

(9) Require Public Affairs Offices to prepare Public Affairs (PA) Annex to FAC Operation Plans in order to coordinate and integrate PA Operations as part of the FAC.

c. Organizational Structure. Emergency Family Assistance Plans will provide the following information regarding the organizational structure of the FAC, and the organizational and functional responsibilities of all installation agencies managing the FAC:

(1) FAC staffing structure by organization and function will include a staffing plan for extended FAC operations.

(2) Services will include at a minimum: security, medical triage and information on available medical services, information and referral services, legal services, religious and pastoral care, child and youth services, housing or temporary lodging services, transportation, psychosocial services, including assessment, non-medical counseling (inclusive of crisis intervention, stress counseling, and debriefings), and referrals to military or community medical providers for persons requiring behavioral health services, financial services, translation services, shelter management, casualty and mortuary affairs, and personnel locator assistance.

(3) Plans to communicate with Families impacted by an emergency, including those in the RCs.

(4) Standards and procedures for mustering, screening, and training FAC personnel, to include volunteers. Volunteer staff must meet all requirements in chapter 5 of this regulation. Certain volunteers must have background checks (see para 5-9*h*), be licensed or credentialed (see para 5-9*i*), be trained to perform duties (see para 5-9*q*), may be excluded by being a local national (see para 5-6*b*), and/or meet set requirements to use Government-owned or Government-leased vehicles (see para 5-10*c* and para 5-10*d*). Further requirements/limitations may be placed in a volunteer's position description (see para 5-9*m* to address particular needs during specific emergencies).

(5) Procedures for PA coordination.

(6) Security operations procedures throughout the operations of the FAC.

(7) Plans for transition to long-term needs support procedures.

(8) Plans for on-going training of FAC personnel in the procedures and protocols for implementing Family Assistance services using the most effective and efficient solutions (see app F).

d. Administration and Logistics. Emergency Family Assistance plans will list multiple site options for the delivery of emergency Family Assistance in the event of an all-hazards incident to include plans for a mobile FAC, if necessary.

e. Procedures. Emergency Family Assistance plans will include guidelines and procedures for—

(1) Referral of individuals for emergency relief supplies.

(2) Establishment of donations management.

(3) Collection and protection of (personnel and Family) information, customer tracking, and personnel locator obtained from individuals served by the FAC. These shall be maintained in an official Army database such as the Army Disaster Personnel Accountability and Assessment System (ADPAAS). All data gathered and maintained will be safeguarded per AR 340-21.

(4) Annual testing of the FAC as part of the IEM exercises, and updating the Emergency Family Assistance Plan, as needed.

(5) Documentation of emergency FAC activity and preparation of an AAR as required in paragraph 4-10.

(6) Notification of the local RCs upon activation of a FAC. (See para F-3 in app F.)

(7) Ensuring access to the FAC, including plans for locating and transporting geographically dispersed Families to the FAC.

(8) Developing an agency standard operating procedure (SOP) indicating how community support services staff will be assigned, and what their roles and responsibilities will be in support of the FAC (see app G).

(9) Ensuring that a POC and alternate from each agency will be on official orders, develop and obtain concurrences of agency memorandum of agreements, and an overall SOP for the FAC.

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 H 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. Codified in 10 USC 1059, as amended, the legislation authorizes temporary payments, at the rate specified for Dependency and Indemnity Compensation, to Families for not

less than 12 months and not more than 36 months. The duration of payments for new applicants whose eligibility for payment commences on or after 21 January 2011 will be 36 months (see app H for further details).

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 H 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 app H 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

See appendix K for policy guidance on the AFAP Program.

4-16. Army Family Team Building Program

See appendix M for policy guidance on the AFTB Program.

4-17. Outreach services

See paragraph 1-10 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. Installation Relocation Assistance Plan

An Installation Relocation Assistance Plan will be developed that addresses the functions of each installation agency in providing relocation assistance, training requirements for all relocation service providers, and an evaluation plan to ensure that relocation assistance is accessible, effective, and responsive to the needs of the Army. The plan will also address the establishment and operation of the Relocation Assistance Coordinating Committee or its equivalent. Committee members will include, as a minimum, representatives from ACS, Family housing (includes Residential Communities Initiative (RCI) when required to address specific RCI housing concerns), 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 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.