, completed Family Assistance

Information Sheets will be shared with the rear detachment commander and the ACS or family programs staff for further contact.

4–4. Deployment or mobilization and SSOs assistance

During deployment or mobilization and SSOs, ACS will—

a. Shift into a 24-hour family assistance center operation if requested by the garrison commander. The center will include, at a minimum, representatives from the following offices: identification cards, Defense Enrollment Eligibility Reporting System, TRICARE, finance, and staff judge advocate.

b. Establish a toll-free number to address family issues and crises.

c. Provide assistance to FRGs.

d. Assist casualty assistance officers in providing support to survivors.

e. Provide support to waiting families.

f. Assist deploying mobilized RC unit, USAR Regional Support Command, or Army Reserve Command and State Area Command in providing family assistance to RC families.

g. Assist commanders in providing ongoing training for designated family sponsors.

h. Assist families in identifying resources for relocating, as applicable.

i. Serve as a sponsor for families with special needs.

j. Keep commanders abreast of major problems affecting families of either mobilized or deployed Soldiers and civilians.

k. Compile and maintain statistics on assistance rendered.

4–5. Postdeployment or mobilization and SSOs assistance

This assistance will include briefings, workgroups to deal with family reunification problems, and command after action reports (includes lessons learned and recommendations for improving procedures).

4–6. Unit rear detachments

These detachments will receive training on family assistance and community resources available to support deployment or mobilization and SSOs. Also, assistance will be provided to rear detachment commanders in coordinating services for families in their units. Appendix J provides unit commanders and rear detachment commanders regulatory guidance and policy on managing FRGs.

4–7. Family readiness groups

a. An FRG is a commander's program formed in accordance with AR 600–20 and appendix J to provide activities and support that encourage self-sufficiency among its members by providing information, referral assistance, and mutual support.

b. ACS assistance will be offered to commanders in the following areas for FRG support:

(1) Expertise and support.

(2) Training.

(3) FRG leader forum.

(4) FRG orientation program.

(5) Resource materials.

(6) Meeting facilities.

(7) Homecoming and reunion activities.

(8) Information and referrals.

c. Appendix J provides additional regulatory guidance and policy on managing FRGs.

4–8. Materials for military operations

Appropriate materials are used to support unit commanders in preparing Soldiers, civilian employees, and their families for military operations. Materials may include, but are not limited to, Operation R.E.A.D.Y. materials (modules, handbooks, workbooks and videos), Army Family Team Building (AFTB) materials, locally generated materials, and materials provided through commercial resources.

4–9. Overseas noncombatant evacuation operation support

In overseas areas, assistance will be provided in conducting family readiness noncombatant evacuation operation (NEO) briefings, processing families for deployment and coordinating support for families with gaining safehaven areas in accordance with local NEO plan and Annex H, Joint Plan for DOD Noncombatant Repatriation. The Joint Plan contains policies, procedures, and responsibilities in planning for the evacuation and repatriation of official DOD personnel from overseas areas.

4–10. Support to unaccompanied family members being evacuated or on forced early return from an overseas area

This support will consist of—

a. Providing personnel to support reception center for repatriated families, if requested.

b. Appointing a sponsor to assist family members in safehaven status in the geographical area of the installation.

c. Assisting family members in obtaining safehaven benefits and entitlements.

d. Providing required reports on the status of families to IMCOM regions, Army Commands, Army Service Component Commands, Direct Reporting Units, and HQDA in accordance with Annex I, Joint Plan for DOD Noncombatant Repatriation.

Section II
Soldier and Family Readiness

4–11. Family Advocacy Program

The Family Advocacy Program will be implemented to address child abuse and neglect and spouse abuse (includes prevention, identification, reporting, investigation, and treatment) per AR 608–18.

4–12. Transitional compensation for abused dependents

a. Transitional compensation payments and other benefits described in appendix G may be provided for dependents of Soldiers who are separated from active duty under a court-martial sentence resulting from a dependent-abuse offense, administratively separated if the basis for separation includes a dependent-abuse offense, or sentenced to forfeiture of all pay and allowances by a court-martial that has convicted the Soldier of a dependent-abuse offense.

b. Congress established this entitlement for victims of dependent-abuse in the National Defense Authorization Act of FY 94 in order to reduce victim disincentives to reporting abuse. The legislation authorized temporary payments, at the rate specified for Dependency and Indemnity Compensation, to families for 12 months or the unserved portion of the Soldier's obligated active duty service, whichever is longer, up to 36 months.

c. Recipients of monetary compensation are entitled to receive family member identification cards during the entitlement period, have full access to commissaries and exchange stores, and are eligible to receive dental care through military facilities, and medical care, including mental health services, as TRICARE beneficiaries.

d. Applicants must file DD Form 2698 (Application for Transitional Compensation) and documentation required in accordance with appendix G in order to receive benefits.

e. Commanders should ensure that when a Soldier is separated as a result of a dependent-abuse offense that the victim and the offense are clearly specified in the separation action to document the basis for this entitlement (see appendix G for further details).

4–13. Emergency placement care service

An emergency placement care service will be established per AR 608–18.

4–14. Exceptional Family Member Program

The Exceptional Family Member Program will be implemented to provide community support, housing, personnel, educational and medical services to families with special needs per AR 608–75.

4–15. Army Family Action Plan Program

Per AR 608–47, the Army Family Action Plan Program will be implemented to provide forums for Soldiers, retirees, DA civilians, and family members to propose solutions for issues of well-being concern and orchestrate a management protocol for issue implementation and accountability that includes leadership direction and approval.

4–16. Army Family Team Building Program

The AFTB Program will be established to teach and promote personal and family readiness through the standardized, progressive education of family members. It will be implemented per AR 608–48.

4–17. Outreach services

See paragraph 1–9 for policy on outreach services.

Section III
Relocation Readiness

4–18. Purpose

Relocation assistance will be provided to reduce or eliminate problems arising because of frequent moves.

4–19. Relocation Assistance Coordinating Committee

A Relocation Assistance Coordinating Committee, or its equivalent, such as the Human Resource Council, will meet quarterly to ensure coordination and cooperation among the various relocation services on the installation. The committee will develop a comprehensive installation relocation assistance plan that addresses elements and functions of relocation assistance provided by each installation activity; training requirements for all relocation services providers; and an evaluation plan to ensure assistance is accessible, effective and responsive to the needs of the Army family. Members will include, at a minimum, representatives from ACS, housing, transportation, finance, military personnel division, civilian personnel advisory center and medical treatment facility.

4–20. Relocation counseling

a. Relocation counseling will be provided on an individual or group basis. It will be available to both inbound and outbound transferees with primary focus on predeparture counseling and relocation planning. Transferees preparing for their first permanent change of station (PCS) move or first overseas PCS will be targeted, at a minimum, for counseling sessions.

b. Relocation counseling will include—

(1) Assessment of client's individual or family needs and particular relocation circumstances.

(2) Information about the destination area (for items such as schools, housing, community resources and cost of living), entitlements, reimbursements, and household goods shipment.

(3) Provision of referral, follow-up and advocacy in resolving relocation related problems.

4–21. Pre-arrival information

a. Accurate and current pre-arrival information on the installation and surrounding area will be provided through the Standard Installation Topic Exchange Service (SITES), welcome packets where allowed, and the installation home page. SITES, a DOD automated information system accessible on the internet (http://www.dmdc.osd.mil/sites), contains information on all military installations of 500 or more in population. It will be formally updated per instructions from USACFSC (CFSC–FP–A). On-line updates will occur when changes in the contents of the SITES file warrant. Ancillary agencies and resources mentioned in the SITES will be contacted to ensure accurate information.

b. Installations still updating their welcome packets will update these, at a minimum, quarterly. They will maintain copies of their welcome packet at the ACS center for review by customers and will mail their packet to those installations that do not meet the criteria for having SITES.

4–22. Mandatory overseas orientation

In accordance with AR 600–8–11, all Soldiers departing installations for overseas assignment will receive an orientation to provide essential information and guidance on preparing for the move. These overseas orientations will—

a. Be conducted within 30 days of the Enlisted Distribution Assignment System cycle/Request for Orders date, or as needed, based on the number of Soldiers completing the reassignment briefing process per month. Family members will be strongly encouraged to attend these orientations.

b. Be conducted in groups by country such as Korea or Germany.

c. Include the participation of other relocation-related activities only as needed (for example, military personnel division and housing).

d. Be scheduled to encourage maximum participation of family members with child care provided when possible.

e. Be targeted, when possible, toward the particular audience—for example, those going overseas for the first time or those with some overseas experience who need only updates.

f. All Soldiers going on unaccompanied tours will be asked to provide voluntarily their family's stateside address with a proper Privacy Act notice to meet requirements of paragraph 4–28 of this regulation.

4–23. Reentry workshops

Reentry workshops will be provided for transferees returning from overseas to the United States. These workshops will be designed to prepare Soldiers and families for the often unexpected logistical, financial, and psychological adjustment of returning from an overseas tour.

4–24. Special workshops or support group sessions

These workshops and sessions will be organized for families identified as particularly at-risk. Workshops will address methods of managing the emotional and situational stresses of relocation.

4–25. Postmove newcomer orientations

Installation-wide newcomer orientations will be provided and will include information on the community and cultural adaptation and area tours as required. Where newcomer orientations are conducted at the unit level, minimum

orientation content standards will be developed as well as a list of required participating agencies and information sources.

4–26. Lending closet

A lending closet will be administered to provide basic housekeeping items for temporary loan to incoming and outgoing families and in other cases determined appropriate. ACS personnel will stock the lending closet with good quality items. At a minimum, these items will include basic kitchen equipment, high chairs, child car seats, play pens, cribs, ironing boards, irons, and transformers if appropriate.

4–27. Services to multicultural families

Families with foreign-born spouses will receive support and assistance, to include—

a. A comprehensive, multilevel language program developed with the cooperation and active participation of existing military program elements and civilian community resources.

b. Cross-cultural training offered in conjunction with language programs to facilitate communication skills development in areas such as interpersonal relationship building, career enhancement, obtaining citizenship or driver's license, financial management, service utilization, adapting to military lifestyles, and basic survival skills.

c. Cultural mediation services to assist multicultural family members in dealing with problems that arise during the immigration and cultural adaptation processes and language skills development.

4–28. Services to waiting families

Support services will be provided to families residing on post or in the surrounding community who are living separately from the military and civilian sponsor because of mission requirements. Such circumstances include unaccompanied tours, extended temporary duty and field training exercises.

a. Efforts will be made to identify and contact these families to—

(1) Provide information on community services.

(2) Assess the need for services and information.

(3) Provide crisis intervention services.

(4) Act as liaison with military and civilian agencies to ensure provision of required assistance.

b. Support groups will be organized for identified waiting families, as appropriate.

c. Families will be identified who are departing the installation for a stateside location while the sponsor serves an unaccompanied tour. An effort will be made to inform the family of the services available in their destination area and with the consent of the family notify the gaining ACS center of the family's arrival in the area.

d. Predeparture briefings will be provided to address coping with stress factors and the practical aspects of separation and relocation.

4–29. Sponsorship support

Sponsorship support will consist of—

a. Training for unit sponsorship trainers or designated sponsors upon unit requests.

b. Training for youth sponsors.

c. Providing a SITES file or welcome packet for sponsor to send before transferee's arrival.

4–30. Citizen Immigration Services liaison

Citizen Immigration Services (CIS) liaison assistance will be provided to families seeking guidance for the citizenship and residency application process. Upon request, the family's documentation will be reviewed for accuracy to facilitate the citizenship process for families..

Section IV
Employment Readiness

4–31. Purpose

Employment assistance will be provided to assist individuals (see para 1–7) in acquiring skills, networks, and resources that will allow them to participate in the work force and to develop a career/work plan.

4–32. Resource information

Comprehensive, accurate, easily accessible, and up-to-date information will be provided on available employment opportunities, education and volunteer resources and support services which help customers make informed decisions on seeking employment. Employment readiness services should provide a menu of local resources available for job seeker's use. These services include:

a. Employment and volunteer opportunities.

b. Support services to help customers make informed decisions.

c. Education resources (scholarships, grants, student aid, tuition assistance, points of contact and education partners).

d. Resources for job seeker's use (computers with web and printer access, fax machines, telephones, copiers, and resource center).

e. Job fairs.

4–33. Job search assistance

Classes, programs, workshops, seminars, or individual sessions will be conducted or sponsored to empower job seekers for effective job searches. These include:

a. Job search skills classes include—

(1) Self-Assessment (including financial status).

(2) Resume writing.

(3) Interviewing.

(4) Dress for success.

(5) Negotiating for salary.

(6) Job/employer/market research.

(7) Applications, cover letters, transcripts and letters of reference.

(8) Alternate work scenarios.

(9) Career exploration.

(10) Goal setting.

(11) At-work behavior.

b. Job skills are basic skills needed for most forms of employment in the United States. These services will include—

(1) Basic computer skills.

(2) Word processing.

(3) English as a second language.

(4) Education.

c. Job search training bridges the gap between the job seeker and his or her goals. These classes include—

(1) What is my career plan?

(2) Where am I now?

(3) What do I have to do?

(4) Financial management.

(5) Career exploration.

(6) Marketing yourself.

(7) Written marketing tools.

(8) The interview process.

(9) Federal employment.

(10) Careers on-the-go.

(11) Entrepreneurism.

(12) Volunteerism.

(13) 21st Century workplace.

(14) Creating balance in your life.

(15) Licensing and certification.

4–34. Career counseling and coaching

Individual and group counseling will be provided for assessing job skills and developing and implementing career goals. The counseling will help individuals in developing and implementing realistic career goals by identifying job strengths and weaknesses, career/educational goals and providing information about opportunities available in the local area for personal and professional development (requires an assessment tool).

a. Counseling and coaching by employment service staff can be provided one-on-one or in group counseling or coaching sessions. These sessions include:

(1) Assessment of customer characteristics.

(2) Providing information on training, education and occupations.

(3) Assisting customers in use and operation of resources.

(4) Helping customers set long-term goals.

b. Customer self-assessments are conducted by the individual with guidance and/or assistance of simple materials/tools.

4–35. Employment opportunity development

a. Employment partnerships with private industry will be developed to increase domestic and foreign private sector career opportunities for spouses of active duty military and connect spouses with portable jobs and other methods of pursuing lifetime career goals. Any agreements entered into with non-Federal entities are required to have legal review.

b. Outreach will be provided to employers and will consist of developing employment opportunities and maintaining a private sector job bank. The private sector job bank will consist of—

(1) Current job listing in local community.
(2) Full- and part-time private sector employment needs.
(3) Non-Federal summer and part-time employment.
(4) Non-Federal seasonal employment vacancies.
(5) Regional employment opportunities.
(6) National employment opportunities.
(7) Existing home business opportunities.
(8) A job skills bank of individuals who indicate a desire to share their skills for pay with community organizations.

4–36. Marketing

The Employment Readiness Service will effectively market services to individuals (see para 1–7) and command leadership. In addition, it will provide an in–depth marketing strategy throughout the community so that the primary needs of families can be met upon arrival at each new duty station. This will be accomplished through—

a. Web sites.
b. Standard flyers posted on the Web (to be printed and posted on the installation).
c. SITES.
d. PUSH e-mails.
e. Installation newspapers, publications, and broadcast and electronic media.
f. Success stories.
g. Award ceremonies and other forms of recognition.
h. Word of mouth.
i. Outreach by direct contact/networking, interface with commanding officers, executive officers, noncommissioned officers, and spouses. Outreach will also include—

(1) Press releases.
(2) Open houses.
(3) Installation marquee.
(4) MWR/Director of Community Activities.
(5) Focus groups.
(6) Booths (add to other events).
(7) Employers.
(8) Organizations/clubs/groups.
(9) In-service training.
(10) Partnerships.
(11) Employment councils.
(12) Chamber of Commerce.
(13) Surveys.
(14) Installation housing.

Section V
Financial Readiness

4–37. Purpose

Services will be provided that—

a. Support commanders in maintaining unit financial readiness to sustain deployments.
b. Counsel and educate Soldiers and families on financial self-sufficiency.

4–38. Prevention education

Classes will be provided in personal financial management readiness and consumer affairs to Soldiers and family members. These classes will include—

a. Banking and credit union services (includes overview of services provided by financial institutions).
b. Budget development and record-keeping (planning for expenses based on income, planning for emergency expenses, importance of good personal and financial records, and methods of keeping these records).

c. Debt liquidation (responsibilities and legal aspects of overextending financial obligations and consequences of noncompliance with provisions of AR 600–15, methods to reduce debts and become financially solvent, consequences of bad credit ratings, Soldiers and Sailors Civil Relief Act, methods to reduce installment payments, and use of credit cards).

d. Credit (use and abuse of credit, right to obtain credit regardless of sex, race, age, marital status or national origin, and credit cards).

e. Consumer rights and obligations.

f. Insurance.

g. Personal financial readiness (military pay system–pay, entitlements, and how to read Leave and Earnings Statements, wartime pay systems, and the Sure–Pay Program using TC 21–7; checkbook management; financial counseling resources and procedures; Soldier's financial responsibility to themselves, family members and creditors; financial planning for family separations; short notice deployments; extended absence financial plan; and permanent change of station moves).

h. Instruction and information materials that assist Soldiers and families with critical life stages impacting personal finances (for example, marriage, parenthood, college, and retirement).

4–39. Mandatory training

a. Refresher classes will be conducted for personnel who have abused and misused check-cashing privileges.

b. Financial planning classes and counseling will be conducted for all junior enlisted Soldiers (E–4 and below) who are scheduled for their initial PCS move.

c. Support will be provided to unit commanders in establishing personal financial management readiness training for first term/initial term Soldiers.

4–40. Financial counseling services

These counseling services will be provided for Soldiers and family members in areas such as budget development and financial planning, developing a spending plan, managing personal finances, and evaluating assets and liabilities.

4–41. Prescreening and counseling for the Family Subsistence Supplemental Assistance Program

a. Soldiers will be pre-screened to determine Family Subsistence Supplemental Assistance (FSSA) Program eligibility (see 37 USC 402A). Prescreening will consist of reviewing paperwork, assisting Soldiers in completing application, estimating amount of FSSA. and assisting certifying officers.

b. During the application process, Soldiers will be counseled on the purpose of FSSA and how participation in FSSA can affect other entitlements and recertification.

c. Eligible Soldiers will be referred back to unit to complete FSSA process.

4–42. Debt liquidation assistance

To assist commanders, Soldiers, and family members with problems of financial indebtedness, the following debt liquidation assistance will be provided:

a. Facilitate resolution of financial crisis by—

(1) Assisting clients in analyzing their assets and liabilities and enrolling them in a debt liquidation program, if appropriate.

(2) Assisting clients in developing a repayment plan to liquidate debts.

(3) Assisting clients in contacting their creditors.

(4) Notifying each enrollee's creditors by mail that they are enrolled in the debt liquidation program.

b. Follow clients through counseling until the following occurs:

(1) Client's debts are liquidated.

(2) Counselor is assured that client can manage independently.

(3) Client withdraws from the program.

(4) Assist client in transferring to debt liquidation program at new duty station.

4–43. Consumer advocacy service

a. Information will be provided to help Soldiers and family members make educated decisions.

b. Feedback will be provided to commanders on consumer issues affecting Soldiers and families.

4–44. Consumer complaint resolution

Soldiers and family members will be assisted in handling consumer complaints.

a. DA Form 5184 (Consumer Complaint) will be used to record consumer complaint assistance.

b. DA Form 5184 is available on the Army Electronic Library CD–ROM and the APD Web page.

c. The following services will be provided:

(1) Information on resolving consumer complaints, consumer rights, and protection laws.

(2) Referral to military and civilian resources responsible for resolving complaints.

(3) Coordination with Staff Judge Advocate, Inspector General, and Armed Forces Disciplinary Board on issues requiring their assistance.

(4) Assistance to clients in drafting consumer complaint letters and contacting agencies and businesses in reference to consumer issues.

(5) Publicizing agencies and businesses that employ unfair business practices in accordance with AR 190–24.

d. Feedback will be provided to commanders on recurring consumer problem areas affecting Soldiers and family members.

4–45. Emergency assistance

Soldiers and families will be provided emergency assistance to help prevent privation. This assistance will include—

a. Consideration of Army Emergency Relief loans and grants for eligible individuals per AR 930–4.

b. Use of food locker or vouchers. The procurement, storage and handling of food locker items must meet requirements of AR 40–5. In the case of vouchers, financial accountability, safeguards, and record keeping must exist to prevent fraud and theft.

4–46. Classes or seminars for youth and teens

Upon request, provide age–appropriate classes or seminars to youth and teens as part of their school–age or youth education classes or activities at installation youth or child development facilities.

Chapter 5
Volunteers

Section I
Introduction

5–1. Purpose

This chapter establishes policies and procedures on the acceptance and management of volunteers; describes the conditions under which volunteers may be accepted and the responsibilities of accepting officials and Government support provided; and provides specific guidelines for installation volunteer coordination.

5–2. Types of volunteers

Installations have many types of volunteers, with each having specific guidelines that govern its management.

a. Statutory volunteers.

b. Individuals providing gratuitous service.

c. Volunteers for private organizations.

d. Student interns.

Section II
Statutory Volunteers

5–3. Applicability and scope

a. The Military Departments and through them, the Office of the Secretary of Defense, the Chairman of the Joints Chiefs of Staff, the Combatant Commands, the Inspector General of the DOD, the Defense Logistics Agency, DOD Field Activities, and all other organizational entities within the DOD, are authorized to accept voluntary services (see 10 USC 1588). The servicing judge advocate or legal advisor can provide advice on specific questions.

b. Statutory volunteers, covered under 10 USC 1588, are those individuals who donate their services to the Army, including programs listed in paragraph 5–4. Persons providing gratuitous service to the Army outside of the scope of 10 USC 1588 and individuals who donate their services to public, private, or commercial organizations or contractors for the Government even when such services are in direct support of a program providing a service to Soldiers and their families are not statutory volunteers.

5–4. Accepted voluntary programs

Volunteers may be recruited and trained to provide voluntary services for the following programs:

a. Medical, dental, nursing or other health-care related services.

b. Museums or natural resources.

c. Programs providing services to members of the Armed Forces and the families of such members, to include, but

not limited to, family support, child development and youth services, library and education, religious activities, housing referral, employment assistance to spouses of such members, MWR, funeral honors detail, legal assistance services, proctor for administration to secondary school students of the test known as the Armed Services Vocation Aptitude Battery and specific translation or interpretation services as prescribed by 10 USC 1588(a)(7).

5–5. Special circumstances to accept volunteers

a. When programs or services are provided in a jointly sponsored initiative with a non-DOD entity, voluntary service may be accepted only if the primary beneficiaries of the voluntary service are eligible for DOD sponsored programs. An example of a jointly sponsored initiative is the installation/unit Partners in Education program, where the primary beneficiaries are military youth.

b. The Military Departments are authorized to accept voluntary services; however, DOD and organizational entities within the DOD (see paragraph 5–3a) may accept voluntary service by going through one of the Military Departments. When one of the DOD components, other than another Military Department, is located on an Army installation, that DOD component may accept voluntary service only by going through the Army or through any Military Department with which such arrangements have been made. In accepting such voluntary services, the other DOD component involved shall follow the rules and procedures of the Military Department through which the voluntary services are accepted. Such arrangements may also be made with the Army when the DOD component is not located on any installation.

5–6. Who may volunteer

a. Voluntary services may be accepted from civilian personnel from both the military and civilian communities and military personnel and their family members.

b. Voluntary services from host-nation or third country citizens may be accepted if the responsible commander determines that acceptance of such voluntary services will not subject the U.S. Government to potential liability for unacceptable expenses. This includes payment of employment benefits for a volunteer because of host-nation labor and voluntary service laws, U.S.-host nation treaties, or Status of Forces Agreement or other agreements. Legal counsel must review provision of voluntary service from host-nation and third-country citizens at overseas locations prior to acceptance.

5–7. Exclusions from authority to accept voluntary service

a. Volunteers may not hold policy-making positions, supervise paid employees or military personnel, or perform inherently governmental functions such as determining entitlements to benefits, authorizing expenditures of Government funds or deciding rights and responsibilities of any party under Government requirements.

b. Voluntary services may not be accepted in exchange for any personnel action affecting any paid employee or military member.

c. Volunteers may not be compensated for their voluntary service except under the provisions of paragraph 5–10g.

d. The Service Contract Act (41 USC 351, et seq) requires that anyone performing work that is contained in the statement of work of a service contract must be paid the minimum wages provided for under the Act (or status of forces agreement, supplemental agreements, or other laws applicable overseas). A person providing services under such a scenario is not a Government volunteer and is not covered by 10 USC 1588.

e. A government agency shall not solicit or accept volunteer services from contractor employees whose company has a contractual relationship with the government agency organization seeking volunteer services. Contract employees may volunteer in Army programs run by organizations with which they have no contractual relationship. Such volunteer duties must be performed on the contractor's own time.

f. Federal employees may not volunteer for a program in which they are employed. However, federal employees may volunteer in other Army programs in which they do not have employment responsibilities.

g. Army volunteers are not authorized to engage in fundraising activities while performing volunteer services. Individuals engaged in fundraising do so on their own time, and are not considered Army volunteers when engaged in such activities.

5–8. Status of volunteers

a. While providing services under 10 USC 1588, a volunteer will be considered to be an employee of the Government only when the volunteer is acting within the scope of the services (position description) accepted, and only for the purposes of the following provisions of law:

(1) When providing services or receiving training to provide such services to an Army APF organization only for the purposes of—

(a) Compensation for injuries occurring during the performance of approved voluntary services pursuant to 5 USC 8101–8152. Applicable volunteer compensation computation for injuries incurred during the performance of approved voluntary services pursuant to 5 USC 8101–8152 is described in 10 USC 1588.

(b) Claims for damages or losses pursuant to 28 USC 2671–2680 and 10 USC 2733.

(c) Privacy Act and Freedom of Information Act regulations regarding the maintenance of records on individuals pursuant to 5 USC 552a.

(d) Criminal conflict of interest laws pursuant to 18 USC 201–225.

(2) Volunteers are considered employees of the nonappropriated fund instrumentality (NAFI) when providing services or receiving training to provide such services to an authorized Army NAFI only for the following purposes:

(a) Compensation for injuries occurring during the performance of approved voluntary services pursuant to 5 USC 8101–8152.

(b) Claims for damages or losses pursuant to 28 USC 2671–2680 and 10 USC 2733.

b. When an individual volunteers for an organization that receives APF and NAF, the volunteer will be considered an APF volunteer when their supervisor is an APF employee. When the volunteer's supervisor is a NAF employee, the volunteer is considered a NAF volunteer.

5–9. Standards for acceptance of voluntary service

a. Circumvention of the civil service system. Volunteers may assist the workforce by performing an apportionment of a required function, but they cannot be used to substitute totally or permanently for unfilled positions, to replace paid employees or in lieu of obtaining contracted services for which funding has been provided.

b. Nondiscrimination policy. In accepting voluntary services, organizations will not discriminate based on race, creed, religion, age, sex, color, national origin, sexual orientation, marital status, political affiliation, or disability.

c. Injury. Volunteers will not perform duties that render them unusually susceptible to injury or to causing injury to others.

d. Supervision. The degree of supervision of volunteers will be comparable to that provided with respect to paid employees providing similar services. Personnel management rules and procedures applicable to exercising authority, direction, and control over paid employees and military personnel are not applicable to volunteers. Supervisory authority with respect to volunteers will be through designation of authorized duties, training, counseling, and determinations regarding continuation of acceptance of voluntary services. The supervisor may be a paid employee (civil service or NAF employee), a military member, or another volunteer who is so supervised. The supervisor must be directly responsible for the work the volunteer is performing.

e. Undue influence. When accepting voluntary services, commanders will ensure that neither they nor their paid or volunteer staff violate the provisions. By law no official will directly or indirectly impede or otherwise interfere with the right of a spouse of a military member to pursue and hold a job, attend school, or perform voluntary services on or off a military installation. Moreover, no official will use the preferences or requirements to influence or attempt to influence the employment, educational, or volunteer decisions of a spouse.

f. Background checks. Volunteers may be subject to a background check in accordance with DODI 1402.5, AR 608–10 and AR 608–18. Volunteers who work with children and youth must have a background check in accordance with the above regulations.

g. Credentials. When required, volunteers must be licensed, privileged, have the appropriate credentials, or be otherwise qualified under applicable law, regulations or policy to provide the voluntary services involved.

h. Privacy. DODD 5400.11 provides for the disclosure of privacy-protected records to agency employees who need the records in the performance of their duties. Access to records contained in a Privacy Act system of records may be provided to a volunteer providing a service to an APF activity. Any volunteer with such access must comply with the protection, disclosure, disclosure accounting, and other requirements. Privacy protected information may not be disclosed to a volunteer in a NAFI, as 10 USC 1588 does not authorize such access for NAFI volunteers.

i. Volunteer agreement. All volunteers and accepting officials for APF or NAF activities will sign DD Form 2793 (Volunteer Agreement for Appropriated and Nonappropriated Fund Instrumentalities). A copy of the signed volunteer agreement will be given to the volunteer prior to commencement of voluntary services.

j. Parental permission form. Parental or guardian permission is required prior to the commencement of volunteer services from unmarried family members under the age of 18. DA Form 5671 (Parental Permission) will be signed when accepting voluntary services from unmarried family members under age 18 before commencement of work.

k. Position description. A written position description will be maintained for each volunteer and will include the position and title, first-line supervisor, second-line supervisor (if applicable), description of duties, time required, qualifications of the job, training required and provided by the program accepting the voluntary services, and evaluation and feedback by the supervisor.

(1) The supervisor of the volunteer will write the position description, and the accepting official will be the approval authority.

(2) Use of motor vehicle. Each position description will make specific mention as to whether or not the regular use of a motor vehicle, private or Government owned or leased, is required and, if required, the specific volunteer duties that will be performed while using the vehicle. Incidental uses of a privately owned vehicle (for example, to run an occasional errand) should not be described in the job description.

(3) If the use of a vehicle is not required in the performance of volunteer duties, the position description will state that the use of a vehicle is not authorized.

l. Daily time record. Each volunteer will maintain a record of hours worked. Credit hours earned will be entered on DA Form 4713 (Volunteer Daily Time Record) for the appropriate day and month that the volunteer worked. Monthly figures will be totaled at the end of the calendar year and entered on the volunteer's permanent service record.

m. Service record. All organizations using volunteers must document thevolunteer hours worked, jobs performed, and training and recognition received on DA 4162 (Volunteer Service Record). DA Form 4162 will assist in establishing eligibility for awards.

n. Retention of records. Volunteer records will be retained for 3 years following the termination of voluntary service by the organization receiving the service. After that period, a summary of each volunteer's service may be electronically maintained at the activity until no longer needed.

o. Training. Volunteers will receive training needed to perform their duties. This training will include pre-job training to learn technical skills, on-the-job training, and continuing in-service training.

p. Orientation. Volunteers (includes those who transfer from other duty locations) will receive orientation to familiarize them with the organization, their assigned duties, procedures to document voluntary service hours, policies and procedures for obtaining reimbursement of incidental expenses, award policies, grievance procedures, line of supervision, the importance of confidentiality, and other relevant matters.

5–10. Authorized volunteer support

Various kinds of support are authorized to assist volunteers in performing their assigned service. These include, but are not limited to—

a. Equipment. This covers Government facilities, to include dedicated office or desk space, equipment, supplies, computers, and telephones as needed to accomplish assigned duties.

b. Authority to install equipment. The commander has the authority to install telephone lines and any necessary telecommunication equipment in the private residences of persons who provide voluntary services and may pay the charges incurred for the use of the equipment for authorized purposes.

c. Use of Government-owned or -leased vehicle. A volunteer may be permitted to use Government-owned or -leased administrative vehicles under 10,000 pounds when all the following circumstances exist:

(1) The appropriate commander determines that the use of the vehicle is for official purposes and that failure to provide such support would have an adverse effect on Soldier morale.

(2) The use of the vehicle can be provided without detriment to the accomplishment of the unit's needs (AR 58–1).

(3) Volunteers who are assigned to operate administrative vehicles will be required to complete the same training and screening and maintain the same qualifications as other employees who drive comparable vehicles. They must meet the requirements of AR 600–55 (for example, they must possess a current valid driver's license from a state, U.S. Territory, U.S. possession, or overseas authority, and measures are taken to identify those personnel who are authorized and qualified to operate such vehicles). Those personnel who operate administrative vehicles should be screened through the National Driver Register, to the extent possible, to preclude those individuals with questionable driving records from operating Government vehicles.

d. Other requirements when operating Government vehicles. Permission to operate Government-owned or -leased administrative vehicles will be in writing. Volunteers will operate only Government vehicles that have been dispatched to them. Volunteers will be informed of the requirement that Government vehicles be used only for official business (see AR 58–1).

e. Investigation of incidents. Standard procedures used to investigate and/or adjudicate incidents involving employees are used, when appropriate, to investigate and/or adjudicate similar incidents arising from voluntary services provided under 10 USC 1588.

(1) Immediate investigation of an incident will occur when there are voluntary service incidents involving property damage, destruction, or loss; the injury or death of any person, including the volunteer; any claim against the Federal Government; any request for an investigation by another service of the United States; or when other competent authority directs.

(2) Reports of volunteers injured while performing accepted volunteer work will be according to AR 385–40.

f. Official mail. Use of official mail as deemed necessary and appropriate to execute assigned volunteer duties. Family readiness group newsletters must meet the guidelines in AR–215–1 (chap 4).

g. Reimbursement of incidental expenses.

(1) The sponsoring organization's commanding officer or official in charge accepting the voluntary services will determine if reimbursement is necessary to obtain the voluntary services, and will decide if the total amount to be reimbursed is reasonable in relation to the value of the voluntary services provided, following coordination with the resource manager. Volunteers may not be compensated for the service provided except for the reimbursement of incidental expenses incurred while providing voluntary services accepted by the organization. However, there is no requirement to reimburse incidental expenses of volunteers.

(2) Training, travel, mileage, parking, telephone, and child-care expenses may be reimbursed with available APFs or budgeted NAFs. Travel and training will be in accordance with appendix E of the Joint Federal Travel Regulation (JFTR). Expenses such as certain meal surcharges incurred as a result of voluntary services, reimbursements of

volunteers in the Reserve Components, and methods to reimburse child care expenses using NAFs are established in AR 215–1 (chap 4). Refreshments and other food and beverages are not normally considered incidental reimbursable expenses. However, if a volunteer is providing a service in support of an official conference concerning Army family or quality of life/well-being programs, the costs for food and beverages, with the exception of alcoholic beverages, may be reimbursed by the organization sponsoring the conference. This includes local volunteers as well as those in a travel status. The costs of the food and beverages should not exceed Government per diem and should be provided only on the day(s) of the voluntary service when the food or beverage expenses were actually incurred. As with other payments to volunteers, prior approval of the reimbursement by the sponsoring organization's official in charge is required as outlined in paragraph (1) above.

(3) Reimbursement of volunteer incidental expenses may be made from either APFs or NAFs as authorized in 10 USC 1588 depending upon the program, available resources and the judgment of the responsible commander.

(a) The funding source should link to the funding source of the program. When the voluntary services support activities are funded solely by APF, then APFs are the preferred funding source to reimburse volunteer incidental expenses. When the voluntary services support activities are funded solely by NAFs, NAFs are the preferred funding source to reimburse volunteer incidental expenses.

(b) Either APFs or NAFs may be used to reimburse volunteer incidental expenses when the voluntary services support activities are funded by a combination of APFs and NAFs.

(c) Installation MWR funds should be used only to reimburse volunteer incidental expenses when the voluntary services support MWR activities, in accordance with AR 215–1.

(d) NAF reimbursement to volunteers providing services to a NAFI other than MWR or family programs funded under the installation MWR fund should come from the applicable NAFI. Examples of other applicable NAFIs officially authorized for Army elements include the Fisher House NAFI, billeting fund, United States Military Academy NAFIs, museum NAFIs, and chaplain funds.

(4) Incidental expenses such as training and travel should follow the rules, procedures, and accountability for employment related reimbursements of Federal employees performing similar activities. The reimbursement of mileage for the use of a privately owned vehicles while performing voluntary service will be at the current Government rates. Other reimbursable expenses such as long-distance telephone calls and child care should be reasonable.

(5) A government employee or military member may not have approval authority for a volunteer's reimbursement of incidental expenses, or approval of individual travel orders for travel when the volunteer is the Soldier's or government employee's family member. In such circumstances, the approval authority will be the next senior individual in the government employee or military member's chain of command. Criminal conflict of interest laws may be applicable to government officials making financial determinations which affect their own financial interests, pursuant to 18 USC 208.

5–11. Recognition

Commanders and accepting officials will ensure that an ongoing system of recognition is developed and implemented, as stated in appendix H.

Section III
Gratuitous Service

5–12. Individuals providing gratuitous service

Army policy is to accept volunteer services under the statutory volunteer policy described above. Under limited circumstances, Army activities may accept gratuitous service from individuals, who provide service to the Army without any expectation of compensation, to include salary, tips, or benefits such as workers' compensation, tort claims, and reimbursements of incidental expenses (such as child care) from APF or NAF. Gratuitous servants are not considered statutory volunteers afforded benefits applicable to volunteers under 10 USC 1588. Individuals providing such service should receive recognition as detailed in appendix H.

5–13. Acceptance of gratuitous service

a. Gratuitous service may be accepted under certain conditions.

(1) Army organizations are required to obtain their servicing staff judge advocate approval prior to accepting gratuitous service from an individual for non–MWR activities to ensure compliance with the Anti–Deficiency Act at 31 USC 1342.

GRATUITOUS SERVICE AGREEMENT

I desire to volunteer my services to (name of organization or unit, and so on).

I expressly agree that my services will be performed without pay and that I will not, solely because of these services, be considered an employee of the U.S. Government or any instrumentality thereof. I expressly agree that I will neither expect nor demand any present or future salary, wage, or related benefits as payment for gratuitous service. I agree to participate in whatever training may be required in order to perform the gratuitous work for which I am providing.

(Signature)
(Typed or printed name and signature of individual providing gratuitous service and date)

(Signature)
(Typed or printed name and signature of accepting official and date)

Figure 5–1. Sample of gratuitous service agreement

GRATUITOUS SERVICE PARENTAL PERMISSION AGREEMENT

I, Lisa Oliff, parent, give my permission for my daughter, Louise Oliff, to provide gratuitous service at (name of organization) during the week of 12-16 August 2001, from 12:00 noon to 4:00 p.m.

I understand that the service will be performed without pay and that she (or he) will not, solely because of the service, be considered an employee of the U.S. Government or any instrumentality thereof. I expressly agree that I will neither expect nor demand to receive any present or future salary, wages, or related benefits on my child's behalf as payment for gratuitous service.

(Signature of parent or guardian and date)
(Typed or printed name and signature of accepting official)

Figure 5–2. Sample of gratuitous service parental permission agreement

(2) Individuals providing gratuitous service will agree in writing to waive any and all claims against the Government that may arise from the performance of their services. Sample agreements are provided in figure 5–1 for adults (or married family members under the age of 18 years) and figure 5–2 for unmarried family members under the age of 18 years. The organization in which the services are provided will maintain these agreements until determined no longer required.

(3) Individuals receive no pay, and the performance of service does not qualify them as an employee of the U.S. Government. They provide gratuitous service on their own initiative.

(4) Individuals providing gratuitous service cannot be reimbursed with NAFs or APFs for their incidental expenses incurred as a result of their service.

b. Provisions of paragraphs 5–6*a*, 5–7*g*, and 5–9*a*, 5–9*b*, 5–9*c*, 5–9*e*, 5–9*f*, 5–9*g*, 5–9*k*, 5–9*l*, 5–9*m*, and 5–9*p*, apply to gratuitous servants.

Section IV
Private Organizations

5–14. Private organization volunteers

Individuals providing service to a private organization are volunteers of that organization and are not Army volunteers. Volunteer management is conducted according to the guidelines established by the private organization.

5–15. Private organization volunteer benefits

Volunteers for private organizations are covered only by those benefits provided by that private organization and are not eligible for any benefits from the Army to include workers' compensation, tort claims, and reimbursements of incidental expenses from APF or NAF. Private organizations may participate in training sponsored by the AVCC and request consultation on volunteer management issues. A representative from private organizations may be a Volunteer Advisory Council (VAC) member. Private organizations are encouraged to provide volunteer hours to the AVCC to show the total impact of all volunteers on the installation.

Section V
Student interns

5–16. Student voluntary services

Services may be accepted from students, with the permission of the institution at which the student is enrolled, as part of an agency program established for the purpose of providing educational experiences for the student (see 5 USC 3111).

5–17. Guidance

Organizations should contact their local personnel office for applicable Office of Personnel Management guidance on this program. Volunteer student internships do not fall under the office of the AVCC.

Section VI
Army Volunteer Corps Coordination

5–18. Purpose

Army Volunteer Corps coordination will promote the effective use of volunteers, identify and develop meaningful volunteer opportunities, and ensure compliance with regulatory guidance.

5–19. Volunteer Advisory Council

The VAC will meet at least quarterly to discuss current volunteer issues and share program plans, successes and proposed events. The AVCC will chair council meetings. The council will include, at a minimum, representatives from all agencies having volunteers, appropriate command spouses and community representatives. The AVCC will prepare and forward a copy of council minutes to the installation (garrison) and member organizations.

5–20. Services to organizations utilizing volunteers

a. A comprehensive and up-to-date resource library will be established that includes, at a minimum, volunteer regulations, legislation, DA, IMCOM, Army Commands, Army Service Component Commands, and Direct Reporting Units installation guidance, forms, materials on volunteer management and program organization, and information about training opportunities for volunteers and volunteer managers.

b. Training will be provided for volunteer managers, both paid and volunteer, on volunteer management issues such as recruitment techniques, interviewing skills, orientation requirements, record keeping, recognition, evaluation, dismissal and position descriptions. The AVCC will assist volunteer agencies in determining types of training needed.

c. Assistance may be provided in evaluating the effectiveness of an organization's volunteer service.

d. The AVCC will act as an impartial mediator in issues concerning volunteers, volunteer organizations, and the chain of command.

5–21. Recruitment, referral and recognition

a. Recruitment methods. Volunteer recruitment will be conducted using a variety of media and informational briefings. A volunteer job bank will be established and maintained that will include information on all current volunteer positions, programs, and agency requests.

b. Referral. Volunteers will be referred to agencies based on their interests, skills, and agency needs.

c. Transitioning. Volunteers wanting to transition to another position will be given assistance in identifying and transferring to another position.

d. Recognition. Volunteers will be recognized for their service at the installation volunteer recognition event. Volunteers will be recognized with appropriate military and civilian awards (see appendix H).

Appendix A
References

Section I
Required Publications

AR 25–400–2
The Army Records Information Management System (ARIMS). (Cited in para 2–14*b*(2).)

AR 40–5
Preventive Medicine. (Cited in para 4–44*b*)

AR 190–24/OPNAVINST 1620.2A/AFI 31–213/MCO 1620.2D/COMDTINST 1620.1E
Armed Forces Disciplinary Control Boards and Off–Installation Liaison and Operations. (Cited in para 4–43*c*(5).)

AR 215–1
Morale, Welfare, and AMD Recreation Activities and Nonappropriated Fund Instrumentalities. (Cited in paras 2–3*r*(2), 3–2*a*, 3–2*e*, 3–2*f*, 5–10*f*, 5–10*g*(2), 5–10*g*(3)(*c*), H–4, J–4*b*(3), J–9*a*, J–9*b*, J–9*c*, J–12.)

AR 340–21
The Army Privacy Program. (Cited in para 2–14*a*.)

AR 608–18
The Army Family Advocacy Program. (Cited in paras 4–11, 4–13, 5–9*f*.)

AR 608–75
Exceptional Family Member Program. (Cited in para 4–14.)

AR 608–47
Army Family Action Plan (AFAP) Program. (Cited in para 4–15.)

AR 608–48
Army Family Team Building (AFTB) Program. (Cited in para 4–16.)

AR 930–4
Army Emergency Relief. (Cited in para 4–44*a*.)

DA Pam 608–17
Instructions for Implementing Army Community Service Accreditation Program. (Cited in paras 2–3*e*, 2–7*i*, 2–8*l*, 2–10*e*.)

Section II
Related Publications

A related publication is a source of additional information. The user does not have to read a related publication to understand this regulation. DOD publications are available at http://www.dtic.mil/whs/directives. United States Codes are available at http://www.gpoaccess.gov/uscode/index.html.

AR 1–100
Gifts and Donations

AR 1–101
Gifts for Distribution to Individuals

AR 5–20
Competitive Sourcing Program

AR 11–2
Management Control

AR 25–30
The Army Publishing Program

AR 25–55
The Department of the Army Freedom of Information Act Program

AR 58–1
Management, Acquisition, and Use of Motor Vehicles

AR 210–14
The Army Installation Status Report Program

AR 210–22
Private Organizations on Department of the Army Installations

AR 385–10
The Army Safety Program

AR 385–40
Accident Reporting and Records

AR 415–15
Army Military Construction and Nonappropriated–Funded Construction Program Development and Execution

AR 415–28
Real Property Category Codes

AR 420–90
Fire and Emergency Services

AR 600–8–8
The Total Army Sponsorship Program

AR 600–8–11
Reassignment

AR 600–15
Indebtedness of Military Personnel

AR 600–20
Army Command Policy

AR 600–29
Fundraising within the Department of the Army

AR 600–55
The Army Driver and Operator Standardization Program (Selection, Training, Testing, and Licensing)

AR 608–10
Child Development Services

AR 672–20
Incentive Awards

AR 690–11
Use and Management of Civilian Personnel in Support of Military Contingency Operations

AR 930–5
American National Red Cross Service Program and Army Utilization

DA Pam 5–20
Commercial Activities Study Guide

DA Pam 690–47
Civilian Personnel Handbook, DA Civilian Employee Deployment Guide New Informational Pamphlet

NGR 600–12
National Guard Family Program. (Available at http://www.ngbpdc.ngb.army.mil/default.htm.)

TC 21–7
Personal Financial Readiness and Deployability Handbook

CTA 50–909
Field and Garrison Furnishings and Equipment.

CTA 50–970
Expendable/Durable Items (Except Medical, Class V, Repair Parts, and Heraldic Items).

DOD 4525.8–M
DOD Official Mail Manual

DOD 5500.7–R
Joint Ethics Regulation (JER)

DOD 7000.14–R
Department of Defense Financial Management Regulation (FMRs)

DODD 1020.1
Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of Defense

DODD 1030.1
Victim And Witness Assistance

DODD 1342.17
Family Policy

DODD 5030.56
DOD Consumer Affairs Program

DODD 5400.11
DOD Privacy Program

DODD 6400.1
Family Advocacy Program (FAP)

DODI 1010.13
Provision of Medically Related Services to Children Receiving or Eligible to Receive Special Education in DOD Dependent Schools Outside the United States

DODI 1015.10
Programs for Military Morale, Welfare, and Recreation (MWR)

DODI 1015.15
Procedures for Establishment, Management, and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources

DODI 1100.21
Voluntary Services in the Department of Defense

DODI 1338.19
Relocation Assistance Programs

DODI 1342.12
Provision of Early Intervention and Special Education Services to Eligible DOD Dependents

DODI 1342.22
Family Centers

DODI 1342.24
Transitional Compensation for Abused Dependents

DODI 1342.27
Personnel Financial Management for Service Members

DODI 1344.7
Personal Commercial Solicitation on DOD Installations

DODI 1402.5
Criminal History Background Checks on Individuals in Child Care Services

DODI 6400.3
Family Advocacy Command Assistance Team

5 CFR 2635.101(b)
Standards of Ethical Conduct for Employees of the Executive Branch.

Executive Order 12160
Providing for Enhancement and Coordination of Federal Consumer Programs, 26 September 1979.

JFTR, Appendix E
Invitational Travel Authorizations

5 USC 552a
Records maintained on individuals

5 USC 552b
Open meetings

5 USC 3111
Acceptance of volunteer service

5 USC 8101 through 5 USC 8152
Compensation for work injuries

10 USC 801 through 10 USC 940
Uniform Code of Military Justice

10 USC 1056
Relocation Assistance Programs

10 USC 1059
Dependents of Members Separated for Dependent Abuse: Transitional Compensation; Commissary and Exchange Benefits

10 USC 1073
General military law, Part II--Personnel, medical and dental care, administration of this chapter

10 USC 1148
Relocation Assistance for Personnel Overseas

10 USC 1408(h)
Payment of retired or retainer pay in compliance with court orders

10 USC 1588
Authority to accept certain voluntary services

10 USC 1788(b)
Additional Family Assistance

10 USC 1794
Child abuse prevention and safety at facilities

10 USC 2164
Department of Defense domestic dependent elementary and secondary schools

10 USC 2733
Property loss; personal injury or death: incident to noncombat activities of Department of Army, Navy, or Air Force

18 USC 201 through 18 USC 225
Bribery of public officials and witnesses

20 USC 921
Defense Dependents' Education System

20 USC 1231e
Joint funding of programs

20 USC 1400
Individuals with Disabilities

26 USC 501(c)(19)
Exemption from tax on corporations, certain trusts, etc.

28 USC 2671–2680
Tort Claims Procedure

29 USC 701
Vocational Rehabilitation and Other Rehabilitation Services: Findings; purpose; policy

31 USC 1341
Limitations on expending and obligating amounts

31 USC 1345
Expenses of meetings

37 USC 402
Basic allowance for subsistence

37 USC 402A
Supplemental Subsistence Allowance for Low-Income Members with Dependents

38 USC 1311
Dependency and indemnity compensation to a surviving spouse

38 USC 1313
Dependency and indemnity compensation to children

41 USC 351
Required contract provisions; minimum wages

42 USC 4151
"Building" defined

42 USC 5102
Advisory Board on Child Abuse and Neglect

42 USC 12101
Equal opportunity for individuals with disabilities: Findings and purpose

Section III
Prescribed Forms

The following forms are available on the the APD Web site (www.apd.army.mil) unless otherwise stated. DD forms are available from the Office of the Secretary of Defense Web site, www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm.

DA Form 3063
Army Community Service (ACS) Management Report (RCS ACS–001). (Prescribed in paras 2–10j, 2–14b, and 2–16.) (Available at http://trol.redstone.army.mil/acslink; click on Reports and then ACS Management Report.)

DA Form 4162
Volunteer Service Record. (Prescribed in para 5–9*m* and app C–4*a*.)

DA Form 4713
Volunteer Daily Time Record. (Prescribed in para 5–9l and app C–4*b*.)

DA Form 5184
Consumer Complaint. (Prescribed in para 4–43.)

DA Form 5671
Parental Permission. (Prescribed in para 5–9*j*.)

DA Form 5897
Army Community Service (ACS) Client Case Record. (Prescribed in para 2–14*b*(2) and 2–14*d*.)

DA Form 5900
Army Community Service (ACS) Group Sessions Log. (Prescribed in para 2–14*c* and 2–14*d*.)

DA Form 7418
Army Community Service (ACS) Accreditation Report (RCS ACSIM-003). (Prescribed in para 2–3*e*.)

DA Form 7419–R
Army Community Service (ACS) Accreditation Checklist. (Prescribed in para 2–3*e*, 2–10*e*, 2–12*a*, and I–2.) (A reproducible copy of this form is available at the back of this book.)

DD Form 2698
Application for Transitional Compensation. (Prescribed in para 4–12d and Appendix G–9(a) and (b).)

DD Form 2793
Volunteer Agreement for Appropropriated Fund and Nonappropriated Fund Instrumentalities. (Prescribed in para 5–9*i*.)

Section IV
Referenced Forms

SF 1199A
Direct Deposit Sign-up Form. (Available from www.gsa.gov/Portal/formslibrary.jsp.)

Appendix B
Statutory and Regulatory Authorities and Executive Orders

B–1. Statutory authorities and executive order impacting DOD operations

a. Title 10, United States Code, Section 1059 (10 USC 1059), states that the Secretary of Defense, with respect to the Armed Forces, may establish a program to pay monthly transitional compensation to dependents or former dependents of a member of the armed forces who is convicted of a dependent abuse offense and whose conviction results in the member being separated from active duty pursuant to a sentence of a court-martial; or forfeiting all pay and allowances pursuant to a sentence of a court-martial; or who is administratively separated from active duty.

b. 10 USC 1148 requires development of a program specifically to assist members of the armed forces stationed overseas who are preparing for discharge or release from active duty, and the dependents of such members, in readjusting to civilian life.

c. 10 USC 1588 defines volunteers; describes requirements and limitations; gives authority to recruit and train persons providing services; provides provisions of law relating to compensation for work-related injuries, claims for damages or loss and maintenance of records on individuals in both APF and NAF organizations; and addresses reimbursement of incidental expenses.

d. 10 USC 1794 provides for a special task force to respond to allegations of widespread child abuse at a military installation. The task force is composed of personnel from appropriate disciplines, including, where appropriate, medicine, psychology and childhood development. In the case of such allegations, the task force provides assistance to the commander of the installation, and to parents at the installation, in helping them deal with such allegations. Also maintenance of a national telephone number is required to report suspected child abuse and regulations are prescribed requiring the commander of a military installation to seek the assistance of local child protective authorities. The term "child abuse and neglect" has the meaning provided in section 3(1) of the Child Abuse Prevention and Treatment and Adoption Reform Act (42 USC 5101, et seq).

e. 10 USC 1056 requires that a program be carried out to provide relocation assistance to members of the armed forces and their families.

f. 10 USC 2164 requires Department of Defense Domestic Dependent Elementary and Secondary Schools (DDESS) to provide programs designed to meet the special needs of students with disabilities in specific locations in the United States and certain territories, commonwealths and possessions of the United States.

g. 20 USC 1231e prohibits discrimination based on disability in programs and activities receiving Federal financial assistance.

h. 20 USC 921, et seq, requires Department of Defense Dependents Schools (DODDS) to provide programs designed to meet the specialized needs of students with disabilities in locations outside the United States.

i. Section 1400, et seq, Title 20, United States Code, requires free appropriate public education for all children with disabilities, to include special education and certain related services.

j. 37 USC 402A authorizes a supplemental subsistence allowance for service members which is designed to remove the member's household from eligibility for benefits under the food stamp program.

k. 42 USC 4151, et seq, requires certain federally owned, leased, or funded buildings and facilities to be accessible to persons with disabilities.

l. 42 USC 5102 establishes a National Center on Child Abuse and Neglect to make recommendations on national policy to reduce and prevent child and youth death and to specific changes needed in Federal laws and programs to achieve an effective Federal role in preventing child and youth deaths.

m. 42 USC 12101, et seq, guarantees equal opportunity for individuals with disabilities in employment, public accommodation, transportation, and telecommunications.

n. Executive Order 12160 establishes a Consumer Affairs Council, consisting of representatives of Federal agencies, to include DOD. The Executive Order requires that the Council provide leadership and coordination to ensure that agency consumer programs are implemented effectively.

B–2. Regulatory authorities for ACS and related activities

a. Section XX, Part 80, Title 32, Code of Federal Regulations, requires provision of early intervention services to eligible infants and toddlers with disabilities and their families and special education and related services to children with disabilities within the DDESS arrangements.

b. Department of Defense Directive (DODD) 1020.1, Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of Defense, 31 March 1982, prohibits discrimination based on disability in programs and activities receiving Federal financial assistance disbursed by the Department of Defense in programs and activities conducted by the Department of Defense.

c. DODD 1030.1, Victim and Witness Assistance, 23 November 1994, updates DOD policies and assigns responsibilities for providing assistance to victims and witnesses of crimes committed in violation of the Uniform Code of Military Justice and implements 42 USC 10601, et seq, 42 USC 10681, and 18 USC 1512–14, by providing guidance for assisting victims and witnesses of crime from initial contact through investigation, prosecution and confinement.

d. DODD 1342.17, Family Policy, 30 December 1988, requires that DOD personnel be provided a comprehensive family support system. This system is based on installation-specific requirements and addresses pre-mobilization

indoctrination, deployment support, relocation assistance, and coordinated, multidisciplinary services for special needs families among others.

e. DODD 1344.7, Personal Commercial Solicitation on DOD Installations, 13 February 1986, requires military departments to provide education programs on credit and personal financial management.

f. No DOD official shall, directly or indirectly, impede or otherwise interfere with the right of a spouse of a military member to pursue and hold a job, attend school, or perform volunteer services on or off a military installation. Moreover, no DOD official shall use the preferences or requirements of a DOD Component to influence, the employment, educational or volunteer service decisions of a spouse. Neither such decision of a spouse, nor the marital status of the member, shall affect, favorably or adversely, the performance appraisals or assignment and promotion opportunities of the member.

g. DODD 5030.56, DOD Consumer Affairs Program, 12 August 1982, updates responsibilities and guidelines for the DOD Consumer Affairs Program.

h. DODD 6400.1, Family Advocacy Program, 23 June 1992, provides internal DOD guidance to protect and assist actual or alleged victims of child and spouse abuse, and updates the responsibility to use the programs established by PL 101–647, Crime Control Act of 1990, 29 November 1990, and PL 97–291, Victim and Witness Protection Act of 1982, 14 October 1982.

i. Department of Defense Instruction (DODI) 1010.13, Provision of Medically Related Services to Children Receiving or Eligible to Receive Special Education in the DOD Schools Outside the United States, 28 August 1986, establishes policies and procedures to provide medically related services to children receiving or eligible to receive special education. It requires that, if medically related services are likely to be required or considered, military assignments be pinpointed to areas where resources are available and that medical centers be established in consultation with DODDS within designated areas of geographic responsibility outside the U.S. capable of providing necessary medically related services to support the needs of eligible beneficiaries. It also promotes the development of a coordinated network for health care provider training and delivery of medically related services.

j. DODI 1100.21, Voluntary Services in the Department of Defense, 11 March 2002, implements policies, responsibilities, and procedures for the acceptance and use of voluntary services in DOD programs, as authorized by Section 1588, title 10, United States Code; describes the conditions under which voluntary services may be accepted, the responsibilities of accepting officials, and the Government support of authorized volunteers when performing their official duties; and authorizes the Military Departments and through them, the Office of the Secretary of Defense, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Inspector General of the Department of Defense, the Defense Agencies, the DOD Field Activities, and all other organizational entities within the Department of Defense to accept voluntary services pursuant to Section 1588, title 10, United States Code.

k. DODI 1338.19, Relocation Assistance Programs, 15 June 1990, establishes policy, assigns responsibility and prescribes procedures for implementation and use of relocation assistance programs.

l. DODI 1342.12, Provision of Early Intervention and Special Education Services to Eligible DOD Dependents in Overseas Areas, 12 March 1996, establishes policies and procedures for providing a free appropriate public education for children with disabilities who are eligible to enroll in DODDS; early intervention services for infants and toddlers, birth through age 2 years who, but for their age, would be eligible to enroll in the DODDS; and a comprehensive and multidisciplinary program of early intervention services for infants and toddlers with disabilities and their families.

m. DODI 1342.14, Monitoring of the Provision of Related Services to Handicapped Children in the DOD Dependents Schools, 25 August 1986, establishes policies and procedures for monitoring the provision of related services.

n. DODI 1342.22, Family Centers, 30 December 1992, establishes policy, assigns responsibilities and prescribes procedures for implementation of family centers within DOD and identifies services.

o. DODI 1342.24, Transitional Compensation for Abused Dependents, 23 May 1995, implements policy, assigns responsibilities and prescribes procedures under 10 USC 1059 for the payment of monthly transitional compensation to dependents of members separated for dependent abuse.

p. DODD 6400.1 assigns responsibilities and prescribes reporting requirements associated with child and spouse abuse in DOD.

q. DODI 6400.3, Family Advocacy Command Assistance Team, 3 February 1989, establishes policy, assigns responsibilities and prescribes procedures under DODD 6400.1 for implementation and use of the DOD Family Advocacy Command Assistance Team.

r. DODI 1342.27 implements policy, assigns responsibilities, and prescribes procedures for the education and training of military members in personal financial management. Also, it establishes a uniform approach to the education and training of Soldiers on personal financial management.

Appendix C
Army Community Service Volunteers

C–1. Status

a. ACS volunteers are statutory volunteers authorized by 10 USC 1588 and must comply with all laws, regulations and guidance outlined in chapter 5 of this regulation and this appendix.

b. Individuals volunteering in ACS services within the United States Army Recruiting Command are considered ACS volunteers and subject to the rules and regulations governing ACS volunteers.

C–2. Roster

Each ACS must have an accurate roster of active ACS volunteers that includes, at a minimum, the following information: complete name, telephone number, volunteer position, and identification of minors.

C–3. Volunteer records

a. The ACS volunteer supervisor will establish a service record for each volunteer using DA Form 4162, per paragraph 5–9m.

b. Each volunteer will maintain a record of hours worked. Credit hours earned will be entered on the DA Form 4713 for the appropriate day and month that the volunteer worked per paragraph 5–9l.

(1) Credit will be given for each hour of voluntary service performed, hours spent in orientation and other ACS training activities. Temporary duty at conferences or workshops will be credited at 24 hours per day.

(2) Volunteers performing on-call duties will be awarded two hours of credit for each 24 hours spent on call in addition to any voluntary service performed during the on call period.

(3) Extra credits will be awarded and entered into the monthly total column of the daily time record for volunteers who serve in the following capacities:

(a) Volunteer supervisor (10 hours a month).

(b) Assistant volunteer supervisor (5 hours a month)

c. When a volunteer transfers, original records such as the DA Form 4162 and DA Form 4713 will be given to the volunteer. Duplicate records will be maintained at ACS for a period of 3 years and furnished to the gaining ACS, if requested by either the volunteer or the gaining ACS. In case of inactive service, the original service record will be maintained for 3 full years following inactivity. After 3 years, a summary of each volunteer's service may be electronically maintained at the activity until no longer needed.

d. Army volunteers may work with family services activities of the U.S. Air Force, U.S. Navy, U.S. Marine Corps, U.S. Coast Guard, or other uniformed service volunteer activities, including the Reserve Components. Such volunteers can transfer the hours worked to the ACS to apply for awards. When they return to ACS, appropriate totals will be entered in the annual hour section of DA Form 4162. Requests will be honored when these service volunteers working in ACS want their hours credited and transferred to their own family service program.

C–4. ACS recognition

a. An ongoing system of recognition for volunteers will be established for ACS volunteer in accordance with appendix H.

b. The ACS name tag will be awarded after 50 hours of service. The ACS pin may be awarded after 50 hours of service.

c. The Emma Marie Baird Award for Outstanding Volunteer Service consists of a lapel pin and citation signed by the Chief of Staff, Army. It represents HQDA recognition of volunteers who have contributed outstanding service to ACS. Volunteers will be nominated for this award per instructions from USACFSC (CFSC–FP–A). The nomination of volunteers whose contributions are believed to merit this recognition, will be made by installations on an annual basis, forwarded by a memorandum signed by the garrison commander, and received by the IMCOM regions or specified Army commands by 1 September of each year. Regions/Army commands will review the nominations, preferably by committee, to ensure they meet the criteria. When a nomination does not fully meet the criteria, region/Army command review should focus on recommending an alternative recognition that would be more appropriate. One copy of each nomination considered appropriate for receipt of the award will be forwarded by a cover letter signed by the region/Army command endorsing the nominations to CFSC by 1 November of each year. Consult http://www.myarmylifetoo.com for detailed instructions.

Appendix D
Intake Methodology

This material is used with permission from the Alliance of Information and Referral Systems, Inc., and the United Way of America.

D–1. Interviewing and assessment

Interviewing will be limited to obtaining sufficient information to make an assessment to provide accurate information

or referral. The assessment will consist of an accurate understanding of the problem as identified by the client and the staff.

D–2. Information giving

Simple or complex information will be provided in response to inquiries. Simple information is that which requires a limited response, such as an organization's name, telephone number, and address. In such cases, it is not necessary to obtain additional information from the client to answer the question and no problem is presented. No outgoing calls are made in relationship to the inquiry and there is no follow-up. Complex information consists of providing detailed information about community service systems, agency policies and procedures for application. No problem requiring referral to an agency is presented. Outgoing calls may be made to validate information but no follow-up is made.

D–3. Referral

For the client who presents a problem, an assessment is made to provide a referral. Referrals may be simple or complex. Simple referral is made when there is reasonable assurance that the client is competent enough to follow the referral without assistance and that service is available at the level required and in the necessary time frame. Otherwise the request is considered as a complex referral. An outgoing call is made on behalf of the client and follow-up occurs.

D–4. Follow-up

a. Follow-up will consist of contacting the referral agency and the client to find out whether or not contact has been made and if the service is being provided. Follow-up will be carried out, at a minimum, in complex referral cases.

b. If linkage has not occurred, the staff will offer advocacy on behalf of clients to assist them in obtaining a needed service when they cannot effectively represent themselves or when they have a complaint about a service.

Appendix E
Resource File Specifications

This material is used with permission from the Alliance of Information and Referral Systems, Inc. and the United Way of America.

E–1. Resource file

The resource file will contain the following components:

a. An alphabetical index of all local public, private, and voluntary agencies and organizations with a reference to more detailed information contained in each service provider's file.

b. An alphabetical index of service headings with cross references.

c. Detailed information about agencies and organizations and the services those agencies and organizations provide.

E–2. Service provider file

Each service provider's file will include the following: legal name, common name, or an acronym; address; telephone number; name of agency or organization administrator; intake point of contact; hours and days of service; services provided; eligibility requirements and intake procedures; cost of service; TRICARE network provider (yes or no); TRICARE Standard provider (yes or no); area served; branch offices; and known barriers to accessibility and restrictions on facility use.

E–3. File update

The resource file will be updated annually. Procedures will be established for responding to interim information changes.

Appendix F
Strategies for Installation Response to Acts of Terror

F–1. Staying prepared

Local and military agencies in the community should develop written plans, test those plans and have strong working relationships. Catastrophic events should not be the first time organizations get to know each other. Essential key personnel should be identified to support family assistance center (FAC) operations with logistical support and necessary equipment identified beforehand. A solid network of proactive collaboration and interservice communication is essential to know how to coordinate the many military and civilian agencies. Also important is the need for uniform guidelines, interservice agreements, "smart " books, and standardized protocols. Baseline procedures for resolving

common issues must be clearly established to ensure joint responses to military disasters and provide consistency in response

F–2. Responding to increased security measures

Because of increased security measures, access to military installations and facilities are difficult and time consuming. Consequently, establishing a FAC to render assistance on the installation prohibits the easy access normally afforded military and family members. It is important to establish a FAC near but not at the disaster site. The easy access and security provided at the FAC site will reinforce the notion of a safe haven for family members who have injured or lost victims. The psychological barrier created by sitting in lines to be searched is removed and not a reminder to victims of the horrific events. If the FAC is established in fairly close proximity to the disaster site, it allows for visits to the disaster site later by family members who choose to go.

F–3. Providing centralized support and assistance

The OSD has published an after action report chronicling the activities and requirements for establishing a FAC. Each military department has published guidance on the operations of the FAC/Casualty Assistance Centers. In addition, the Army has published supplemental and detailed materials, such as Operation R.E.A.D.Y. The collaboration and cooperation of a variety of civilian, military, voluntary, Federal, state and local agencies are key to the success of a FAC. Coordination with agencies leading the search and recovery component of any operation is necessary to provide accurate and timely information to family members. Personnel should be on site that have specialized training in mental health issues (such as grief and trauma support), legal and casualty assistance. An automated tracking system to capture services provided to families ensures all eligible assistance is received and also provides administrative data helpful in staffing and resourcing the FAC as needed. The FAC should operate to coincide with the natural grief process giving families ample time to work through issues associated with the loss of a loved one. Additionally, while the focus may be on the deceased victims, care must be taken to include injured victims who may be physically or emotionally impacted by the event. Procedures must be established and enforced for working hours and debriefing for paid and volunteer staff. Volunteers must be screened and provided some training prior to being assigned duty in the FAC, even if they hold professional certifications.

F–4. Providing daily situation reports to senior leadership

Upon request, written situation reports must be provided to the Emergency Operations Center detailing FAC activities, key information on benefits and services delivered and issues surfacing that required resolution. During the first 30 days, a report needs to be filed twice daily as information changes quickly. Families of victims should receive the attention of the most senior members of the Army staff through personal visits to the FAC.

F–5. Providing leadership

The most senior members of leadership need to be involved in expressing care and concern to family members of the victims throughout the duration of the support period. The director of the FAC must have inclusiveness, honesty, directness with compassion, and genuineness. Throughout the FAC operation, the director must have sufficient stamina to fulfill obligations to the families. The most senior leaders of the organization should make personal appearances to show concern and support. Also, they should be prepared to respond calmly to specific and sometimes emotional questions by family members.

Appendix G
Transitional Compensation for Abused Dependents

G–1. Eligibility

a. Transitional compensation payments are authorized for dependents of Soldiers who have been on active duty for more than 30 days and who, after November 1993, are—

(1) Separated from active duty under a court-martial sentence that has convicted the Soldier of a dependent-abuse offense;

(2) Administratively separated from active duty if the basis for separation includes a dependent-abuse offense; or

(3) Sentenced to forfeiture of all pay and allowances by a court-martial which has convicted the Soldier of a dependent-abuse offense.

b. Payments to abused family members are made as follows:

(1) If the Soldier was married when the offense occurred, payment will be made to that spouse or former spouse to whom the Soldier was married at that time, including an amount for each, if any, dependent child of the Soldier who resides in the same household as that spouse or former spouse.

(2) If there is an eligible spouse or former spouse and if there is a dependent child or children of the Soldier who do

not reside in the same household as the spouse or former spouse, payments will be made to both the eligible spouse and each such dependent child of the Soldier who does not reside in that household.

(3) If the spouse is ineligible to receive payment under the forfeiture provisions of paragraph G–5 below (that is remarriage, cohabitation with the Soldier separated for the dependent-abuse offense, or active participation in the dependent-abuse offense), payments will be made to each dependent child of the separated Soldier who does not reside in the household of the separated Soldier or spouse.

(4) If there is no eligible spouse for reasons other than those in paragraph G–5 (for example, the Soldier has no dependent spouse or the spouse has died), payments will be made to the dependent children of the Soldier who do not reside in the household of the Soldier.

(5) For paragraphs G–1b(2), (3) and (4), status as a "dependent child" is determined as of the date of the Soldier's conviction of the dependent abuse offense, or as of the date on which the Soldier is administratively separated from active duty, whichever is applicable.

(6) If a recipient is incapable of handling his or her own personal affairs, payments may be made to a court-appointed guardian on behalf of the recipient. In the case of a dependent child under 18 years of age, payments may be made only to a court-appointed guardian or a natural parent (who is not a spouse of the Soldier), if the natural parent has legal custody of the dependent child.

G–2. Commencement and duration of payments

a. Eligibility for payment will commence on the date of approval of a court-martial sentence by the convening authority if the sentence includes a dismissal, dishonorable discharge, bad conduct discharge, or forfeiture of all pay and allowances; or on the date the Soldier's commander initiates administrative separation action. Concurrent payment of transitional compensation and waived forfeitures is authorized for Soldiers receiving a punitive discharge. If the Soldier did not receive a punitive discharge, but did receive total forfeitures, transitional compensation is not authorized for the period in which forfeitures are waived.

b. The duration of payments will be 36 months except, if, as of the starting date of payment, the unserved portion of the Soldier's obligated active duty service is less than 36 months, the duration of payment will be the greater of the unserved portion or 12 months.

c. No payment will be made for any period before 30 November 1993.

d. For enlisted Soldiers, the "obligated active duty service" will be the time remaining on their term of enlistment. For officers, the "obligated active duty service" will be indefinite unless the officer has a date of separation established, then it will be the time remaining until the date of separation.

G–3. Monthly payment amounts

a. Monthly payments to a spouse will be at the rate in effect for the payment of Dependency and Indemnity Compensation under Section 1311, Title 38, United States Code (38 USC 1311). If the spouse has custody of a dependent child or children of the Soldier, the amount of monthly compensation to the spouse will be increased for each child by the amount under 38 USC 1311. If payments are made to a child or children pursuant to paragraphs G–1 *b*(2), (3) or (4) above, such compensation will be paid in equal shares at the rate in effect under 38 USC 1313.

b. Payments will be prorated for months when payments start or stop in the middle of a month.

(1) When calculating payments for dependent children, if the payment amount does not divide evenly, the youngest child will receive the odd cent.

(2) If the recipient dies, arrears of pay will not be paid.

G–4. Cessation of payments

a. Any payment of transitional compensation that started under G–2, above, will stop effective as of the first day of the first month following the month in which USACFSC notifies the recipient in writing that payment of transitional compensation will cease because—

(1) The court-martial sentence of the separated Soldier was remitted, set aside, or mitigated to a lesser punishment that does not include a dismissal or dishonorable or bad conduct discharge.

(2) The proposed administrative separation was disapproved by competent authority under applicable regulations.

b. The recipient will not be required to repay amounts of transitional compensation received before the effective date of cessation determined under paragraph a, above, except as necessary to recoup any amount that was erroneous when paid.

G–5. Forfeiture provisions

a. Remarriage. If a spouse receiving payments remarries, payments terminate as of the date of the remarriage. Payment will not be renewed if such remarriage is terminated. A dependent child not living in the same household as the remarried spouse or Soldier shall remain eligible for transitional compensation payments and benefits.

b. Cohabitation. If the Soldier resides in the same household as the spouse or dependent child to whom compensation is otherwise payable under this section, payment will terminate as of the date the Soldier begins residing in such

household. Once payment is terminated for this reason, payment will not resume if the Soldier subsequently moves out of the household. Compensation paid to the dependent spouse prior to the Soldier residing in such a household shall not be recouped.

c. Active participant. If the victim was a dependent child, and the spouse has been found by the garrison commander or designee in the rank of 04 or higher to have been an active participant in the conduct constituting the dependent abuse offense, or to have actively aided or abetted the Soldier in such conduct against that dependent child, the spouse or dependent child living with the spouse will not be paid transitional compensation.

d. Notification. The spouse is required to notify USACFSC and the Defense Finance and Accounting Service-Cleveland Center (DFAS–CL), Transitional Compensation Claims, PO Box 998011, Cleveland, OH 44199–8011, within 30 calendar days of remarriage or the date that the Soldier began to reside with the spouse or dependent child. Dependent children (or if applicable, the individual receiving payment under paragraph G–1b(5)) are required to notify USACFSC and DFAS–CL within 30 calendar days after the Soldier or ineligible spouse begins to reside in the same household.

e. Annual certification. The spouse will be required to certify annually, through completion of a certificate of eligibility issued by DFAS–CL to all recipients, that he or she has not remarried and is not residing with the Soldier. The certificate of eligibility is sent to the spouse to DFAS–CL annually. Dependent children (or, if applicable, the individual receiving payments under paragraph G–1 *b*(5)) are required to certify annually through completion of the certificate of eligibility that they are not cohabitating with the Soldier or ineligible spouse. DFAS–CL will notify USACFSC in a timely manner of the recipients who are no longer eligible to receive payments as a result of not completing the annual certification.

G–6. Commissary and exchange benefits

a. While receiving their payments, recipients are entitled to the same commissary and exchange privileges as a dependent of a member of the Armed Forces on active duty for a period of more than 30 days. For overseas installations, the use of commissary and exchanges is subject to host nation agreements in force.

b. If a recipient is eligible or entitled to use the commissary and exchange stores and is also eligible or entitled under another provision of law, eligibility and entitlement will be determined under the other provision of law and not in accordance with this paragraph.

G–7. Identification cards

The recipient of transitional compensation is entitled to receive a family member identification (ID) card through a military ID card facility. The recipient should present the payment authorization letter from the USACFSC to the chief or designee of the ID card facility to request the issuance of the ID card for the purpose of eligibility. . The Army Project Office maintains oversight of the issuance of ID cards for recipients of transitional compensation and will address questions from the ID card facility chief or designee about policy and procedures for issuance of ID cards.

G–8. Medical and dental benefits

a. A dependent of a Soldier who has received a dishonorable or bad conduct discharge, was dismissed from a uniform service, or was administratively discharged from a uniform service (see paras G–1a and (2) above) as a result of a dependent-abuse offense may receive medical or dental care in facilities of the Uniformed Services on a space available basis. In addition, dependents are eligible to receive medical care as TRICARE beneficiaries.

b. Eligible dependents of a member who is eligible for retirement, but who loses eligibility for retired pay because of dependent-abuse misconduct, may receive medical and dental care in accordance with Section 1408(h), title 10, United States Code.

G–9. Claims submission

a. The installation FAP manager or victim advocate or designee will assist the applicant in completing DD Form 2698 and obtain the required documentation. The application and documentation will be mailed or sent via facsimile to USACFSC (CFSC–FP–A), Summit Centre, 4700 King Street, Alexandria, VA 22302–4418. The facsimile number is (703) 681–5898.

b. The application package will consist of—

(1) DD Form 2698, on which the applicant will provide the information in section I and in section II, item 23. The applicant must sign and date item 12, Section I. The garrison commander or designee in the rank of 04 or higher must complete section II and sign and date item 22 to certify the application. .

(2) A copy of the Soldier's official military personnel record or other documentation showing the Soldier's date of entry on active duty and date of expiration of active obligated service.

(3) A copy of the court martial promulgating order or the memorandum of intent to initiate an administrative separation, whichever is applicable.

(4) A copy of the charge sheet in the case of a court-martial or in the case of an administrative separation documentation that clearly establishes the offense and the relationship between the offender and the victim.

(5) A Standard Form 1199A (Direct Deposit Sign-up Form), completed by the applicant and the financial institution or a voided check/deposit slip with a written authorization for direct deposit of payments. If the applicant does not have an account with a financial institution, the applicant may waive direct deposit of payments.

(6) A copy of court orders for custody or guardianship of a dependent child in the case of the applicant being the nonparental legal representative of a dependent child eligible to receive benefits.

G–10. Change of eligibility status

The garrison commander or designee in the rank of 04 or higher will notify USACFSC (CFSC–FP–A) immediately by memorandum or electronically when there is knowledge of any actions identified in paragraphs G–4*a*(1) and (2) or G–5a and b that result in a change of eligibility status for a recipient of transitional compensation. CFSC–FP–A will forward this information to DFAS–CL for appropriate action in accordance with G–4a and b and G–5d.

Appendix H
Volunteer Recognition

H–1. Purpose

Appreciation and recognition are two key motivational factors important to volunteer programs. Volunteers need the same feedback and support systems as paid staff members if their needs for personal growth and job satisfaction are to be met. Recognition is not just a way to say thank you; it is a response to individual interests and reasons for being involved. Recognition and support systems need to be consciously designed and carefully implemented. They should include the range of volunteering from the one-time volunteer for Special Olympics or Make a Difference Day to volunteering regularly. There should be varied types of recognition, as people have diverse motivations.

H–2. General information

Recognition should be given by the agency for which the volunteer provides a service or by the garrison, State Area Regional Command, or Reserve Support Command commanders. Information on awards is available under volunteers at www.armycommunityservice.org or from the AVCC. Some types of recognition include—

a. Informal recognition.

b. Verbal expression of appreciation by staff supervisors for volunteer efforts.

c. Increased responsibilities, involvement in program planning and evaluation, or the opportunity to train others.

d. Letters of recommendation with accomplishments identified in terms that can be used in employment applications.

e. Publicity and pictures in public media.

H–3. Formal recognition

a. Certificates of appreciation or plaques of appreciation to be presented or signed by the unit commander, installation or MACOM, depending on the magnitude of the contribution.

b. Special agency or installation award ceremonies.

c. Incentives (AR 672–20) such as Certificates of Appreciation for Patriotic Civilian Service, Outstanding Civilian Service Award, and Commander's Award for Civilian Service.

d. Military Outstanding Volunteer Service Medal is an award for active duty Soldiers for their volunteer contributions.

e. Military affiliated awards such as Newman's Own Award for Excellent Military Community Service or the Very Important Patriot Award.

f. National awards such as the annual President's Service Award or the Daily Points of Light Award.

H–4. Authorized funding

a. Official recognition certificates may be purchased with APFs.

b. NAFS are authorized for certificates, plaques, pins, badges, and food for volunteer recognition ceremonies. See AR 215–1 for additional guidance.

c. Monetary awards are not authorized for volunteers.

Appendix I
Management Control Evaluation Process

I–1. Function

The function covered by this evaluation process is the ACS Center.

I–2. Key management controls

a. Annual review.

b. Completion of DA Form 7419–R as outlined in para 2–12 of this regulation.

I–3. Management control evaluation process

See para 2–12 of this regulation for a description of the management control evaluation process.

Appendix J
Army Family Readiness Group Operations

J–1. Concept and purpose

a. The FRG is a unit commander's program formed in accordance with AR 600–20. Normally FRGs will be established at the company level, with battalion and brigade levels playing an important advisory role. FRGs are not a morale, welfare, and recreation program; a NAFI: a private organization; or a nonprofit organization.

b. An FRG is a command-sponsored organization of Soldiers, civilian employees, family members (immediate and extended) and volunteers belonging to a unit. FRGs will provide mutual support and assistance, and a network of communications among the family members, the chain of command, and community resources. FRGs will assist unit commanders in meeting military and personal deployment preparedness and enhance the family readiness of the unit's Soldiers and families. They will also provide feedback to the command on the state of the unit "family."

c. Family readiness is the mutual reinforcement and support provided by the unit to Soldiers, civilian employees, and family members, both immediate and extended.

d. The rear detachment commander is the unit commander's representative at home station while the unit is deployed and is the FRG link to the deployed unit. All logistic support for FRGs (for example, meeting rooms, nontactical vehicle use, office equipment and computers, newsletters, telephones, and volunteer support) is authorized by the rear detachment commander during deployment.

e. The garrison ACS Center and RC Family Programs Office will assist unit commanders in establishing successful FRGs by providing expertise, classes, training, and support to FRGs and the FRG leadership, as outlined in AR 608–1.

f. Unit commanders will ensure that their FRGs appeal to all service members, civilians, and family members regardless of rank structure or family size, composition, language spoken, and other characteristics. Commanders will seek FRG leaders who are particularly adept at energizing both officer and enlisted corps' families. FRGs that do not reflect their unit's demographics or have a high level of family participation will be reevaluated to address impediments that exist toward creating a balanced and representational FRG. Typical issues could be FRG meeting times, unmet child care needs, FRG activities that do not match FRG member needs, FRGs that do not provide training programs relevant to FRG family needs, and other family support issues.

J–2. Family readiness group roles and functions

a. The FRG mission is to—

(1) Act as an extension of the unit in providing official, accurate command information.

(2) Provide mutual support between the command and the FRG membership.

(3) Advocate more efficient use of available community resources.

(4) Help families solve problems at the lowest level.

b. The type and scope of FRG mission activities will depend on a number of factors such as—

(1) The Commander's budget for FRG mission activities.

(2) The identified needs of unit Soldiers, civilian employees, and their families.

(3) Command interest and emphasis.

(4) The number of FRG members.

(5) The time, energy, and creativity of FRG membership.

(6) The makeup of the FRG, including the percentages of single Soldiers, number of years Soldiers and their families have served with the military, number of families with young children, and other family composition factors.

(7) The unit's training and deployment schedule.

c. FRGs are official DA programs established pursuant to AR 600–20. FRG mission activities and appropriated fund expenditures are subject to DOD 5500.7–R, DOD 7000.14–R, 31 USC 341, and all other applicable statutory and regulatory restraints on official activities, use of appropriated funds, and fundraising.

d. Certain FRG mission activities are essential and common to all FRGs. They include FRG member meetings, FRG staff and committee meetings, publication and distribution of FRG newsletters, maintenance of updated family rosters

and family readiness information, establishment of FRG member telephone trees and e-mail distribution lists, and scheduling educational briefings for FRG members. FRG activity level can vary depending on unit mission and on whether the unit is in pre- or postdeployment, deployed, or in a training/sustainment period at the home station.

e. FRG social activities can enhance family and Soldier camaraderie, provide stress relief, and reduce family loneliness during deployments. Social activities will not be funded using appropriated funds. FRG members may use money contained in an FRG informal fund to pay for social activities described in paragraph J–7.

J–3. Resources

FRG mission-essential activities are supported using the unit's appropriated funds, excluding BA11/OPTEMPO. FRG mission-essential activities authorized appropriated fund support may not be supported with NAFs. FRG mission-essential activities may not be augmented with private money. Such augmentation may be a violation of 31 USC 1345. FRG appropriated fund resources may not be used to support private organization activities, internal fundraisers, or commercial ventures.

a. Government office space and equipment. FRGs may use Government office space, computer and office equipment, faxes, e-mails, scanners, and so on to support the FRG mission.

b. Paper and printing. FRGs may use Government paper and printing supplies to publish FRG newsletters to relay information from the command and to support any FRG mission activity. Commanders will decide how frequently newsletters will be published. Each unit will have a standard operating procedure (SOP) on the preparation, printing, and distribution of FRG newsletters. FRG newsletters may be distributed by the Army or installation post office or via e-mail to FRG members.

c. Army and installation post offices and official mail. FRGs are authorized to use official mail for official, mission-related purposes and as approved by the unit commander.

(1) Unofficial information may be included in an official FRG newsletter, provided: it does not exceed 20 percent of the printed space used for official information; it does not increase printing and mailing costs to the Government; and it does not include personal wanted/for sale advertisements. The FRG newsletter must state whether it contains only official information or both official and unofficial information.

(2) If the newsletter contains both types of information, it will include the following statement: "The inclusion of some unofficial information in this FRG newsletter has not increased the costs to the Government, in accordance with DOD 4525.8–M."

d. Government vehicles. In accordance with AR 58–1, the unit commander may authorize Government vehicle use in support of official FRG activities, including the transportation of FRG members for FRG mission-related activities. Government vehicles may be used to support official FRG activities when—

(1) The appropriate commander determines that the use of the vehicle is for official purposes and that failure to provide such support would have an adverse effect on the FRG mission.

(2) The driver has a valid and current license to operate the vehicle and all other regulatory requirements regarding the use of the Government vehicle have been followed.

(3) The use of the vehicle can be provided without detriment to the accomplishment of the unit's mission.

e. Child care. Depending on availability of funds, unit commanders may authorize appropriated funds for—

(1) Childcare for command-sponsored training in accordance with AR 608–10, paragraphs 3–2 and 3–4.

(2) Needed family support, including child care, education, and other youth services for Armed Forces members who are assigned to duty or ordered to active duty in conjunction with a contingency operation (see 10 USC 1788(b), DODD 1342.17, and DODI 1342.22.

f. Statutory volunteers. The unit commander may accept statutory volunteer labor to support the FRG mission, as described in paragraph J–4 and in accordance with this regulation. However, FRG volunteers are not considered statutory volunteers when they are participating in social or fundraising activities and are not entitled to reimbursement for incidental expenses during this period of time.

J–4. Volunteers

a. Volunteers. The Soldier and Family Readiness System relies heavily on the support of a professional volunteer cadre. Unit commanders may staff their FRGs with volunteers, as provided in chapter 5 of this regulation and in accordance with 10 USC 1588.

(1) FRG volunteers in leadership and key roles, such as the FRG leader, treasurer, key caller, and welcome committee chair, must in-process through the local ACS Center for the Active Component or through the RC Family Programs Office. Commanders will ensure their volunteers are supervised in the same manner as an employee, that they have a position description, and that they have followed all other legal and regulatory requirements in accordance with chapter 5 of this regulation and 10 USC 1588.

(2) The local ACS center, RC Family Programs Office, or Army Volunteer Corps Coordinator (AVCC) will provide unit commanders or their designees with expert guidance on the Army Volunteer Corps Program. They will provide commanders with standard FRG volunteer position descriptions and answer volunteer questions. The unit commander

will ensure that the AVCC is provided the FRG volunteers' work hours monthly to track volunteerism within their areas of responsibility and for volunteer recognition purposes.

(3) FRG volunteers are authorized to use Government facilities to accomplish their assigned duties. This includes the use of office and meeting spaces; telephone, computer, e-mail, and copying equipment; administrative supplies; administrative and logistical support; and additional equipment. Government computer use, including e-mail and internet use, is authorized for official FRG business only.

(4) To support official FRG activities, FRG volunteers may operate Government-owned or -leased nontactical vehicles with a gross vehicle weight of less than 10,000 pounds, provided they meet the licensing requirements set forth in AR 600–55.

(a) The authorization to drive a Government-owned or -leased nontactical vehicle will be included in the volunteer's position description.

(b) Vehicular accidents occurring while an FRG volunteer is operating a Government vehicle must be reported in accordance with AR 385–40.

b. Funding for volunteer support. Appropriated funds may be used to support FRG volunteers, with command preapproval and funding availability. Appropriated funds for volunteer support may be used for—

(1) Training and travel expenses. Commanders may, at their discretion, authorize payment for travel and training of official statutory volunteers.

(a) Authorized FRG volunteer travel may include FRG volunteer visits to geographically dispersed members of the FRG in direct support of the FRG mission.

(b) Enrollment, travel, per diem, and other expenses may be funded for training to improve FRG volunteers' effectiveness or enable them to accept positions of increased responsibilities. Invitational travel orders are authorized, pursuant to the JFTR, appendix E, part I, paragraph A, and Secretary of the Army travel policy. Funding will depend on command preapproval and availability of funds.

(2) Reimbursement of incidental expenses. Unit commanders may budget for the reimbursement of official volunteer incidental expenses using appropriated funds for FRG volunteers, as authorized by this regulation and 10 USC 588. Volunteers may be provided reimbursement for incidental expenses (out-of-pocket expenses) such as child care, long-distance telephone calls, mileage, and other expenses incurred while supporting the FRG official mission, in accordance with chapter 5 of this regulation and DODI 1100.21 and the commander's FRG budget SOP (see paragraph J–6).

(3) Awards, recognition, and mementos. Appropriated funds will not be authorized or available for volunteer awards other than official certificates of recognition or volunteer incentive awards in accordance with AR 672–20. NAFs will be authorized for garrison volunteer recognition programs, awards, and banquets and to purchase mementos consistent with AR 215–1. Unit commanders will ensure that their FRG volunteers' hours are submitted monthly to the garrison AVCC and that FRG volunteers are recognized at garrison community volunteer recognition ceremonies.

c. Commanders may not authorize travel or the reimbursement of volunteer incidental expenses for members of their household or other persons that could present a potential conflict of interest (see DOD 5500.7–R). Commanders will forward these decisions to the next senior level officer within the commander's chain of command for determination. Commanders will seek guidance regarding specific ethics issues from their servicing ethics counselors.

J–5. Family readiness group deployment support assistants/mobilization deployment assistants

In the Active Army, commanders may authorize units to hire FRG deployment assistants who provide unit FRG administrative support services.

a. The FRG deployment assistant will coordinate training through local community resources and provide administrative collaboration between the rear detachment commander and the FRG leader. The FRG deployment assistants will not duplicate services or overlap existing resources in the military community.

b. The FRG deployment assistant works for the unit commander, who will have day-to-day operational direction of the assistant's activities. The duties of the FRG deployment assistant will not conflict with the duties of the volunteer FRG leadership. The FRG deployment assistant will not be involved in FRG informal fundraising activities, casualty assistance procedures, suicide prevention activities, teaching family readiness training, family counseling, or other non-FRG official administrative support duties.

c. The Army National Guard may hire FRG assistants to assist the State Family Program Directors at Joint Force Headquarters, and the U.S. Army Reserve may hire mobilization and deployment assistants to assist the family programs directors at regional readiness commands.

J–6. Budget process

a. FRG operations. These are funded by the unit commander's appropriated funds, excluding BA11/OPTEMPO. Commanders will consider FRG mission activity requirements when planning their yearly budget. FRG budget needs vary widely and are highly dependent on location, the unit's mission and deployment situation, the composition of the FRG membership, and component.

b. FRG budget SOPs. Commanders will approve an SOP that describes the support available for FRG mission

activities and the procedures for FRG leaders and volunteers to request support. FRG leaders must be familiar with the SOP. A sample SOP is included in Operation READY training materials.

c. Government purchase card. Commanders will use a Government purchase card to pay for FRG operating expenses, when practicable. For example, commanders may use their Government purchase card to purchase supplies, equipment, room rental, or any other approved item to support official FRG mission activities. The FRG budget SOP will include a requirement that FRG leaders fill out purchase request forms and submit them to the commander for approval. The SOP will also state the procedures for requesting reimbursement for incidental expenses for FRG volunteers.

J–7. Family readiness group informal funds

a. Authorization.

(1) Commanders may authorize their FRG to maintain one informal fund in accordance with AR 600–20. No more than one FRG informal fund per unit may be authorized. Informal funds are private funds generated by FRG members that are used to benefit the FRG membership as a whole. FRG informal funds may not be deposited or mixed with appropriated funds, unit MWR funds, the unit's cup and flower funds, or any individual's personal funds. The expenditure of informal funds will be consistent with Army Values, DOD 5500.7–R, and AR 600–20.

(2) Examples of authorized use of informal funds include FRG newsletters that contain predominantly unofficial information and purely social activities, including, but not limited to, parties; social outings, volunteer recognition (not otherwise funded with APFs), and picnics.

(3) Examples of unauthorized use of FRG informal funds include augmenting the unit's informal funds (the unit's cup and flower funds); purchasing items or services that are authorized be paid for with appropriated funds; purchasing traditional military gifts, such as Soldier farewell gifts that are not related to family readiness; and funding the unit ball.

b. Fund custodian. The unit commander will sign a letter designating a fund custodian (treasurer) and an alternate. The fund custodian and alternate must not be the unit commander, a deployable Soldier, or the FRG leader. The fund custodian is responsible for informal fund custody, accounting, and documentation.

(1) The FRG informal fund custodian and alternate are personally liable for any loss or misuse of funds.

(2) After designation of the informal fund custodian, the custodian may establish a noninterest bearing bank account under the FRG's name (never the individual's name). The commander will authorize opening the account and prepare a letter naming the fund's custodian and alternate as persons authorized to sign checks drawn on the account. The commander will not be a signatory on the account.

(3) The informal fund custodian will provide informal fund reports to the unit commander monthly and as requested. An annual report on the FRG informal fund activity will be provided to the first colonel (O6) commander or designee in the unit's chain of command no later than 30 days after the end of the calendar year. These reports will summarize the informal fund's financial status, to include current balance, total income, and an itemized list of expenditures along with an explanation showing how the expenditures are consistent with the purpose of the FRG informal fund as established in the SOP.

(4) Although not required, commanders may consider requiring the FRG informal fund to be bonded in accordance with the procedures of AR 210–22, paragraph 3–2*b*.

c. The FRG informal fund SOP. All FRG informal funds will have an SOP. This document memorializes the FRG members' determination of the purpose of the FRG informal fund. The SOP may be a one-page document and must include—

(1) The FRG name.

(2) A description of the FRG's informal fund purpose and functions and a summary of its routine activities. For example, "The FRG's informal fund purpose and function are to provide support and recognition to FRG members during the following life events: births, birthday parties, new member welcome parties, departing member farewell parties, holiday parties, and so on."

(3) The following statement must be included in the FRG informal fund SOP: "This FRG informal fund is for the benefit of the FRG members only and is established exclusively for charitable purposes and to provide support to Soldiers and family members as the Soldiers and families adapt to Army life. It is not a business and is not being run to generate profits. It is not an instrumentality of the United States Government."

(4) The FRG informal fund SOP must be approved by the unit commander and a majority of the FRG members. It will be signed at a minimum by the FRG leader, the fund custodian (treasurer), and the alternate fund custodian. (A sample informal fund SOP is included in Operation READY training materials.)

d. Fundraising for FRG informal funds. DOD 5500.7–R, paragraph 3–210(a)(6), authorizes official fundraising by organizations composed primarily of DOD or DA employees and their dependents when fundraising among their own members or dependants for the benefit of their own welfare funds. Fundraising will be approved by the appropriate commander after consultation with the DA ethics official or designee.

(1) An Army organization—including, but not limited to, units, installations, and FRGs—may officially fundraise from its own community members or dependents and from all persons benefiting from the Army organization. (For

example, an installation may benefit from the brigade or unit FRG, thus permitting a brigade or unit FRG to fundraise throughout the installation.) Fundraising must be for the organization's informal fund, as opposed to a private charity, a particular military member, or a similar cause, and be approved by the commander with cognizance over the organization and coordinated with the commander with cognizance over the location of fundraising if different from the organization area. Commanders will consult with their Staff Judge Advocate or ethics counselor and avoid all conflicts with other authorized fundraising activities.

(2) Commanders may approve requests from FRG informal funds to conduct fundraising events in accordance with the requirements of DOD 5500.7–R as described above and in compliance with AR 600–29.

(3) Informal fundraising that occurs within the Army Reserve will have the approval of the unit commander and the servicing Staff Judge Advocate and/or ethics counselor. To address fundraising issues within the Army Reserve, refer to Army Reserve regulations.

e. Informal fund cap. FRGs are not established to raise funds, solicit donations, or manage large sums of money. They are not equipped to handle the complex tax ramifications and stringent accounting requirements that can result from excessive informal funds. FRG informal funds will therefore not exceed an annual gross receipt (income) cap of $5,000 per calendar year from all sources, including fundraising, gifts, and donations. Unit commanders may establish a lower annual income cap.

(1) State and local laws and the requirements of Status of Forces Agreements may make a lower FRG informal fund cap necessary at some locations within or outside the continental United States. Commanders and fund custodians will consult their Staff Judge Advocates to ensure that FRG informal funds comply with all local requirements.

(2) FRG informal funds may only be raised and maintained for specific planned purposes consistent with the purpose of the informal fund. If the purpose of the fundraising event is inconsistent with the FRG informal funds SOP, commanders will not approve the fundraising event.

(3) The FRG informal fund ledger will reflect the costs earmarked for the planned event. For example, if an FRG is planning a holiday party with a planned cost of $3,000, the ledger might reflect the following costs: dinner $2,100; hall rental $250; and band $650.

f. Gifts to FRG informal funds. Unit commanders may accept an unsolicited gift or donation of money or tangible personal property of a value of $1,000 or less for its FRG informal fund after consultation with the unit ethics counselor. Unsolicited gifts or donations to the FRG informal funds are considered income and impact the FRG informal fund annual income cap of $5,000.

J–8. Family readiness group external fundraising

As an official activity of the DA, the FRG may not engage in external fundraising and may not solicit gifts and donations. However, in accordance with AR 1–100 and with the advice of the ethics counselor, commanders and FRG leaders may, in response to an appropriate inquiry, inform potential donors of the needs of the Army in relation to assisting Army families.

J–9. Unsolicited donations to the Active Component

a. Appropriate gift acceptance authorities may accept unsolicited gifts and donations made to the Army intended for FRG support; these donations will be added to the garrison's FRG supplemental mission account, pursuant to paragraph 3–2*a* of this regulation and AR 215–1 after consultation with an ethics counselor. The director, MWR (DMWR) will assign these donations intended for FRG use to program code SA, department code "9J," to prevent disbursing donations intended for FRG use into another ACS mission or for any other purpose. These supplemental mission donations do not expire at the end of the fiscal year, and balances automatically roll over into the following fiscal year.

b. Acceptance authority levels for unsolicited gifts and donations to the FRG supplemental mission account will be in accordance with the rules governing gifts to NAFI in AR 215–1.

c. Supplemental mission donations are NAFs that may be used only to supplement the mission activity. They are not MWR NAFs. MWR NAFs may not be expended for FRG support. Commanders may use supplemental mission donations intended for FRGs for any purpose that the commander determines clearly supplements an established mission of the FRG so long as appropriated funds are not authorized. However, in accordance with the policies listed in chapter 5 of this regulation, supplemental mission donations may be used for reimbursement of statutory volunteer incidental expenses if appropriated funds are not available. The use must be consistent with this regulation and the provisions governing supplemental mission NAFs in AR 215–1 and DODI 1015.15.

(1) The first priority in using supplemental mission NAFs intended for FRGs is to encourage maximum attendance and participation at FRG meetings—for example, by providing food and refreshments. Using supplemental mission NAFs to support a unit ball is an example of an unauthorized expenditure because it fails to supplement an established mission of the FRG.

(2) Commanders may not authorize the use of supplemental mission NAFs for any purpose that cannot withstand the test of public scrutiny or which could be deemed a misuse or waste of funds. Using supplemental mission NAFs to

fund a lavish cruise to promote "cohesion" among FRG members is an example of an excessive and inappropriate use of funds.

d. Supplemental mission NAFs are not informal funds. The provisions concerning informal funds contained in this regulation are inapplicable to supplemental mission NAFs. Supplemental mission NAFs will not be deposited into an FRG informal fund and will not impact the annual FRG informal fund income cap.

e. The DMWR will properly disburse supplemental mission donations intended for FRG support. The unit commander will submit an approved purchase request that includes a brief description of the item(s) requested, total funds required, dates the items are needed, and vendor or source of the items to be purchased to the DMWR for processing. The DMWR will disburse such supplemental mission donations between FRGs supported by that garrison's ACS Center, to include recruiting and the Army Reserve Component. Army National Guard units are not included for these supplemental mission accounts.

f. Garrison commanders may accept unsolicited gifts into the supplemental mission program when the donor intends the donation or gift to be used only in support of FRGs that are experiencing certain deployment cycle events, such as preparing for deployment, deployment, and redeployment. The DMWR will ensure that the supplemental mission donations are disbursed to FRGs whose Soldiers are experiencing the deployment cycle event stated in the donation. This ensures that the garrison fulfills the conditions of the gift which the commander accepted. For example, a donor intends a gift to be used "for the families of deployed Soldiers." The DMWR ensures only FRGs whose units have deployed Soldiers share in the supplemental mission donation.

g. The garrison commander may not accept unsolicited gifts into the supplemental mission program when the donor intends the donation or gift to be used only by a named FRG. For example, a donor intends a gift to be used "for Brigade X's FRG." Garrison commander must decline the gift because it creates disparity between FRGs experiencing the same deployment cycle events.

h. Commanders and FRG leaders must be careful to avoid stating or implying that the Army officially endorses any person or private organization that offers a gift. The commander and FRG leadership may not promise donors that donations are tax deductible. Businesses may be encouraged to speak with their tax adviser regarding business tax deductions.

i. Commanders who are offered donations they may not accept will consider referring the prospective donor to other Government or private organizations, such as Army Emergency Relief, local tax qualified charities, foundations, and fraternal or service organizations.

j. Commanders will seek guidance from their servicing Judge Advocate and ethics counselor when they receive offers of unsolicited donations for FRG support. For further regulatory instruction regarding gifts offered to the Army or to individuals, see AR 1–100 and AR 1–101

J–10. Unsolicited donations to a Reserve Component

The procedures for accepting donations or gifts for an RC may differ, depending upon location and activation status. For RC units attached to an Army garrison or installation, see instructions above regarding the acceptance authority for accepting unsolicited donations intended for FRG support. For guidance regarding gifts intended for an RC not attached to a garrison or installation, see AR 1–100 and AR 1–101. Commanders are also encouraged to seek guidance from their ethics counselors. For specifics, refer to Reserve Command regulations.

J–11. Private organizations

Private organizations (POs) have substantially more authority than FRGs to conduct fundraising and to engage in social activities in accordance with AR 210–22, AR 600–29, and DOD 5500.7–R. Individuals may establish POs that share the same family readiness goals and objectives as FRGs. To prevent potential conflicts of interest, if such POs are established, managers or board members of the PO will not also be placed in FRG leadership positions. It is essential that commanders and Government personnel treat such POs in the same manner as all similarly situated POs. Commanders may not direct the establishment or the activities of a PO and must treat POs according to the requirements of AR 210–22, AR 600–29, and DOD 5500.7–R, as applicable. Commanders will seek guidance from their servicing Judge Advocate's office and ethics counselor regarding private organization issues.

J–12. Commercial sponsorship

FRGs may not enter into commercial sponsorship agreements. Commercial sponsorship is an agreed upon arrangement under which a business provides assistance, funding, goods, equipment, or services in exchange for public recognition or other promotional opportunities on the installation. In accordance with AR 215–1 and DODI 1015.10, commercial sponsorship is generally only authorized for official MWR programs and events.

J–13. Official information

Official FRG information relates to command and mission-essential information that the commander believes families need to be better informed. Official information relates to unit mission and readiness. It includes training schedule information, upcoming deployments, unit points of contact, and the chain of concern. Official information is subject to all applicable regulations governing its use and to guidance in AR 25-55 and 5 USC 552(b).

Glossary

Section I
Abbreviations

ACS
Army Community Service

ACSIM
Assistant Chief of Staff for Installation Management

ADP
automated data processing

AFTB
Army Family Team Building

APF
appropriated fund

AR
Army regulation

AVCC
Army Volunteer Corps coordinator

CG
commanding general

COE
Chief of Engineers

CTA
common table of allowances

DA
Department of the Army

DMWR
director, Morale, Welfare, and Recreation

DOD
Department of Defense

DODD
Department of Defense Directive

DODI
Department of Defense Instruction

DSN
Defense Service Network

EEO
equal employment opportunity

FAC
family assistance center

FRG
family readiness group

FSSA
family subsistance supplemental assistance

HQ
headquarters

ID
identification

IMCOM
U.S. Army Installation Management Command

ISR
installation status report

MACOM
Major Army Command

MDEP
management decision package

MOU
Memorandum of Understanding

MWR
Morale, Welfare and Recreation

NAF
nonappropriated fund

NAFI
nonappropriated fund instrumentality

NEO
noncombatant evacuation operation

OSD
Office of the Secretary of Defense

Pam
pamphlet

PCS
permanent change of station

PO
private organization

POC
Point of contact

RC
Reserve Component

SITES
standard installation topic exchange service

SOP
standard operating procedure

SSOs
Stability and Support Operations

USACFSC
U.S. Army Community and Family Support Center

USC
United States Code

VAC
Volunteer Advisory Council

Section II
Terms

accepting official
A military member or government employee, or NAF employee who accepts the services of volunteers.

dependent-abuse offense
A dependent-abuse offense is conduct by an individual while a member of the Armed Forces on active duty for a period of more than 30 days that involves abuse of the spouse or dependent child of the member that is defined as a criminal offense in accordance with Sections 801–940 (reference b), title 10, United States Code or other criminal code applicable to the jurisdiction where the act of abuse is committed. Examples of dependent-abuse offenses are sexual assault, rape, assault, battery, murder and manslaughter. (This is not an exhaustive or exclusive listing of dependent-abuse offenses but is provided for illustrative purposes only.)

dependent child
An unmarried child, including an adopted child or a stepchild, who was residing with the member at the time of the dependent-abuse offense, and who is:

a. Under 18 years of age;

b. Eighteen years of age or older and is incapable of self-support because of mental or physical incapacity that existed before the age of 18 and who is or was at the time of the punitive or adverse action dependent on the member for over one-half of the child's support; or

c. Eighteen years of age or older, but less than 23 years of age, and is enrolled in a full-time course of study in an institution of higher learning approved by the Secretary of Defense and who is or was when the punitive or adverse action occurred dependent on the member for over one-half of the child's support.

exceptional family member
A family member with any physical, emotional, developmental or intellectual disorder that limits the individual's capability to engage in pursuit with peers and requires special treatment, therapy, education, training or counseling.

family member
The following comprise definitions of a family member:

a. The spouse of a sponsor

b. Unremarried widow or widower of a member or former member of a uniformed service.

c. Unmarried child of a sponsor, including an adopted child, stepchild, foster child, or ward, who either—

d. Has not passed his or her 21st birthday;

e. Is incapable of self-support because of a mental or physical incapacity that existed before that birthday and is (or was at the time of the member's or former member's death) in fact dependent on the sponsor for over one-half of his/her support; or

f. Has not passed his or her 23rd birthday, is enrolled in a full-time course of study in an institution of higher learning approved by a Secretary of an executive department specified in Section 1073, Title 10, United States Code, and is (or was at the time of the member's or former member's death) in fact dependent on the sponsor for over one-half of his/her support.

g. A parent or parent-in-law of a sponsor who is (or was at the time of the member's or former member's death) in fact dependent on the sponsor for one-half of his or her support and residing in the sponsor's household.

family readiness group
An organization of family members (both immediate and extended such as fathers, mothers, aunts, uncles and so forth),

volunteers and Soldiers belonging to a unit, that together provide an avenue of mutual support and assistance, and a network of communication among family members, the chain of command and community resources.

lending closet service
The temporary loan of household items to assist Soldiers and their families.

nonappropriated fund instrumentality
A U.S. Government organization and fiscal entity that performs essential Government functions. It is not a Federal Agency. It acts in its own name to provide, or assist other DOD organizations in providing MWR and other programs for military personnel, their families, and authorized civilians. It is established and maintained individually or jointly by two or more DOD components. As a fiscal entity, it maintains custody of and control over its NAFs, equipment, facilities, land, and other assets. It is responsible for the prudent administration, safeguarding, preservation, and maintenance of those APF resources made available to carry out its function. With its NAFs, it contributes to the MWR programs of other authorized organizational entities, when so authorized. It is not incorporated under the laws of any State or the District of Columbia and enjoys the legal status of an instrumentality of the United States. NAFIs are not "persons' subject to federal trade and antitrust laws, and they are not subject to State regulation or control in the absence of specific authorization in a Federal statute."

sponsor
A person on active duty or who is retired from military duty, a member of the Army National Guard or U.S. Army Reserve when on active military duty, or a person employed by the Army as an APF employee.

unit services strategy
A service delivery approach to support Soldiers and families through their units. Goals include connecting each military unit with ACS services; providing a visible ACS staff member for unit chain of command on ACS services; identifying and addressing Soldier and family needs effectively and quickly; and enhancing unit skills on how to support Soldiers and families.

Section III
Special Abbreviations and Terms
This section contains no entries.

Army Community Service (ACS) Accreditation Checklist

Army Community Service

10000 STRUCTURE

11000 CRITERIA FOR CENTER (PARA 1-6, AR 608-1)

11000.1 An ACS director has been appointed to operate the ACS center. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Review TDA/appointment orders and job description.
— Determine that the position is filled by a person who spends 80% of the time working as the ACS director.
— Interview ACS director.

11000.2 The ACS center has a full-time and/or part-time staff. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Review TDA, contracts and inter-agency agreements.
— Interview paid staff.

11000.3 The ACS center has a volunteer supervisor and a volunteer corps. CAT 1 (DODD 1342.17 and DODI 1342.22)

— Review roster of active ACS volunteers that includes the following information: name, telephone number, volunteer position and identification of minors.
— *Review appropriate volunteer standing operating procedure (SOP) that addresses volunteer operations.

NOTE: Pre-site materials are annotated with an asterisk.

12000 SERVICE DELIVERY MODEL (PARA 1-9, AR 608-1)

12000.1 A centralized intake is established to conduct initial interviews, assess individual and family needs, provide information and make referrals within the center and to external agencies. CAT 1 (DODD 1342.17)

— *Ensure the appropriate SOP addresses assessment of individual and family needs, provision of information and referrals. Review reception sign-in sheets.
— Determine if case records are established IAW AR 608-1 and AR 25-400-2 and reflect assessment of individual and/or family needs, provision of information and referrals.

12000.2 A client tracking system is used to deliver services and help plan for the needs of the installation. CAT 2 (5 points)

— Review the ACS client tracking system. (3 points)
— *Ensure the appropriate SOP addresses client tracking system. (2 points)

12000.3 ACS has an information and referral resource file. CAT 1 (DODD 1342.17 and DODI 1342.22)

— Ensure the resource file contains the following components:
  - An alphabetical index of all public, private and voluntary agencies and organizations with a reference to more detailed information contained in each provider's file.
  - An alphabetical index of service headings with cross references.
  - Detailed information about agencies and organizations and services they provide.
— Ensure service provider's file contains the information as stated in Appendix E, AR 608-1.
— *Ensure the appropriate SOP addresses annual update of resource file and interim information changes.

12000.4 Center based services are supplemented with outreach to geographically or socially isolated families identified as needing specific outreach services, first-term soldiers and families, geographically separated families, newly arrived soldiers and families in the community, single parent families and other soldiers and families identified by a needs assessment. CAT 1 (DODD 1342.17 and DODI 1342.22)

— Review needs assessment data.
— Review case records.

20000 OVERSIGHT

21000 ANNUAL REVIEW (PARA 2-12, AR 608-1)

21000.1 An annual review is conducted by the ACS director per paragraph 2-12, AR 608-1. A copy of the completed DA Form 7419-R is provided to the appropriate installation management control office. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review DA Form 7419-R (ACS Accreditation Checklist) for those standards stated in paragraph 2-12, AR 608-1.
Ensure installation management control office has a copy of the latest DA Form 7419-R on file.
— Review findings, recommendations and corrective actions.

22000 STRATEGIC PLANNING (PARA 2-13, AR 608-1)

22000.1 ACS conducts a specialized needs assessment using a variety of methods to identify local demographics, target risk populations and determine service emphasis. CAT 1 (DODI 1342.22)

— Review surveys, customer feedback forms, training evaluations, minutes from customer focus groups and service request forms.

22000.2 Strategic planning session is convened at least annually with all ACS personnel to review and update five-year plan for ACS services and resources. Needs assessments data is included in the strategic planning process. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review minutes to determine attendance at the annual meeting and if ACS five-year plan and needs assessment summary data are updated.

23000 RECORD KEEPING (PARAS 2-14 – 2-15, AR 608-1)

23000.1 All client data gathered is safeguarded per AR 340-21. CAT 1 (Federal Managers' Financial Integrity Act)

— *Ensure appropriate SOP addresses security procedures.
— Conduct onsite inspection.

23000.2 Case records are established per AR 25-400-2. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review case records to determine compliance with AR 25-400-2.

23000.3 DA Forms 5897 (ACS Client Case Record) and 5900 (ACS Group Sessions Log) are used to document client contacts. CAT 2 (5 points)

— Review client contact logs. (2 points)
— Review case records. (3 points)

23000.4 A personnel folder has been established for all paid staff. CAT 2 (5 points)

— Ensure paid staff personnel files include, at a minimum, the individual development plan, performance standards, position description, awards and latest personnel action. (5 points)

24000 REPORTING (PARA 2-17, AR 608-1)

24000.1 The DA Form 3063 (ACS Management Report) is updated quarterly. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Review DA Form 3063 for completeness and quarterly update.

31000 FUNDING (PARAS 3-1 – 3-2, AR 608-1)

31000.1 ACS director prepares and tracks annual ACS budget and spending plans, POM submissions, shortfalls and unfunded requirements. The OSD funds are tracked as separate line items on all installation and ACS budget and spending plans. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review budget submission document.
— Review spreadsheets for execution of dollars.

31000.2 OSD relocation and family advocacy funds are executed per USACFSC (CFSC-FP-A) guidance. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review interagency fiscal records.
— Ensure DA Form 3063 accurately reflects that funds are executed according to budget guidance.
— Interview installation comptroller or Director of Community Activities (DCA) budget person.

31000.3 Strategic planning is the basis for long-range ACS budget plans and current execution. CAT 2 (5 points)

— Determine if the ACS strategic plan is integrated into the DCA strategic plan. (2 points)
— Ensure ACS has a five-year budget plan. (2 points)
— Ensure spreadsheets reflect current execution. (1 point)

31000.4 ACS director follows proper procurement practices. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Ensure appropriate SOP addresses procurement procedures.
— Review procurement actions.

32000 PERSONNEL (PARA 3-5, AR 608-1)

32000.1 Performance expectations are clearly established and documented for military and civilian staff. Feedback is given throughout the year. CAT 2 (5 points)

— Review roster of paid staff. (1 point)
— Review position descriptions. (2 points)
— Interview paid staff. (2 points)

33000 TRAINING (PARAS 3-6 – 3-7, AR 608-1)

33000.1 ACS paid staff are provided on the job training, in-service training and the opportunity to attend appropriate military and civilian professional conferences. CAT 2 (5 points)

— Review roster of paid staff. (1 point)
— Review paid staff training records. (1 point)
— Validate that ACS director has attended the ACS Management Course within the past 5 years or is scheduled to attend. (3 points)

33000.2 ACS paid staff receives orientation training. CAT 1 (DODI 1342.22)

— Review roster of paid staff.
— Review staff training records.

34000 PHYSICAL PROPERTY (PARAS 3-8 – 3-9, AR 608-1)

34000.1 A procedure is in place that controls inventory of physical property such as, but not limited to furnishings, copy machines, fax machines, audiovisual equipment, telephone systems and so forth as required by the installation. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review system of property accountability.
— Review hand receipts.

processes such as, but not limited to: CAT 2 (5 points)

- **Sufficient telephone lines with appropriate access to Defense Service Network for incoming and outgoing calls.**
- **Internet accessibility for all staff.**
- **Audiovisual equipment.**
- **Automated data processing equipment.**
- **Locking file cabinets for Privacy Act materials and filing cabinets for administrative materials**

— Review inventory of physical property. (3 points)
— Review hand receipts. (2 points)

34000.3 The reception area is readily visible and accessible to the entrance with adequate and comfortable seating; well lighted, clean and neat; and reading and educational materials are readily available. CAT 2 (5 points)

— Conduct a visual inspection of the reception area
- Reading and educational materials available. (1 point)
- Adequate and comfortable seating (2 points)
- Well lighted. (1 point)
- Clean and neat. (1 point)

34000.4 ACS center premises and equipment are safe for use. CAT 1 (Safety)

— Review installation safety inspection report and work orders.

35000 MARKETING (PARAS 3-10 - 3-11, AR 608-1)

35000.1 ACS informs the community about its services to increase user awareness. Information is widely distributed on how individuals with disabilities can access services. CAT 2 (5 points)

— Determine if signs are used to identify location of ACS. (1 point)
— Determine if ACS is included on post maps and in telephone directories. (1 point)
— Determine if ACS emblem is permanently displayed outside the ACS center. (1 point)
— Review media information about ACS. (1 point)
— Determine if ACS services are listed on the installation web site. (1 point)

35000.2 ACS has a marketing plan that incorporates strategic planning goals and needs assessments data and covers each service provided by the center. CAT 2 (5 points)

— *Review ACS and MWR marketing plans. (2 points)
— *Review needs assessment summary report. (1 point)
— *Review strategic five-year plan. (2 points)

40000 SERVICES

41000 DEPLOYMENT OR MOBILIZATION & STABILITY & SUPPORT OPERATIONS (SSOs) READINESS (PARAS 4-2 – 4-10, AR 608-1)

41000.1 A family assistance plan has been developed to address all levels and phases of deployment or mobilization and SSOs. The plan has been incorporated into overall installation contingency plans. CAT 1 (DODD 1342.17 and DODI 1342.22)

— *Ensure the Family Assistance Appendix addresses the type of services to be offered at all levels and phases; ACS and other agency roles and responsibilities; resource requirements (both manpower and dollars); MOBTDA; and requirements to accommodate projected program needs (facilities, equipment and communications support); and installation response to acts of terror.
— Interview DCA and Installation Plans Specialist.
— Conduct a walk-through of the designated family assistance center to determine adequacy of facility.

41000.2 ACS provides pre-deployment or mobilization and SSOs assistance IAW para 4-3, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)

— Review written requests for assistance to and from unit commanders, both AC and RC.
— Review after action reports/records of meetings.

required IAW para 4-4, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)

— *Ensure the family assistance center SOP outlines resource/program management responsibilities; facility layout; administrative procedures; reporting procedures; crisis response; how services are provided.
— Review documentation of statistical reporting or ability to capture statistical data.

41000.4 Post-deployment or mobilization and SSOs assistance includes briefings, workgroups to deal with family reunification problems and command after action reports IAW para 4-5, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)

— Review briefing schedules and attendance sheets.
— Review after action reports.

41000.5 Unit rear detachments receive training on family assistance and community resources available during deployment, mobilization and SSOs. Rear detachment commanders receive assistance in coordinating services for family members in their units. CAT 2 (5 points)

— Review lesson plans. (3 points)
— Review schedules. (1 point)
— Review attendance sheets. (1 point)

41000.6 ACS assists commanders in training family readiness groups IAW para 4-7, AR 608-1 and para 5-10, AR 600-20. CAT 2 (5 points)

— Review lesson plans. (3 points)
— Review schedules. (1 point)
— Review attendance sheets. (1 point)

41000.7 Appropriate materials are used to support unit commanders in preparing soldiers, civilian employees and their families for military operations. Materials may include, but are not limited to Operation R.E.A.D.Y materials, AFTB materials, locally generated materials and materials provided through commercial resources. CAT 2 (5 points)

— Review lesson plans. (3 points)
— Review schedules. (1 point)
— Review attendance sheets. (1 point)

41000.8 In overseas areas, NEO support consists of assistance in conducting family readiness NEO briefings, processing families for deployment and coordinating support for families with gaining safe haven areas in accordance with the local NEO plan and ANNEX H to Joint Plan for DOD Noncombatant Repatriation. CAT 2 (5 points)

— Review NEO plan. (2 points)
— Review briefing schedules. (1 point)
— Review attendance sheets. (1 point)
— Review case records. (1 point)

41000.9 Family members in safe haven status who have been evacuated or forced early return from an overseas area receive assistance as needed. CAT 1 (Executive Order 12656)

— Review case records consisting of communication with family members and their sponsors and copies of other information sent to family members.
— Review status report.
— Review notification records, i.e., DA message or e-mail
— Review lessons learned/after action reports.

42000 SOLDIER AND FAMILY READINESS (PARAS 4-11 – 4-17, AR 608-1)

Family Advocacy Program	**See Appendix A**
Exceptional Family Member Program	**See Appendix B**
Army Family Action Plan Program	**See Appendix C**
Army Family Team Building Program	**See Appendix D**

Transitional Compensation for Abused Dependents

42000.1 When the soldier is separated from active duty as a result of a dependent-abuse offense, assist the family members to apply for transitional compensation benefits and other support services as appropriate. CAT 1 (DODI 1342.24)

— *Review installation SOP or MOA/MOU for evidence of coordination of services between ACS/FAP and SJA/Victim-Witness Liaisons.
— Review applicant files for compliance, as appropriate.
— Review the FAP prevention plan for the community to ensure that transitional compensation is included.
— *Review FAP training plan curriculum for installation and unit commanders to ensure that transitional compensation is addressed.

43000.1 The garrison commander has established a Relocation Assistance Coordinating Committee (RACC), or its equivalent, such as the Human Resource Council (HRC). CAT 1 (Section 1056, title 10, United States Code)

- Review committee minutes to validate:
  - Quarterly meetings.
  - Required membership.
  - Appointment orders signed by DCA.
  - Signing of minutes by the person designated by the commander.
- Review Installation Relocation Assistance Plan.

43000.2 Relocation counseling is provided on an individual or group basis to inbound and outbound transferees with primary focus on pre-departure counseling and relocation planning per paragraph 4-20, AR 608-1. CAT 1 (DODD 1342.17)

- Ensure that DA Form 5897 documents:
  - Client assessments.
  - Provision of information on the destination area.
  - Provision of referral, follow-up and advocacy.

43000.3 Accurate and current pre-arrival information on the installation and surrounding area are provided through SITES, welcome packets where allowed and installation home page. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)

- Review SITES file for currency and adherence to USACFSC guidance.
- Review installation home page for currency, if applicable.
- Review welcome packets for currency where allowed.

43000.4 Soldiers departing installations for OCONUS assignment receive an overseas orientation within 30 days of EDAS or RFO date. Briefings are conducted for specific audiences (for example, first time overseas), when possible. Staff from relocation related activities (for example, housing) participate in the orientation sessions when needed. Soldiers going on unaccompanied tours are asked to provide their family's stateside address on a voluntary basis with a proper Privacy Act notice to meet requirements of paragraph 4-22, AR 608-1. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)

- Review list of departing soldiers (OCONUS) to validate:
  - Attendance at briefings.
  - Provision of family's stateside address when soldier is going on an unaccompanied tour.
- Review lesson plans and attendance sheets.

43000.5 Reentry workshops are provided for transferees returning from overseas to the United States. These workshops address the logistical, financial and psychological adjustment that must often be made when returning from an overseas tour. CAT 2 (5 points)

— Review lesson plans. (3 points)
— Review schedules. (1 point)
— Review attendance sheets. (1 point)

43000.6 Installation-wide newcomer orientations are provided and include information on the community and cultural adaptation and area tours as required. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)

— Review training agendas.
— Review schedules.
— Review attendance sheets.

43000.7 A lending closet is administered to provide basic housekeeping items for temporary loan to incoming and outgoing families. It is stocked with good quality items. Items include, at a minimum, basic kitchen items, high chairs, child car seats, play pens, cribs, ironing boards, irons and transformers if appropriate. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program and DODD 1342.17)

— Review inventory list.
— Review accountability procedures.
— Conduct visual inspection.

43000.8 Families with foreign-born spouses with identified needs receive support and assistance to include a comprehensive, multilevel language program, cross-cultural training and cultural mediation services. CAT 1 (DODD 1342.17 and DODI 1338.19)

— Review needs assessment.
— Review schedules.
— Review attendance sheets.

43000.9 Support services are provided to families residing on-post or in the surrounding community who are living separately from the military sponsor due to mission requirements. CAT 1 (DODD 1342.17)

— Review needs assessment.
— Determine if efforts are made to identify and contact families.
— Determine if support groups are organized.
— Determine if families are identified who are departing the installation for a stateside location while the sponsor serves an unaccompanied tour. See paragraph 43000.4.

sponsors upon unit requests and youth sponsors and providing a SITES file or welcome packet where allowed for sponsor to send before transferee's arrival. CAT 1 (DODD 1342.17 and DODI 1342.22)

— Review lesson plans.
— Review schedules.
— Review attendance sheets.

44000 EMPLOYMENT READINESS (PARAS 4-30 – 4-35, AR 608-1)

44000.1 ACS provides comprehensive, accurate, easily accessible and up-to-date information on available employment opportunities, education and volunteer resources and support services which help customers make informed decisions on seeking employment. CAT 1 (DODD 1342.17, DODI 1342.22 and proposed DODI on spouse employment)

— Ensure center has information addressing employment and volunteer opportunities.
— Ensure center has educational resources.
— Ensure center has resources for job seeker's use.

44000.2 ACS conducts or sponsors classes, programs, workshops, seminars or individual sessions to empower job seekers for effective job searches. These include job search skills, job skills and job search training. CAT 1 (DODD 1342.17, DODI 1342.22 and proposed DODI on spouse employment)

— Review marketing materials: flyers, training schedules and registration forms.
— Review training materials: program outline, briefing charts and evaluation forms.
— Review contracts/memorandum of agreement (if applicable) with program outline, briefing charts and evaluation forms.

44000.3 ACS provides individual and group counseling to assess job skills and develop and implement career goals. CAT 1 (DODD 1342.17, DODI 1342.22 and proposed DODI on spouse employment)

— Review case records.
— Review list of individuals counseled.
— Review group counseling list of attendees and class outline.

44000.4 ACS contacts employers, develops employment opportunities and maintains a private sector job bank. CAT 1 (Section 1784, title 10, United States Code)

Review correspondence to potential employers.
— Review agendas and minutes from meetings.
— Review employer files.

44000.5 Employment readiness services are marketed to spouses and command leadership. CAT 2 (5 points)

— Review installation newspaper publications. (3 points)
— Review flyers and success stories. (2 points)

45000 FINANCIAL READINESS (PARAS 4-36 – 4-44, AR 608-1)

45000.1 Classes are provided in personal financial management readiness and consumer affairs to soldiers and family members in the following areas: banking and credit union services, budget development and record keeping, debt liquidation, credit, consumer rights and obligations, insurance and personal financial readiness. CAT 1 (DODD 1344.7)

— Review list of classes provided.
— Review training lesson plans.
— Review class schedules.
— Review attendance sheets.

45000.2 Refresher classes are offered for personnel who have abused and misused check-cashing privileges. CAT 1 (DODI 1344.9)

— Review lesson plans.
— Review training schedule.
— Review class attendance sheets.

45000.3 Financial planning classes and counseling are conducted for all junior enlisted soldiers (E-4 and below) scheduled for initial PCS move. CAT 1 (DODI 1338.19)

- Obtain roster of junior enlisted soldiers scheduled for initial PCS move from local personnel service battalion (PSB).
- Review lesson plans.
- Review training schedule.
- Review class attendance sheets.
- Compare class attendance sheets with PSB roster to determine if all junior enlisted soldiers have received financial planning classes and counseling prior to initial PCS move.

45000.4 Support is provided to unit commanders in establishing personal financial management readiness training for first term/initial term soldiers. CAT 1 (DODI 1342.22)

- Check PSB roster of first term/initial term soldiers.
- Review lesson plans, training schedule and attendance.
- Compare attendance sheet with PSB roster to determine if first term/initial term soldiers have received personal financial management readiness training.

45000.5 Financial counseling services are provided for soldiers and family members in areas such as budget development and financial planning, developing a spending plan, managing personal finances and evaluating assets and liabilities. CAT 1 (DODI 1342.22)

- Review case records to determine provision of financial counseling services.

45000.6 Pre-screening and counseling is provided for the Family Subsistence Supplemental Assistance (FSSA) program. CAT 1 (Section 402A, title 37, United States Code)

- Review completed DA Form 3063 and case records to determine provision of FSAA pre-screening and counseling.

45000.7 Debt liquidation assistance is provided to soldiers and family members with problems of financial indebtedness. CAT 1 (DODI 1342.22)

- If debt liquidation is provided through ACS, review case records.
- Review letters to creditors and repayment plans and memorandums to commanders for command referred cases.
- When standard 45000.7 is met through civilian community agency, review memorandum of agreement or understanding to determine if services meet criteria contained in AR 608-1.
- Review case records documenting initial assessment, referral to civilian agency and follow-up.

45000.8 Consumer advocacy is provided through information to help soldiers and families make educated decisions and feedback to commanders on consumer issues. CAT 1 (DODI 1342.22)

- Review published consumer information, (e.g. newspaper articles and brochures).
- Review letters to businesses and Better Business Bureau on behalf of military consumers.
- Review memorandums for record documenting meetings with Better Business Bureau, Armed Services Disciplinary Board, local consumer affairs offices and groups of soldiers.

45000.9 Soldiers and family members are assisted in handling consumer complaints. CAT 1 (DODD 5030.56)

- Review case records.
- Review completed DA Forms 5184 (Consumer Complaint).
- Determine how publication occurs for agencies and businesses that employ unfair business practices.

45000.10 Army Emergency Relief record keeping and safeguards are in accordance with AR 930-4. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

- Check safeguards for securing blank checks.
- Review case records.
- Review latest audit.

45000.11 Emergency assistance includes food locker or vouchers. Food locker meets requirements of AR 40-5. Financial accountability, safeguards and record keeping exist for vouchers. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review case records.
— Review health inspection records to determine compliance with AR 40-5.
— Review returned receipts and safeguard procedures for vouchers.

50000 VOLUNTEERS (PARAS 5-1 – 5-21, AR 608-1)

NOTE: STANDARDS 50000.1 - 50000.19 PERTAIN TO ALL STATUTORY VOLUNTEERS. THESE STANDARDS COUNT TOWARDS ACS ACCREDITATION SCORE ONLY WHEN APPLIED TO VOLUNTEERS WITHIN ACS.

50000.1 Legal counsel reviews provision of voluntary services from host-nation and third country citizens at overseas locations prior to acceptance. CAT 1 (DODI 1100.21)

— *Review legal documentation.
— Interview ACS director.

50000.2 Volunteers are not holding policy-making positions, supervising paid employees or military personnel or performing inherently governmental functions such as determining entitlements to benefits, authorizing expenditures of Government funds or deciding rights and responsibilities of any party under Government requirements. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.21)

— Review volunteer position descriptions to determine the duties and responsibilities of the volunteer.
— Interview ACS director.

50000.3 Any one performing work that is contained in the statement of work of a service contract is paid the minimum wages provided for under the Service Contract Act (SCA) (or status of forces agreement, supplemental agreements or other laws applicable overseas). A person providing services under such a scenario is not a Government volunteer and is not covered by 10 USC Section 1588. CAT 1 (Section 1588, title 10, United States Code and SCA)

— *Review statement of work to ensure there is no provision for unpaid services to the contractor.
— Review the volunteer's position description and the statement of work to ensure the volunteer is not performing any of the contractor's duties.
— *Review appropriate SOP for compliance with SCA.

50000.4 Volunteers assist the workforce by performing an apportionment of a required function, but do not substitute totally or permanently for unfilled positions, replace paid employees or are used in lieu of obtaining contracted services for which funding has been provided. CAT 1 (Public Law 105-19 and DODI 1100.21)

— Review volunteer personnel files to verify that no volunteer performs all the duties listed in an ACS position vacancy announcement.
— Compare volunteer position descriptions with paid employee position descriptions to verify that no volunteer performs all the duties of the paid employee.

50000.5 Volunteers are not performing duties that render them unusually susceptible to injury or to causing injury to others. CAT 1 (Public Law 105-19 and DODI 1100.21)

— Review volunteer position description to determine that the position poses no obvious risk to the volunteer.
— Observe volunteers performing their duties to determine there is no risk to the volunteer.
— Interview volunteers to verify there is no risk to the volunteer.
— *Ensure appropriate SOP includes safety of volunteers.

50000.6 Volunteers are supervised by a paid employee (Civil Service or nonappropriated fund employee), a military member or another volunteer who is so supervised. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.21)

- Review volunteer position descriptions to determine line of supervision.
- Interview volunteers to verify proper line of supervision.

50000.7 The use of volunteers does not violate DODD 1400.33 concerning undue influence. CAT 1 (DODD 1400.33 and DODI 1100.21)

- Ensure volunteer management training/orientation addresses the issue of undue influence.

50000.8 Volunteers who work with children and youth have a background check in accordance with DODI 1402.5, AR 608-10 and AR 608-18. CAT 1 (DODI 1402.5 and DODI 1100.21)

- Interview ACS director.
- Check volunteer position descriptions to determine if the duties of the volunteer require contact with children. If the duties require contact with children, check position description to determine if line of sight supervision is required. If line of sight supervision is not required, review personnel records for evidence that background checks have been completed.
- *Review appropriate SOP for compliance with DA written procedures.

50000.9 When required, volunteers are licensed, privileged, appropriately credentialed or otherwise qualified under applicable law, regulations or policy to provide the voluntary services involved. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.21)

- Interview ACS director. Review position descriptions to determine if any volunteer positions require credentialing.
- Review volunteer personnel file for appropriate credentialing documents.

50000.10 Appropriated fund volunteers with access to privacy protected records comply with AR 340-21. CAT 1 (Section 1588, title 10, United States Code)

— *Ensure appropriate SOP on safeguarding of client data addresses volunteer access to privacy protected records.

50000.11 All volunteers and accepting officials for appropriated and nonappropriated fund activities have signed DD Form 2793. A copy of the signed DD Form 2793 is given to the volunteer prior to commencing voluntary services. DA Form 5671 (Parental Permission) is signed when accepting voluntary services from unmarried family members under age 18 before commencement of work. CAT 1 (Section 1588, (b)(2)(A), title 10, United States Code)

— Review statutory volunteer personnel files to verify that:
- Each volunteer and accepting official signed DD Form 2793.
- A parent has completed a DA Form 5671 for all unmarried volunteers under the age of eighteen.
- Each volunteer has completed DD Form 2793 and signed DA Form 5671 prior to the first tour of duty.

50000.12 A written position description is maintained for each volunteer. CAT 1 (Public Law 105-19, Section 1588, title 10 United States Code, and Volunteer Protection Act of 1997 and DODI 1100.21)

— Review volunteer position descriptions to determine the following:
- Position descriptions specifically mention whether or not regular use of a motor vehicle, private or Government owned or leased, is required; and, if required, the specific duties that will be performed.
- Position descriptions contain a prohibition against using a vehicle not specifically authorized.
- Position descriptions contain the position title, first line supervisor, second line supervisor (if applicable), description of duties, time required, qualifications of the job, training required and provided by the program accepting voluntary services and evaluation and feedback by the supervisor.

50000.13 Each volunteer maintains a record of hours worked on DA Form 4713 (Volunteer Daily Time Record). CAT 1 Section 1588 (d)(4)(A)(e)), title 10, United States Code and DODI 1100.21)

— Review completed DA Forms 4713 for compliance.

50000.14 All organizations using statutory volunteers document the volunteer hours worked, jobs performed, training and recognition received on DA Form 4162 (Volunteer Service Record). CAT 1 (DODI 1100.21)

— Review completed DA Forms 4162 to document compliance with standard.

50000.15 Volunteers receive pre-job training to learn technical skills, on-the-job training and continuing in-service training. CAT 1 (DODI 1100.21)

— Review completed DA Forms 4162 to validate volunteer training.

50000.16 Volunteers receive orientation to familiarize them with the organization, assigned duties, procedures to document voluntary service hours, policies and procedures for obtaining reimbursement of incidental expenses, award policies, grievance procedures, line of supervision, the importance of confidentiality and other relevant matters. CAT 1 (DODI 1100.21)

— Review completed DA Forms 4162 to validate volunteer orientation.

50000.17 Volunteers assigned to operate administrative vehicles complete the same training and screening and maintain the same qualifications as other employees who drive comparable vehicles. CAT 1 (DODI 1100.21)

— Review position descriptions to determine if position requires use of Government owned or leased vehicle.
— Review volunteer personnel file to determine if the volunteer is authorized to use vehicle and has been appropriately trained, screened, licensed and received written permission to operate vehicle.

50000.18 Standard procedures used to investigate and/or adjudicate incidents involving employees are used, when appropriate, to investigate and/or adjudicate similar incidents arising from voluntary services. CAT 1 (DODI 1100.21)

— Review written procedures to investigate/adjudicate incidents.
— Review documentation of adjudication.

50000.19 An ongoing recognition program is established for statutory volunteers. CAT 1 (DODI 1100.21)

— *Ensure the appropriate SOP details an ongoing recognition system for volunteers.
— Review volunteer personnel files to verify that volunteers received recognition (certificates, awards, nametags and pins).

NOTE: Standards 50000.20 - 50000.24 apply to OVERALL installation volunteer coordination. They count towards ACS accreditation score only when the installation volunteer coordinator is located in ACS.

50000.20 The Volunteer Advisory Council is established. CAT 2 (5 points)

— Review council minutes to validate:
- o Quarterly meetings. (3 points)
- o Required membership. (1 point)
- o Forwarding of minutes to garrison commander and member organizations. (1 point)

50000.21 A comprehensive and up-to-date resource library is established. CAT 2 (5 points)

— Ensure library includes:
- o Volunteer regulations and policies. (3 points)
- o Materials on volunteer management and program organizations. (1 point)
- o Information on training opportunities. (1 point)

management issues such as recruitment techniques, interviewing skills, orientation requirements, record keeping, recognition, evaluation, dismissal and position descriptions CAT 2 (5 points)

— Review lesson plans. (3 points)
— Review schedules and attendance sheets. (2 points)

50000.23 A variety of methods are used to recruit volunteers. CAT 2 (5 points)

— Review marketing materials such as flyers, newspaper articles and briefing agendas. (3 points)
— Review volunteer job bank for current volunteer positions, programs and agency requests. (2 points)

50000.24 Volunteers are recognized for their service at the installation volunteer recognition event. CAT 2 (5 points)

— *Review IVC SOP. (2 points)
— *Review after action report on annual recognition event. (3 points)

42001 ORGANIZATION AND MANAGEMENT

42001.1 The installation has implemented written policies and procedures in accordance with AR 608-18. Any definition used must comply with regulatory definitions. CAT 1 (DODD 6400.1)

— *Review written policies and procedures, MOU/MOA or command directives.

42001.2 The garrison commander has appointed and implemented a Family Advocacy Committee (FAC) and a Case Review Committee (CRC) in accordance with AR 608-18. CAT 1 (DODD 6400.1)

— *Review appointment orders for the FAC and CRC members.
— Review FAC and CRC minutes.

42001.3 The installation FAC ensures that written policies and procedures exist that outline the responsibilities to be carried out in incidents of alleged child or spouse abuse. CAT 1 (DODD 6400.1)

- **When indicated, medical assessment and treatment for all family members in the household by medically trained personnel.**
- **Notification of the service member's commander per AR 608-18.**
- **Notification of military law enforcement and investigative agencies per AR 608-18.**
- **Notification of the local public Child Protection Services agency (in alleged child abuse cases only) in the United States and where covered by agreements overseas.**
- **Observance of the applicable rights of both alleged victims and offenders.**

— Ensure CRC minutes address:
  - The notification of the service member's commander in incidents of alleged child or spouse abuse.
  - The notification of military law enforcement and investigative agencies in incidents of alleged child or spouse abuse.
— *Ensure installation MOA addresses the notification of local child protection services.
— *Review command policy letter to ensure that the applicable rights of the alleged victims and offenders are addressed.
— *Review SWS SOP to ensure that proper notification procedures are complied with regarding incidents of alleged child or spouse.

NOTE: Pre-site materials are annotated with an asterisk.

42001.4 A requirement and authorization exist for an installation FAPM on the TDA and the commander has made written appointment of a designated individual to implement the FAP. CAT 1 (DODD 6400.1)

— *Review TDA to ensure a requirement and an authorization exist for FAPM.
— *Review FAPM appointment orders.

42001.5 The installation FAC has developed and evaluated measurable program outcomes in accordance with DA FAP outcomes (self-sufficiency, safety, community cohesion and personnel preparedness). CAT 2 (5 points)

— Review documentation of the analysis and evaluation of the FAP utilizing DA FAP measurable program outcomes. (2 points)
— The installation published FAC minutes that addressed an analysis and evaluation of the installation FAP utilizing DA FAP measurable program outcomes listed above. (3 points)

42001.6 The installation FAC has established a FAP plan with specific objectives, needs and strategies in accordance with AR 608-18. CAT 2 (5 points)

— Review the FAP plan for specific objectives, needs and strategies (3 points); or
— Determine if the FAP plan is integrated into the installation or Director of Community Activities' Strategic Plan (3 points); and
— Determine if
  - A needs assessment was conducted (2 points); or
  - Surveys were conducted (2 points); or
  - Focus groups were conducted (2 points).

42001.7 The installation FAC demonstrates efforts to promote cooperation among civilian and/or military authorities to reduce child and spouse abuse rates. CAT 2 (5 points)

— *Ensure installation MOA promotes cooperation between civilian and military authorities to reduce child and spouse abuse rates (3 points); and
— *Determine that the installation SOP addresses the cooperation between civilian and military authorities to reduce child and spouse abuse rates (2 points); or
— *Review the contract with the local civilian authorities to reduce child and spouse abuse rates (2 points); or
— *Review a partnership agreement/charter with the local civilian authorities to reduce child and spouse abuse rates. (2 points)

services. CAT 2 (5 points)

— *Ensure the FAP SOP promotes cooperation with military installations to provide cost-effective services (3 points); or
— *Review a partnership agreement/charter with military installations to provide cost-effective services (3 points); and
— Review documentation of an evaluation of the FAP utilizing measurements and statistical analysis to calculate cost savings. (2 points)

42001.9 The garrison/MTF commanders provide FAP personnel with housing and equipment suited to the delivery of FAP services. CAT 2 (5 points)

— Conduct interviews with FAP personnel and conduct a visual inspection of the FAP facilities. (3 points)
— Review hand receipts. (2 points)

42001.10 All purchase of service contracts or agreements with a civilian agency, organization or individual comply with Part 37, Title 48, Code of Federal Regulations (Federal Acquisition Regulations) and Part 5137 of the Army Federal Acquisition Regulation Supplement. CAT 1 (Federal Acquisition Regulation)

— Review FAP purchase contracts or agreements with civilian agencies, organizations or individuals for compliance.
— Review FAP payment vouchers with civilian agencies, organizations or individuals for compliance.

42001.11 The installation provides an annual report to DA. CAT 1 (DODD 6400.1)

— *Review DA Form 3063 for completeness.

42002 PREVENTION AND EDUCATION

42002.1 The installation has written criteria and priorities for installation FAP prevention activities. Cat 2 (5 points)

— *Ensure the FAP plan includes prevention activities. (4 points)
— Review the FAP needs assessment. (1 point)

in accordance with AR 608-18. CAT 1 (DODD 6400.1)

— Review the community needs assessment that was conducted within the last three years.
— Review the results of community surveys regarding the FAP conducted within the last three years.
— Review results of focus groups regarding the FAP conducted within the last three years.
— *Review the FAP plan.
— *Ensure the FAP plan is integrated into the installation or Director of Community Activities' Strategic Plan.

42002.3 The installation FAP has developed and implemented, in accordance with the prevention plan, education programs for the community. CAT 2 (5 points)

— *Review the FAP prevention plan to ensure it addresses education programs for the community. (3 points)
— *Review program curriculum for all FAP educational programs (2 points); or
— Review participant lists and evaluations for all FAP educational programs. (2 points)

42002.4 The garrison commander ensures provision of education for all unit commanders. CAT 1 (DODD 6400.1)

— *Ensure FAP plan addresses the provision of education for garrison and unit commanders.
— *Review training plan and FAP curriculum orientation of garrison and unit commanders.
— Review participant lists for garrison and unit commanders who received FAP training.
— Interview select unit commanders who received FAP training (ask to see training certificates).

orientation to the FAP, available family support services and installation FAP policies. CAT 2 (5 points)

— *Review the FAP plan to ensure that it addresses orientations. (1 point)
— *Review training plan and FAP curriculum for the orientation. (2 points)
— Review participant lists and evaluations for personnel who attended FAP orientations. (2 points)

42002.6 The garrison commander ensures provision of education on identifying and reporting suspected child and spouse abuse for personnel, contractors and volunteers who work with or around children. CAT 1 (DODD 6400.1)

— *Review FAP plan.
— Review lesson plans and FAP curriculum.
— Review participant lists and evaluations.

42002.7 The garrison commander ensures provision of education on the FAP and identification, reporting and intervention in child and spouse abuse to installation law enforcement, legal and medical personnel. CAT 1 (DODD 6400.1)

— *Review FAP plan.
— *Review lesson plans and FAP curriculum.
— Review participant lists and evaluations.

42002.8 Activities and services provided through the NPSP-Standard component are available to all eligible families with child(ren) prenatal to 3 years old, whether they live on or off the installation. Activities include information and referral to military and civilian programs that support parents of infants and young children such as parenting programs, respite care for children and supervised playtime for children. CAT 2 (5 points)

— Review marketing and public awareness material for availability of NPSP services. (2 points)
— Ensure installation NPSP reports indicate referral to appropriate military and civilian NPSP services. (3 points)

identified families with child(ren) prenatal to 3 years old that have been identified as being at-risk for child maltreatment and/or family violence. Families participating in the NPSP-Plus component are assessed for risk of child maltreatment and family violence on a continuing basis in accordance with Army policies contained in HQDA Memorandum, Subject: Guidelines for the Army New Parent Support Program, March 2, 2001. CAT 1 (Public Law 103-337)

— If NPSP-Plus is available, the installation reports the number of clients referred for NPSP-Plus services through the IMA Region FAPM to the CFSC FAPM.
— If NPSP-Plus is available, review installation NPSP-Plus client records to verify that on-going assessment of risk for child maltreatment and family violence occurred.

42003 INVESTIGATION AND ASSESSMENT OF THE COMPLAINT

42003.1 The garrison commander has designated a 24-hour reporting point of contact to receive reports of alleged child or spouse abuse. CAT 1 (DODD 6400.1)

— *Ensure the SOP designates a 24-hour reporting point of contact to receive reports of alleged child or spouse abuse.
— *Review MOA that identifies a 24-hour reporting point of contact to receive reports of alleged child or spouse abuse.
— Review on-call roster to receive reports of alleged child or spouse abuse after duty hours; or
— The installation has a hot line to receive reports of alleged child or spouse abuse.

42003.2 Mandated personnel report suspected child and spouse abuse to the FAP. CAT 1 (DODD 6400.1)

— *Review installation SOP and MOA that require mandated personnel to report suspected child and spouse abuse to FAP.
— *Review SWS SOP that requires mandated personnel to report suspected child and spouse abuse to FAP.
— *Review Child and Youth Services SOP that requires mandated personnel to report suspected child and spouse abuse to FAP.

spouse abuse. The installation FAP has access to the installation law enforcement blotter. Installation law enforcement agencies request reports of child and spouse abuse involving military families from local law enforcement and provide them to the FAP. CAT 1 (DODD 6400.1)

*Review SOP and MOA that ensure FAP personnel receive law enforcement blotter reports and civilian reports on suspected child and spouse abuse.

— *Review Provost Marshal SOP that requires them to provide FAP personnel with military and civilian reports on suspected child and spouse abuse.

— *Review SWS SOP that addresses the need to obtain law enforcement blotter reports and civilian reports on child and spouse abuse from military and civilian law enforcement organizations.

— *Review randomly selected FAP records for the presence of law enforcement blotter and civilian reports on suspected child and spouse abuse.

42003.4 Installation law enforcement and medical treatment facilities develop and follow written protocols for responding to suspected child and spouse abuse incidents. CAT 1 (DoDD 6400.1)

— *Review SOP and MOA that address law enforcement and medical protocols for responding to suspected child and spouse abuse incidents.

— *Review Provost Marshal SOP for law enforcement protocols for responding to suspected child and spouse abuse incidents.

— *Review SWS SOP for medical protocols for responding to suspected child and spouse abuse incidents.

42003.5 The installation initiates the assessment of alleged abuse incidents in a timely manner. CAT 1 (DODD 6400.1)

— *Review SWS SOP for FAP protocol for conducting an assessment of alleged child and spouse abuse incidents in a timely manner.

— Review FAP records to verify that an assessment of alleged child and spouse abuse incidents was conducted in a timely manner.

42003.6 The installation FAP ensures that during the period of investigation and assessment of suspected child abuse the child's family is provided with sufficient monitoring and immediate support. This is to ensure adequate protection of the child victim(s) and sibling(s) if they are remaining in the parent's or guardian's home or the home of others acting in loco parentis. CAT 1 (DODD 6400.1)

— Review FAP records.

42003.7 The installation complies with written policies and procedures in AR 608-18 for protection of victims of spouse abuse. CAT 1 (DODD 6400.1)

— Review FAP records for the presence of a completed risk assessment and safety plan for the victims of spouse abuse.

42003.8 The installation complies with written policies and procedures in AR 608-18 for assessing FAP cases. A clinically privileged professional conducts the assessment. The assessment includes, but is not limited to, the following: CAT 1 (DODD 6400.1 and DODD 6025.13)

- **Background checks of previous abuse incidents recorded in the Army Central Registry, law enforcement, FAP and medical records.**
- **Reports of any law enforcement investigations.**
- **Information obtained from collateral contacts (for example, schools, child development centers, and so on).**
- **Interviews with the alleged offender, victim(s) and other members of the household and witnesses, if indicated.**
- **Assessment of the current presenting problems.**
- **Assessment of the functioning of the alleged offender, caretakers, victim(s) or other members of the household.**
- **Assessment of the medical findings and history of the victim, alleged offender and other members of the household, if indicated.**
- **Assessment of the severity of the abuse and previous child and spouse abuse incidents.**
- **Assessment of the risk for future abuse.**
- **Assessment of the need for protection of the victim to include, in child abuse cases, the ability of the non-offending parent to protect and support the child.**
- **Assessment of which clinical, educational and support services are indicated for the case.**
- **History of spouse and child abuse (witnessed/experienced).**
- **History of substance abuse.**
- **History of mental health treatment (suicidal/homicidal).**
- **History of criminal activity.**
- **Identification of weapons in the home.**
- **Current family stressors (in other words, financial, PCS/ETS moves, deaths and births in the family, divorce/separation, medical issues, and so on.**
- **History of medical illness.**

— Review FAP records for the presence of a completed risk assessment conducted by a clinically privileged professional.
— *Review SWS SOP.

are trained. Training includes: CAT 1 (DODD 6400.1 and DODD 6025.13)

- **Interviewing the child as the primary source of information on an age appropriate basis.**
- **Interviewing the child in a child-centered environment and not in the presence of the alleged offender.**
- **Avoiding the necessity of subjecting the child to multiple interviewing.**

— Review military law enforcement investigative personnel records.
— Review FAP credentials files.
— Review training certificates of randomly selected military law enforcement investigative/FAP personnel.

42003.10 The installation complies with AR 608-18 which specifies how a child victim and other children in the victim's household are interviewed by FAP clinical personnel. These include provisions for the following: CAT 1 (DODD 6400.1 and DODD 6025.13)

- **Interviewing the child as the primary source of information on an age-appropriate basis.**
- **Collecting information from a child in a manner to protect the child's right to privacy.**
- **Interviewing the child in a child-centered environment and not in the presence of the alleged offender.**
- **Avoiding the necessity of subjecting the child to multiple interviewing.**
- **Ensuring that interviews are conducted by a clinically privileged professional.**
- **Ensuring that child's statements and written assessments are placed in victim's FAP/CRC case file and protected from release to either parents or guardians (offending or non-offending), unless ordered for release by the courts.**

— *Review SWS SOP for compliance.
— Review FAP credentials files for evidence that only clinically privileged professional interview child victims.
— Review FAP records for evidence that FAP clinical personnel interviewed the child as the primary source of information on an age appropriate basis.
— Review FAP records for indication that FAP clinical personnel collect information from a child in a manner that protects the child's right to privacy.

AR 608-18 for interviewing victims of spouse abuse, including provisions for the following: CAT 1 (DODD 6400.1)

- **Collecting information from the victims, minor children and witnesses in such a manner as to protect their rights to privacy and safety.**
- **Interviewing is not conducted in the presence of the alleged offender.**
- **Interviewing any minor children in the household.**
- **Ensuring that victim's statements and written assessments are placed in the victim's FAP/CRC case file and protected from release to the alleged offender, unless ordered for release by the courts.**

— *Review SWS SOP for compliance.
— Review FAP records for compliance.

42004 INTERVENTION AND TREATMENT OF ABUSE AND NEGLECT CASES

42004.1 The garrison commander has written policies, procedures and criteria for the removal of the alleged offender (or other involved persons, as appropriate) from the home. CAT 1 (DODD 6400.1)

— *Review regulation/SOP and MOA/MOU for compliance.
— *Review SWS SOP for compliance.

42004.2 The garrison commander has written polices, procedures and criteria for the removal of the child victim(s) of abuse or other children in the household when in danger of continued abuse or life-threatening neglect by the offender(s). This is done consistent with applicable laws governing protective custody and includes instructions for safe transit of the child (both CONUS and OCONUS). CAT 1 (DODD 6400.1)

FOR CONUS LOCATIONS WITH CHILD PROTECTIVE SERVICES:

— *Review FAP regulation/SOP that refers to the MOA/MOU with the local Child Protective Service (CPS) agency.
— *Review MOA/MOU with the local CPS agency.
— *Review SWS SOP for references to the FAP regulation/SOP, MOA/MOU or Medical Treatment Facility (MTF) regulation.
— *Review regulation/SOP and MOA/MOU for consistency with applicable state laws governing protective custody.

EXCLUSIVE FEDERAL JURISDICTION):

— *Review FAP regulation/SOP.
— *Review SWS SOP, MTF regulation and/or FAP regulation/SOP for criteria and conditions under which a child will be transported back to CONUS to the custody of child protective services.
— *Review FAP regulation/SOP for consistency with the applicable laws of the country/state governing protective custody.
— Interview SJA to determine active involvement with the program.

42004.3 The garrison commander has written policies and procedures for shelter/safe home referral for victims of spouse abuse. Policies address safety, confidentiality and the right of the victim to make the decision. CAT 1 (DODD 6400.1)

— *Review written policies and procedures.
— *If there is a shelter/safe home within the local community, review MOA/MOU with that agency.
— *Review SWS SOP.

42004.4 Cases will be brought to the CRC within 30 days, unless otherwise documented. CAT 1 (DODD 6400.1)

— *Review SWS SOP for compliance.
— Review initial intervention plan for new referrals.
— Review CRC minutes for concurrence with the initial intervention plan.
— Review FAP records for compliance.

42004.5 To protect victims and prevent further incidents of abuse, installation complies with DA written policies and procedures in AR 608-18 for multi-disciplinary CRCs. These include, but are not limited to, the following: CAT 1 (DODD 6400.1)

- **Incident status determination.**
- **Case management.**
- **Intervention recommendations based on assessment as defined in paragraph 13-3k, AR 608-18.**
- **Case review.**
- **Case closure.**

— Review installation CRC minutes for referenced documentation.
— Review FAP records for evidence they contain referenced documentation.

CAT 2 (5 points)

— Review CRC minutes to ensure that the three categories of needs were considered by the CRC. (2 points)
— Review FAP records for compliance. (3 points)

42004.7 The installation complies with DA policies and procedures for case closure contained in AR 608-18. The CRC considers at least the following in making case closure decisions: CAT 1 (DODD 6400.1)

- **Current risk assessment.**
- **Progress or failure to progress in meeting intervention objectives.**
- **Involvement of the family and/or client in the decision making process.**
- **Consultation with other agencies and professionals involved in the case.**
- **Consideration of necessary community supports and referrals.**

— Review case closure policies and procedures.
— Review FAP records for compliance.

42004.8 In conducting the assessment and determining risk, recantation by the victim is not, in and of itself, used to conclude the incident did not occur. CAT 1 (DODD 6400.1)

— *Review SWS SOP for required evidence.
— Review CRC minutes for compliance.
— Review FAP records for evidence of compliance.

42004.9 The installation complies with AR 608-18 for the case management of out-of-home child abuse. CAT 1 (DoDD 6400.1)

— *Review SOP and MOA/MOU for evidence of compliance.
— Review CRC minutes and SWS SOP for evidence of compliance.
— Review FAP records for compliance.

42004.10 When making a level of intervention determination, the CRC utilizes the matrix of the Child Abuse Manual (CHAM) and Spouse Abuse Manual (SPAM). CAT 1 (DODD 6400.1)

— Ensure CRC utilizes the matrix of the CHAM and SPAM when making an incident status determination.
— Review FAP records for compliance.

child's welfare when the natural family or legal guardian cannot meet that responsibility. EPC may be a voluntary or court-mandated placement providing 24-hour care in an emergency care family home. The Army EPC Program is used at Fort Knox and primarily in OCONUS areas and is intended to provide short-term care for families in crisis until the situation causing placement is resolved, or until longer term care or placement can be arranged at a CONUS location. If EPC services are available and accessible through the local civilian authority, these services must be used IAW locally established MOAs. CAT 1 (DODD1342.17)

__ The ACS director has assigned a point of contact for EPC.
__ A list of EPC families is available and updated semi-annually.

42005 CASE ACCOUNTABILITY

42005.1 The installation complies with policies and procedures contained in AR 608-18 that establish a file maintenance system. CAT 1 (DODD 6400.1 and Federal Systems Notice)

— *Ensure SOP and MOA/MOU reflect compliance with DA written policies and procedures.
— *Determine that the Quality Improvement Plan and SWS SOP are in compliance with DA written policies and procedures.
— Review FAP records for compliance.

42005.2 In order to promote prompt intervention in abuse incidents, the garrison commander ensures that the CRC reviews every report of abuse and determines a plan for intervention in accordance with AR 608-18. CAT 1 (DODD 6400.1)

— *Review FAP regulation/SOP for evidence of compliance with AR 608-18.
— *Review MOA/MOU for evidence of compliance with AR 608-18.

42005.3 The installation complies with DA policies and procedures contained in AR 608-18 for case management and case records. CAT 1 (DODD 6400.1)

— *Ensure SWS SOP is in compliance with AR 608-18.
— Review FAP records for compliance with AR 608-18.

transfer of cases to ensure continuity of service. CAT 1 (DODD 6400.1)

— *Ensure SWS SOP reflects compliance with DA policies and procedures contained in AR 608-18. Review FAP records for compliance with DA policies and procedures contained in AR 608-18.

42005.5 The installation complies with DA policies and procedures contained in AR 608-18 that ensure sharing of information with individuals or military or civilian organizations. CAT 1 (DODD 6400.1)

— *Review installation FAP regulation/SOP for compliance with DA policies and procedures contained in AR 608-18.
— *Review MOA/MOU for compliance with DA policies and procedures contained in AR 608-18.
— Review FAP records for compliance with DA policies and procedures contained in AR 608-18.

42005.6 The installation complies with DA policies and procedures contained in AR 608-18 that govern who will have access to central registry information. CAT 1 (DODD 6400.1 and Federal Systems Notice)

— *Review FAP regulation/SOP for guidance on who shall have access to central registry information.
— *Review SWS SOP for guidance on who shall have access to central registry information.
— *Ensure the SWS ACR authorization letter reflects guidance that complies with DA policies and procedures contained in AR 608-18.

42005.7 Installation complies with DA policies and procedures contained in AR 608-18 for reviewing contested CRC incident status determinations. CAT 1 (DODD 6400.1)

— Ensure the installation CRC complies with DA policies and procedures contained in AR 608-18.
— Review FAP records for compliance with DA policies and procedures contained in AR 608-18.

42006.1 The FAP complies with the requirements of DODD 6400.1, DOD 6400.1-M, and AR 608-18 for the roles, functions, and responsibilities of FAP personnel. CAT 2 (5 points) SME judgment may apply here.

— *Review SOPs to determine that FAP personnel roles, functions and responsibilities comply with the requirements of DODD 6400.1, DOD 6400.1-M, and AR 608-18. (3 points)
— Review ACS/MTF FAP job descriptions for compliance with the requirements of DODD 6400.1, DOD 6400.1-M, and AR 608-18. (1 point)
— *Review local MOA for funding agreement between installation/MTF commanders. (1 point)

42006.2 The installation FAPM meets the following minimum qualifications: CAT 1 (DODD 6400.1, DODD 6025.6 and DODD 6025.13)

- **Education: Master's degree in one of the following fields: social work, psychology, marriage, family and child counseling, counseling, public administration or public health.**
- **Credentialing: Not necessary. If clinical supervision is a requirement of the position, qualifications specified in 42006.3 below apply.**
- **Experience: Minimum of 5 years of postgraduate experience in community organization or management. At least 2 of the last 5 years in programs dealing with family violence issues.**

— Review FAPM's personnel record for the minimum qualifications.

42006.3 The clinical supervisor of clinical FAP personnel has the following minimum qualifications: CAT 1 (DODD 6400.1, DODD 6025.6 and DODD 6025.13)

- **Education: Master's degree in social work or doctorate in clinical psychology.**
- **Credentialing: Licensure in accordance with DODD 6025.13. Clinically privileged in accordance with AR 40-68 (DA Form 5440-28-R (Delineation of Privileges – Social Work)).**
- **Experience: Minimum of 4 years of postgraduate experience, including 2 of the last 4 years of clinical experience in family violence.**

— Review the FAP clinical supervisor's personnel/credentialing records for the minimum qualifications.

42006.4 Clinical assessment and intervention are provided by a clinically privileged provider. Those professionals providing assessments and treatment services have the following minimum qualifications: CAT 1 (DODD 6400.1, DODD 6025.6 and DODD 6025.13)

- **Education: Master's degree in social work or doctorate in clinical psychology.**
- **Credentialing: Licensure in accordance with DODD 6025.13. Clinically privileged in accordance with AR 40-68 (DA Form 5440-28).**
- **Experience: Minimum of 2 years of postgraduate clinical experience, including 1 of the last 2 years in family violence.**

— Ensure a clinically privileged provider with the minimum qualifications described above performs the clinical assessments, interventions and treatment services.
— Review FAP records for compliance.

42006.5 Minimum qualifications for FAP practitioners providing education and prevention services and for Social Service Assistants are as follows: CAT 2 (5 points)

- **Education: Bachelor's degree in social work, psychology, marriage, family and child counseling, counseling or behavioral science, education, community health or public health.**
- **Experience: Minimum of 2 years experience in family and children's services or community organization, 1 year of which is in family violence.**
- **Supervision: Must be supervised in accordance with AR 608-18, as applicable.**

— Review FAP practitioners' and social service assistants' personnel records for minimum qualifications listed above. (2 points)
— Ensure supervision of FAP practitioners and social service assistants complies with AR 608-18, as applicablele. (3 points)

42006.6 The minimum qualifications for FAP Victim Advocate Coordinators are as follows: CAT 2 (5 points)

- **Education: Bachelor's degree in social work, psychology, marriage, family and child counseling, counseling or behavioral science, education, community health or public health.**
- **Experience: Minimum of 2 years of experience in domestic violence victim advocacy.**
- **Supervision: Must be supervised in accordance with AR 608-18, as applicable.**

— Review the FAP victim advocate's personnel records for minimum qualifications listed above. (2 points)
— Ensure supervision of the victim advocate complies with AR 608-18, as applicable. (3 points)

accordance with AR 608-18 (MP, Army Central Registry, Drug and Alcohol). CAT 1 (DODD 6400.1)

— *Review SOPs for compliance with DA policies and procedures contained in AR 608-18 that require installation background/records checks.
— Review FAP personnel records for evidence that the installation performed installation background/records checks.

42007 PROGRAM PLANNING AND EVALUATION

42007.1 The installation complies with DA-directed reports for collection and analysis of information to be used for program planning, administration, interpretation, evaluation and funding of FAP services. CAT 1 (DODD 6400.1)

— Review DA Form 3063 for accuracy and timeliness.
— Review FAP budget execution documents that reflect FAP execution to within one per cent of their budget in the latest FY.
— Review evidence that a formal evaluation of the FAP was conducted within the past three years.
— *Review current FAP Strategic Plan.
— Review evidence that an evaluation of the installation FAP utilizing ACR and/or risk reduction data was conducted.

10000 ARMY COMMUNITY SERVICE

10000.1 A requirement and authorization exist for an installation EFMP manager on ACS TDA. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Review TDA for requirement and authorization.

10000.2 The garrison commander has established the EFMP committee. CAT 1 (Rehabilitation Act and DODD 1020.1)

— Review committee minutes to validate
- Quarterly meetings.
- Required membership.
- Appointment orders.
- Discussion and resolution of EFMP issues.
- Garrison commander approval of minutes.

10000.3 The Special Needs Resource Team (SNRT) is a subcommittee of the installation EFMP committee. CAT 1 (Rehabilitation Act and DODD 1020.1)

*Ensure SNRT SOP:
- Structures the team as a subcommittee of the installation EFMP committee.
- Depicts team chairperson and membership stated in AR 608-75.
- Outlines SNRT objectives, referral process, placement of children, training/follow-up technical assistance, administering medication, performing care-giving health practices, and policy exceptions.

— Review SNRT minutes to validate:
- Determination of child, youth and family care options for care and activities considering feasibility of program accommodation and availability of technical support.
- Recommendation of placement that accommodates to the extent possible the child or youth's

NOTE: Pre-site materials are annotated with an asterisk.

individual needs and parent mission requirements and preference for care/activity setting.
  - Performance of secondary functions of technical support, need for increased staff/provider support, referral to special education services and periodic placement review of children enrolled in installation child and youth programs.

10000.4 An installation EFMP SOP is on file. CAT 1 (Rehabilitation Act and DODD 1020.1)

— * Ensure installation EFMP SOP addresses how each of the EFMP component activities (ACS, medical, military personnel, civilian personnel, directorate of public works, child and youth services and community recreation) implement regulatory responsibilities and functions.

10000.5 An EFMP roster of enrolled soldiers is established. CAT 1 (Rehabilitation Act and DODD 1020.1)

— Ensure the roster--
  - Is alphabetized by name of soldier.
  - Contains demographic information on DD Form 2792 and DD Form 2792-1.
  - Information is easily retrievable.

10000.6 All relocating soldiers EFM housing and community support needs are assessed and shared with the gaining command prior to departure from the installation. CAT 1 (DODD 1342.17 and DODI 1342.22)

— Review completed DA Forms 7415.
— Ensure client contact logs and case records document housing and community support assessment and notification.

need to obtain the following information for transitioning to the new school: a copy of the IEP, a summary of educational activities and performance for the current or past school year and any medical records. CAT 1 (DODD 1342.17)

— Ensure client contact logs and case records document provision of information to help children transitioning to a new school.

10000.8 The gaining ACS links parents with appropriate special education school officials and medical providers and, upon request of parents, participates in the individualized education program process. CAT 1 (DODD 1342.17)

— Ensure client contact logs and case records document compliance with standard.

10000.9 The installation EFMP manager assists EFMP families in developing solutions to EFMP issues and problems (for example, inaccessible facilities and programs). CAT 1 (Rehabilitation Act and DODD 1020.1)

— Ensure client contact logs and case records document assistance to families with EFMP issues and problems.

10000.10 ACS informs EFMP families about the availability of community support services and educational resources . CAT 1 (DODD 1342.17)

— Ensure ACS information and referral file contains accurate information on organizations and agencies serving individuals with disabilities and chronic illnesses.
— Ensure client contact logs and case records document provision of information, assessment and referral to military and civilian EFMP community support services.

10000.11 ACS provides EFMs with information about rights and responsibilities under local, State and Federal laws following coordination with the servicing staff or command judge advocate. CAT 2 (5 points)

— Review information about EFM rights and responsibilities. (2 points)
— Ensure client contact logs and case records document provision of information about rights and responsibilities in coordination with servicing or command judge advocate. (3 points)

— Review listing of support groups and advocacy organizations in EFMP section of ACS information and referral file.
— Ensure client contact logs and case records document provision of advocacy and support group information.
— Review support group agendas and attendance sheets.

10000.13 ACS has an EFMP command information and education program. CAT 2 (5 points)

— *Ensure EFMP command information and education plan (3 points)
  - Is prepared annually.
  - Outlines component agency responsibilities, tasks and milestones.
  - Is monitored quarterly for implementation.
— Ensure articles are published quarterly and EFMP brochure is on file. (1 point)
— Review schedule and attendance sheets for briefings, education and training sessions. (1 point)

10000.14 If not available or accessible through military CYS (for example, adult respite care and care user's home) and civilian resources, ACS establishes and maintains a respite care program for eligible family members with disabilities. CAT 1 (DODD 1342.17)

— *Ensure appropriate SOP addresses ACS implementation of respite care program per AR 608-75.
— *Ensure memorandum of understanding/memorandum of agreement with CYS and/or civilian community document provision of respite care per AR 608-75.
— Review respite care provider recruitment materials and respite care provider training schedule, outline and attendance sheets.
— Ensure completed DA Form 3063 validates certified homes and placements.

agencies to ensure that recreational and cultural programs are available and accessible to family members with disabilities. CAT 1 (Rehabilitation Act and DODD 1020.1)

— *Ensure SOP addresses implementation of recreational and cultural programs for family members with disabilities (military and/or civilian community).
— *Ensure memorandum of understanding/memorandum of agreement document provision of recreational and cultural programs per AR 608-75.
— Review schedule and outline of programs.
— Ensure client contact logs and case records document coordination and provision of recreational and cultural programs.

20000 ARMY MEDICAL DEPARTMENT

20000.1 MTF commander has designated an EFMP physician. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Review documentation of appointment.

20000.2 The EFMP physician has designated an EFMP case coordinator. CAT 2 (5 points)

— *Review documentation of appointment. (3 points)
— *Review duty description. (2 points)

20000.3 The MTF commander has appointed an MTF special needs advisor (SNA). CAT 2 (5 points)

— *Review documentation of appointment. (3 points)
— *Review duty description. (2 points)

CAT 2 (5 points)

— Review suspense filed DA Forms 7413:
  - 90% are complete. (4 points) or
  - 70% are complete. (3 points) or
  - 50% are complete. (2 points)
— *Ensure clinic SOP includes instructions to complete DA Form 7413. (1 point)

20000.5 The EFMP physician ensures that EFMP summaries are completed and distributed per paragraph 3-1, AR 608-75. CAT 2 (5 points)

— Ensure EFMP office procedure documents processing of individual records. The procedure addresses: (4 points)
  - Forwarding DD Form 2792 and/or DD Form 2792-1 to the RMC for coding.
  - Receiving computer hard copy print out of EFMP Summary from RMC.
  - Forwarding copy of computer hard copy printout of EFMP Summary to outpatient treatment records section.
— *Ensure clinic SOP includes description of summary procedures. (1 point)

20000.6 The EFMP case coordinator records patient visits and screening workload. CAT 2 (5 points)

— Review documentation of actual patient visits. (2 points)
— Review workload documentation of records screened within EFMP clinic. (2 points)
— *Ensure clinic SOP includes directions for recording patient visits and screening workload. (1 point)

20000.7 The EFMP case coordinator distributes published EFMP identification criteria in the MTF. CAT 2 (5 points)

— Ensure evidence exist through documentation or demonstration that EFMP identification criteria are distributed and available throughout the MTF. (4 points)
— *Ensure clinic SOP contains instructions for distributing EFMP identification criteria. (1 point)

20000.8 The EFMP case coordinator forwards demographic information on DD Form 2792 and DD Form 2792-1 to installation EFMP manager. CAT 2 (5 points)

— Review documentation that information is forwarded to installation EFMP manager when a family member is enrolled. (3 points)
— Interview installation EFMP manager to verbally confirm that process for forwarding information is current. (1 point)
— *Ensure clinic SOP describes process for forwarding information to the installation EFMP manager. (1 point)

20000.9 The EFMP case coordinator refers soldiers and family members to installation EFMP manager for community support services. CAT 2 (5 points)

— Interview installation EFMP manager to verbally confirm that activity is currently executed. (4 points)
— *Ensure the clinic SOP describes referral process. (1 point)

20000.10 EFMP physician reports medical resourcing needs to the MTF commander or representative. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review documentation of current or past requests to obtain required personnel and/or material resources.
— *Ensure clinic SOP contains description of request process.

knowledgeable of EFMP requirements. CAT 2 (5 points)

— Review documentation of a training process that reasonably ensures that all MTF medical providers receive training on EFMP identification criteria and referral process. (3 points)
— Review examples of instructional materials. (1 point)
— *Ensure clinic SOP describes how training is executed. (1 point)

20000.12 There is a SOP on file that includes screening, identification and referral for enrollment. CAT 2 (5 points)

— *Review published SOP. (2 points)
— *Ensure SOP contains description of screening. (1 point)
— *Ensure SOP contains description of identification (1 point)
— *Ensure SOP contains description of referral for enrollment. (1 point)

20000.13 The EFMP physician provides professional technical assistance to ACS in development and execution of family-find activities. CAT 2 (5 points)

— Interview installation EFMP manager to verbally confirm that technical assistance exist. (3 points)
— Review documentation of technical assistance. (1 point)
— *Ensure clinic SOP describes the provision of technical assistance to ACS in development and execution of family-find activities. (1 point)

20000.14 The EFMP physician ensures that a designated MTF EFMP staff representative attends the installation EFMP committee meeting. CAT 2 (5 points)

— Review evidence of the designated MTF EFMP staff representative attendance. (4 points)
— *Ensure clinic SOP contains attendance instructions. (1 point)

program. CAT 2 (5 points)

— Review documentation and/or demonstration of a currently implemented EFMP quality improvement project (4 points)
— *Ensure clinic SOP contains description of quality improvement project process (1 point)

20000.16 The OCONUS family member deployment screening is completed per paragraph 2-1b and Appendix E, AR 608-75. CAT 1 (DOD 1010.13-R)

— Review DA Form 5888s (Family Member Deployment Screening Sheet) to document correct completion of records.
  - EFMP physician or trained designee is authenticating signature;
  - If medical/developmental problems are identified, the physician or medical practitioner will indicate under Part B of DA Form 5888 that enrollment is warranted; otherwise indicate not warranted.
  - If needed, DD Form 2792 and/or DD Form 2792-1 are attached.
— *Ensure clinic SOP defines and states that all of the above procedures are completed in accordance with AR 608-75.

20000.17 DA Forms 7246 (EFMP Screening Questionnaire) are completed and retained in MTF EFMP office. CAT 1 (DOD 1010.13-R)

— Review completed DA Forms 7246.

20000.18 The MTF commander directs health care providers to note on the DA Form 5571 (Master Problem List) and the SF 600 (Health Record—Chronological Record of Medical Care) at least annually that the examined or treated family member does or does not have a condition that warrants referral for EFMP identification and coding. CAT 2 (5 points)

— *Review MTF commander's directive. (4 points)
— *Ensure clinic SOP contains instructions for implementing directive. (1 point)

enrollment in EFMP during routine health care services. CAT 2 (5 points)

— *Review MTF commander's directive. (4 points)
— *Ensure clinic SOP contains instructions for implementing directive. (1 point)

20000.20 MTF commander directs health care providers to refer soldiers for enrollment in EFMP immediately upon diagnosis of an eligible condition of a family member. CAT 2 (5 points)

— *Review MTF commander's directive. (4 points)
— *Ensure clinic SOP contains instructions for implementing directive. (1 point)

20000.21 MTF commander directs health care provider to note on the SF 600 that a referral has been made to the MTF EFMP when the family member is a possible EFMP enrollee. CAT 2 (5 points)

— *Review MTF commander's directive. (4 points)
— *Ensure clinic SOP contains instructions for implementing directive. (1 point)

20000.22 The MTF commander provides statistical data to the installation EFMP manager for DA Form 3063. CAT 1 (DODI 1342.22)

— Interview installation EFMP manager to verbally confirm receipt of data.
— *Ensure clinic SOP contains instructions in the collection and distribution of required data.

30000.1 Soldiers are queried about an EFM during in-processing, soldier readiness processing, reassignment interview and out-processing. CAT 2 (5 points)

— *Ensure appropriate division/battalion SOPs address query implementation. (1 point)
— Ensure DA Forms 7415 are signed by soldiers, provided to installation EFMP manager on a weekly basis and maintained on file. (3 points)
— Interview military personnel division (MPD)/personnel service battalion (PSB) staff and installation EFMP manager. (1 point)

30000.2 OCONUS family member deployment screening is completed per AR 608-75. CAT 1 (DOD 1010.13-R)

— *Ensure stand-alone or appropriate MPD/PSB SOPs address implementation of OCONUS family member deployment screening.
— Ensure family travel records document:
  - Completion of screening within 30 days of Enlisted Distribution Assignment System (EDAS) cycle or receipt of Request for Orders (RFO).
  - MPD/PSB staff completing and authenticating Part A of DA Form 5888.
— Ensure MPD/PSB maintains signature cards for EFMP physician or trained designee authorized to sign Part B of DA Form 5888.

30000.3 Soldiers are deferred (except AIT) until notification is received from OCONUS travel approval authority about available EFMP services. CAT 2 (5 points)

— Ensure EDAS and RFO systems document deferment of soldiers until notification is received about available EFMP services.

40000.1 An EFMP SOP is on file. CAT 1 (DOD 1010.13-R)

— *Ensure appropriate SOP addresses query process, coordination with DODDS and medical activity, referral to ACS and sanctions against civilian employees who refuse to participate in EFMP.

40000.2 All civilian employees relocating outside United States where family member travel is authorized at government expense complete DA Form 5863 (EFMP Information Sheet). CAT 1 (DOD 1010.13-R)

— *Query CPOC to validate placement of DA Form 5863 on left side of the relocating civilian employee's official personal folder when special needs do not exist; or
— *Query USACFSC (CFSC-FP-A) ro validate receipt of completed DA Form 5863 when relocating civilian employee's family member has special needs.

40000.3 Coordination occurs with gaining DODDS regional office before employee relocates outside United States with children requiring special education. CAT 1 (DOD 1010.13-R)

— *Query USACFSC (CFSC-FP-A) to validate that DA Form 5863 contains a statement that coordination was accomplished with the gaining DODDS regional office. The statement includes the name, title, and telephone number of CPAC and DODDS staff coordinating the special education needs and date of coordination.

40000.4 Coordination occurs with the gaining medical activity before employee relocates outside United States with family members with medical needs. CAT 1 (DOD 1010.13-R)

— *Query USACFSC (CFSC-FP-A) to validate that DA Form 5863 contains a statement that coordination was accomplished with the gaining medical activity. The statement includes the name, title, and telephone number of CPAC and medical staff coordinating medical needs and date of coordination.

related service needs and intend to relocate with the child outside the United States are referred to ACS for general relocation information about the new duty station. CAT 1 (DOD 1010.13-R)

— *Review list of civilian employees referred to ACS.

40000.6 Statistical data for DA Form 3063 is provided to installation EFMP manager. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Ensure completed DA Form 3063 contains CPAC information in EFMP section.

50000 DIRECTORATE OF PUBLIC WORKS

50000.1 ACS center is accessible to individuals with disabilities. CAT 1 (Architectural Barriers Act and Americans with Disabilities Act)

— Determine compliance using Uniform Federal Accessibility Standards Checklist and Americans with Disabilities Act Accessibility Guidelines Checklist.
— Ensure work orders are completed. Review tracking log for completion of work orders.

50000.2 Exceptions to housing assignment are processed for persons with disabilities. CAT 2 (5 points)

— Ensure case records contain request for exception to housing assignment, medical evaluation of EFM needs, and approval/disapproval memorandum. (5 points)

50000.3 Housing modifications are accommodated. CAT 1 (Architectural Barriers Act and Americans with Disabilities Act)

— Ensure service/job orders document EFM housing modifications.
— Ensure a list of EFM dwelling units is in HOMES (Housing Operations Management System) or maintained manually.

CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Ensure completed DA Form 3063 contains housing information in EFMP section.

60000 CHILD AND YOUTH SERVICES

60000.1 SNRT and installation EFMP SOP are on file in CYS central SOP file. SOPs contain signatures documenting coordination with CYS. CAT 1 (Rehabilitation Act and DODD 1020.1)

— Ensure CYS central SOP file contains copies of SNRT and installation EFMP SOPs. Ensure SNRT and installation EFMP SOPs contain signatures documenting coordination with CYS.

60000.2 CYS service delivery systems are available to all children/youth with disabilities through the SNRT process. CAT 1 (Rehabilitation Act and DODD 1020.1)

— Ensure CYS enrollment data identifies child/youth with special needs.
— Review SNRT minutes to validate: assessment of each child/youth's needs.
  - Technical assistance requirements.
  - Placement and referral decisions.

60000.3 Special needs training is provided for CYS staff. CAT 1 (Rehabilitation Act and DODD 1020.1)

— Ensure individual development plans document:
  - Special needs awareness training for all staff and caregivers.
  - Specialized training based on needs of individual children assigned to caregiver's CYS program.
  - Birth to preschool special needs training using modules. "Including All Children" for caregivers working with infants and toddlers

7000.1 EFMP SOP is on file. CAT 1 (Rehabilitation Act and DODD 1020.1)

— *Ensure EFMP SOP addresses:
- Implementation of regulatory responsibilities and functions.
- Policy exceptions.
- Provision of recreational programs for EFMs.
- Special events to promote awareness of recreational opportunities for EFMs.

70000.2 Individuals with disabilities are provided reasonable program accommodation. CAT 1 (Rehabilitation Act and DODD 1020.1)

__ *Review memorandums documenting exceptions to policy.

— Review list of alternative resources for recreational programs not available on the installation.

— *Ensure SOPs for individual programs address safety and environmental requirements for EFMs.

ARMY FAMILY ACTION PLAN (AFAP) PROGRAM

10000.1 An AFAP program manager has been designated to manage the AFAP program. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— *Review job description or statement of work.
— Interview program manager.

10000.2 An annual installation AFAP Training and Planning Conference is conducted that includes a general demographic cross-section of local community soldiers, retirees, DA civilians, family members and tenant organizations who convene at one location to evaluate, prioritize and report to leadership issues of well-being concern that have been solicited from the community. CAT 2 (5 points)

— *Review DA Form 7255 (AFAP Program Management Report) and conference after-action report to determine that an AFAP conference is conducted annually. (2 points)
— Review DA Form 7255 and conference after-action report to determine that delegates represent a general cross-section of the community:
  - o Military members and spouses comprise the greatest portion of delegates, unless there is a compelling demographic reason otherwise (state reason).
  - o Military member and spouse conferees do not greatly outnumber one another.
  - o There are more enlisted military members and spouses than officers and officer spouses.
  - o Married and single soldiers are represented.
  - o Active Army, National Guard, Reserve Component, Retirees, Youth, and DA civilians are represented.
  - o Dual military parents, sole parents, and surviving spouses are represented.

NOTE: Pre-site materials are annotated with an asterisk.

(2 points)

— *Review DA Form 7255 and conference after-action report to determine that senior installation, unit commanders and/or garrison command staff are involved in the AFAP forum process. (1 point)

10000.3 Issues/concerns are solicited from the community at least 2-4 months in advance of installation AFAP Planning and Training Conference. CAT 2 (5 points).

— Review issue files/archives. (2 points)

— Review solicitation material. (1 point)

— *Review local SOP. (2 points)

10000.4 Facilitators, recorders, transcribers, and issue support persons (FRTIs) and delegates are trained on conference process and issue development. CAT 2 (5 points)

— Review lesson plans/training materials. (2 points)

— Review evaluations from training sessions. (2 points)

— Review attendance sheets. (1 point)

10000.5 A Commander's AFAP Steering Committee that mirrors the HQDA AFAP General Officer Steering Committee is established to monitor, guide, direct and support the progress of local issues -- convenes at least semi-annually. CAT 2 (5 points)

— Review Commander's AFAP Steering Committee minutes to validate
- o Semi-annual meetings. (1 point)
- o Discussion and resolution of AFAP issues. (2 points)
- o Garrison commander signature on minutes, (2 points)

(Federal Managers' Financial Integrity Act of 1982)

— Review copy of DA Form 7255.

10000.7 AFAP has adequate resources to manage the program. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Interview program manager to confirm that there is sufficient access to:
  - o Equipment to include but not limited to computer and ADP equipment and internet access, telephone lines with DSN access, computer, fax machine, copier, and audiovisual equipment, to include access to lap top computers and data projectors in AFAP conference workgroups, if such equipment is available.
  - o Workstation space for AFAP Non-Governing Advisory Council meetings and Commander's AFAP Steering Committee meetings.
  - o AFAP support services contractor, if applicable.

10000.8 The AFAP manager prepares and tracks annual budget and spending plan, POM submissions regarding AFAP requirements, shortfalls and unfunded requirements. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review budget and POM submission information/documents.
— Review spreadsheets for execution of dollars.

10000.9 Marketing and command information programs and feedback to the community are established. CAT 2 (5 points)

*Review marketing plan. (1.5 points)
— Review marketing materials and newspaper articles, flyers, announcements, posters, and other publications. (1 point)
— An installation AFAP Issue Update Book is written and distributed to the community. (1.5 points)
— Review documents and other verification of feedback to the community on status/progress. (1 point)

— Resource library includes, at a minimum, the most recent HQDA AFAP Conference Brochure, and the HQDA Issue Update Book. (2 points)
— Issue development video, training slides and materials are available. (2 points)
— Local AFAP policy guidance/standing operating procedures and conference after action report are available. (1 point)

10000.11 An AFAP Nongoverning Advisory Council is established that includes, but is not necessarily limited to, military officer and non-commissioned officer spouses to include senior leader spouses. Better Opportunities for Single Soldiers (BOSS) representatives, Army Teen Panel representatives, AFTB representatives, other MWR representatives and other key Army community representatives (Family Readiness Group leaders, etc.) who can provide input regarding commercial sponsorship, marketing, legal issues, funding, child care and logistics may also be council members. The core advisors of the council may collaborate with AFAP staff in a broad spectrum of program planning and implementation described in paragraph 2-2 of AR 608-47. CAT 2 (5 points)

— Review roster of members. (1 point)
— Review minutes of meetings. (2 points)
— *Review local AFAP SOP that includes Advisory Council specifics. (2 points)

10000.12 The AFAP Program utilizes volunteers to support AFAP. CAT 2 (5 points)

— Review current list of AFAP volunteers and areas of responsibility. (1.5 point)
— Interview, if available, volunteers to validate their participation. If no one is available, points should not be deducted. (1.5 points)
— Interview program manager and AFAP volunteers. (2 points)

APPENDIX D
ARMY FAMILY TEAM BUILDING (AFTB) PROGRAM

The AFTB Program is mandated in CSA /SMA Memorandum, dated 16 December 1994 and AR 608-48.

10000.1 An AFTB program manager has been designated to manage the AFTB program. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

___ *Review job description or statement of work.
___ Interview program manager.
___ Program manager has attended, or is scheduled to attend, the AFTB program manager's course within one year.
___ Program manager is a Master Trainer or is scheduled to attend a Master Trainer course within one year

10000.2 AFTB has a designated volunteer serving as the volunteer AFTB program manager. CAT 1 (DODD 1342.17 and DODI 1342.22)

___ *Review volunteer job description (includes detailed AFTB program manager responsibilities). (1 point)
___ Interview volunteer program manager. (2 points)
___ Verify volunteer program manager has attended the AFTB program manager course or is scheduled to attend within one year. (1 point)
___ Volunteer program manager is a Master Trainer or is scheduled to attend a Master Trainer course within one year. (1 point)

10000.3 AFTB has adequate resources to manage the program. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

___ Interview program manager to confirm there is sufficient access to:
- o Equipment to include, but not limited to, telephone lines with DSN access and regular phone lines, computer/printer, internet access, fax machine, photocopier and audiovisual equipment and supplies.
- o Program manager workspace, AFTB classroom, storage space for training materials, office supplies.

___ Conduct random inspection of office space and classrooms for compliance with AR 608-48.
___ Inspect storage location or warehouse.

NOTE: Pre-site materials are annotated with an asterisk.

use of training space used on a regularly scheduled basis.

___ Review copy of materiel inventory log sheet validating training materials and equipment on hand within the past six months.

___ Review SOP for receiving and disbursing family member training materials and equipment.

___ If in ACS, review ACS budget pertaining to AFTB.

10000.4 AFTB program manager prepares and tracks annual budget and spending plan, POM submission regarding AFTB requirements, shortfalls and unfunded requirements. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

— Review annual budget submission document.

— Review spreadsheet for execution of dollars.

10000.5 The AFTB Program has DA-certified Master Trainers actively participating in the program. CAT 2 (5 points)

— Review roster of active master trainers and verify DA master trainer certification with copy of master trainer certificate. (1 point)

— Small installation: at least 2 master trainers to include the volunteer program manager or review/validate a MOA/MOU with an existing AFTB program in close proximity (25 miles). (2 points)

— Medium installation: at least 3 master trainers to include the volunteer program manager. (2 points)

— Large installation: at least 5 master trainers to include the volunteer program manager. (2 points)

— Very Large installation: at least 7 master trainers to include the volunteer program manager. (2 points)

— Review master trainer volunteer files for the following documents: (2 points)
  - o DA Form 4162.
  - o DD Form 2793.
  - o Volunteer job descriptions outlining at a minimum: current functions/ responsibilities, supervisor, term limit, evaluation criteria.
  - o DA Form 4713 for the past six months.

system. CAT 1 (DODI 1100.21)

- An accurate and current roster of active volunteers is on file.
- Review randomly selected volunteer files and ensure they are maintained in a secure area:
  - o DA Form 4162.
  - o DD Form 2793.
  - o Volunteer job descriptions listing current functions/responsibilities, supervisor, term limit and evaluation criteria.
  - o DA Form 4713 for past six months.
- Conduct random interviews with selected AFTB volunteers.

10000.7 An AFTB Advisory Council has been established to provide oversight of local program (as described in AR 608-48). CAT 2 (5 points)

- *Review the AFTB Advisory Council SOP that includes AFTB. (2 points)
- Review the AFTB Advisory Council meeting minutes for the past six months. (2 points)
- Review roster of AFTB Advisory Council and validate accuracy with random interviews of selected members. (1 point)

10000.8 AFTB has a functioning Volunteer Training Program. CAT 1 (DODI 1100.21)

- *Review written SOP for volunteer management focusing on goals and objectives.
- Review ongoing volunteer orientation training agendas, lesson plans and attendance rosters for the past six months.
- Review written plan for on-going professional development for volunteers.
- Review written volunteer recognition plan.

10000.9 The DA Form 7497 (AFTB Quarterly Report) is prepared quarterly by the AFTB program manager and forwarded through IMA Region and/or appropriate MACOM to HQDA (CFSC-FP-T) (AFTB) in accordance with HQDA established timeline. CAT 1 (Federal Managers' Financial Integrity Act of 1982)

- Review of latest DA Form 7497 indicates date completed/submitted with validation from IMA Region and/or appropriate MACOM.

family members. CAT 2 (5 points)

— Review quarterly/annual training calendar/schedules. (1 point)
— *Small installation: at least one Level I (or 10 modules) per quarter or IAW community needs assessment. (2 points)
— *Medium installation: at least one Level I and one Level II (or 29 modules) per quarter or IAW community needs assessment. (2 points)
— *Large installation: at least two Level I, one Level II, one Level III (or 53 modules) per quarter or IAW community needs assessment. (2 points)
— *Very large installation: at least three Level I, two Level II, one Level III (or 82 modules) per quarter or IAW community needs assessment. (2 points)
— Review copy of student attendance rosters and random sample end-of-course/module evaluations. (1 point)
___ Review copy of community needs assessment to verify community need for training. (1 point)

10000.11 AFTB conducts regularly scheduled Instructor Training to meet community needs. CAT 2 (5 points)

— *Review copy of community needs assessment that was conducted within the past three years. (2 points)
— Review quarterly/annual Instructor Training calendars/schedules. (1 point)
— Random review of Instructor Training attendance rosters and end-of course student evaluations. (2 points).

10000.12 The AFTB Program has resource library. CAT 2 (5 points)

— Review listing of available resources. (3 points)
— AR 608-48 is available for review. (2 points)

— *Review annual needs assessment and analysis conducted within the past three years. (2 points)
— *Review "written" marketing plan. (1 point)
— Review marketing materials and newspaper articles, flyers, announcements, posters and other publications. (1 point)
— Review installation command information paper and verify that it has been updated within the past six months. (1 point)

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