



SFRG Handbook



ENGAGING-CONNECTING-EMPOWERING

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Administrative



VOLUNTEER AGREEMENT FOR



APPROPRIATED FUND ACTIVITIES



NONAPPROPRIATED FUND INSTRUMENTALITIES

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 1588, Authority to accept certain voluntary services; 5 U.S.C. 3111, Acceptance of volunteer service; and DoDI 1100.21, Voluntary Services in the Department of Defense.

PRINCIPAL PURPOSES(S): To acknowledge and document Volunteer Agreement for Appropriated Fund Activities or Nonappropriated Fund Instrumentalities before a statutory individual is allowed to provide volunteer services.

ROUTINE USES: There are no specific routine uses anticipated for this information; however, it may be subject to a number of proper and necessary routine uses that are identified in each of the following systems of records notices: (1) A0608b DFSC, Personal Affairs: Army Community Service Assistance Files (at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DoD-wide-SORN-Article-View/Article/570084/a0608b-cfsc/>); (2) NM01754-2, DON Family Support Program Volunteers (at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DoD-wide-SORN-Article-View/Article/570427/nm01754-2/>); and (3) F036 AFDPC, Family Services Volunteer and Request Record (at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DoD-wide-SORN-Article-View/Article/569815/f036-af-dp-c/>).

DISCLOSURE: Voluntary; however, lack of a signed Volunteer Agreement will limit Government support and eliminate certain benefits to individuals donating voluntary services to Appropriated Fund Activities and Nonappropriated Fund Instrumentalities.

PART 1 - GENERAL INFORMATION

1. NAME OF VOLUNTEER (Last, First, Middle Initial)	2. NAME OF PARENT/GUARDIAN (If volunteer is under age 18) (Last, First Middle Initial)	3. VOLUNTEER IS (Select one) <input type="checkbox"/> AGE 18 OR OVER <input type="checkbox"/> UNDER AGE 18
4. TELEPHONE NUMBER (Include Area Code)		5. E-MAIL ADDRESS

PART II - VOLUNTEER ASSIGNMENT (to be completed by Accepting Official)

6. INSTALLATION/COMPONENT ACTIVITY	7. ORGANIZATION/UNIT WHERE SERVICE OCCURS	8. PROGRAM WHERE SERVICE OCCURS	9. ANTICIPATED DAYS OF WEEK	10. ANTICIPATED HOURS
11. DESCRIPTION OF VOLUNTEER SERVICES				

Sample Only

PART III - VOLUNTEER CERTIFICATION

12. CERTIFICATION

I expressly agree that my services (or those of my minor child) are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers, to participate in any training required to perform assigned voluntary duties, and to follow all installation, unit and organization rules and procedures applicable to the voluntary services I (or my minor child) will be providing.

a. SIGNATURE OF VOLUNTEER	b. SIGNATURE OF PARENT/GUARDIAN (if volunteer is under age 18)	c. DATE SIGNED (YYYYMMDD)
13.a. NAME OF ACCEPTING OFFICIAL (Last, First, Middle Initial)	b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)

PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR AND SIGNED BY VOLUNTEER

14. AMOUNT OF VOLUNTEER TIME DONATED	a. YEARS. (2,087 hours = 1 year)	b. WEEKS	c. DAYS	d. HOURS	15. SERVICE END DATE (YYYYMMDD)
16.a. VOLUNTEER SIGNATURE	b. PARENT/GUARDIAN SIGNATURE (If volunteer is under age 18)	17.a. NAME OF SUPERVISOR (Last, First, Middle Initial)	b. SUPERVISOR'S SIGNATURE	c. DATE SIGNED (YYYYMMDD)	

VOLUNTEER SERVICE RECORD

For use of this form, see AR 608-1; the proponent agency is OACSIM.

PRIVACY ACT STATEMENT

AUTHORITY: 5 USC Section 301, Department Regulations; 10 USC Section 3013, Secretary of the Army; and Army Regulation 608-1, Army Community Service Center.

PRINCIPAL PURPOSE: To record essential background information on volunteers to assist in determining qualifications and task assignments. To maintain record of positions held, hours volunteered, training and awards received.

ROUTINE USES: None. The "Blanket Routine Uses" set forth at the beginning of the Army's Complications of System of Records Notices apply to this system.

DISCLOSURE: Voluntary. However, failure to provide the requested information may exclude you from participating in the Army Community Service Volunteer Program.

INSTRUCTIONS: Upon resignation, retirement or transfer, the original of this record will be furnished for the personal file of the volunteer and a duplicate will be maintained at the organization for at least three years. In case of transfer, a duplicate record will be furnished to the gaining organization upon request of the volunteer.

1. NAME OF VOLUNTEER (<i>Last, First, MI</i>)	2. HOME ADDRESS (<i>Street, City, State and ZIP Code</i>)
3. EMAIL ADDRESS	
4. TELEPHONE NUMBERS a. HOME b. WORK c. FAX	5. SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
	6. DATE OF BIRTH (YYYYMMDD)
7a. SPONSOR NAME	7b. SPONSOR UNIT ADDRESS

8. Mark all the demographic data that applies to the volunteer. Family members of service members should indicate the branch of service and status of the sponsor.

☐ SERVICE MEMBER ☐ ARMY ☐ AIR FORCE ☐ NAVY ☐ MARINE

☐ CIVILIAN EMPLOYEE (*APF and NAF*) ☐ OFFICER ☐ ENLISTED

☐ ADULT FAMILY MEMBER ☐ ACTIVE DUTY ☐ RETIRED

☐ YOUTH FAMILY MEMBER (*Under age 18 and unmarried*) ☐ RESERVE ☐ GUARD

☐ CIVILIAN (*Not connected with the military*) ☐ DECEASED

9. CHILDREN AT HOME <input type="checkbox"/> NONE <input type="checkbox"/> PRESCHOOL <input type="checkbox"/> IN SCHOOL	10. INITIAL COMMITMENT <input type="checkbox"/> ONE DAY EVENT <input type="checkbox"/> ONE MONTH EVENT <input type="checkbox"/> THREE MONTHS
11. EDUCATION <input type="checkbox"/> HIGH SCHOOL <input type="checkbox"/> COLLEGE <input type="checkbox"/> ADVANCED DEGREE	<input type="checkbox"/> SIX MONTHS <input type="checkbox"/> NINE MONTHS <input type="checkbox"/> OTHER

12. WORK EXPERIENCE

13. VOLUNTEER EXPERIENCE

VOLUNTEER DAILY TIME RECORD

For use of this form, see AR 608-1; the proponent agency is ACSIM.

INSTRUCTIONS

Upon resignation, retirement or transfer, the original of this record will be furnished for the personal file of the volunteer and a duplicate will be maintained at the organization for at least three years. In case of transfer, a duplicate record will be furnished to the gaining organization upon request of the volunteer. Upon completion of the calendar year, the annual total will be recorded on DA Form 4162.

NAME																												YEAR				
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	TOTAL
JAN																																
FEB																																
MAR																																
APR																																
MAY																																
JUN																																
JUL																																
AUG																																
SEP																																
OCT																																
NOV																																
DEC																																

TOTAL:

Program / Service	Telephone #	Website
Emergency	911	
Fire Department - Non Emergency		
Local Police - Non Emergency		
Local Sheriff - Non Emergency		
Poison Control		
Suicide Hot Line	988	
SHARP - ID National Guard	(208) 447-6166	
American Red Cross - Local		
American Red Cross - National	(877) 272-7337	
Chaplain, Civilian		
Chaplain, Military (Gowen Field Chapel)	(208) 272-4311	
Child Abuse Hotline Information & Referral	(800) 422-4453	
Child Abuse/Neglect (County Reporting)		
Child and Youth Services (CYS) Military	(208) 272-4387	
Dental Office		
Employer Support of the Guard and Reserve (ESGR)	(208) 272-3346	
Exceptional Family Member Program (EFMP)	(208) 828-7477	
Health Clinic		
Hospital - Emergency Room		
Hospital - General Info		
ID Card Section (DEERS)		
Legal Assistance JAG (Military Related)	208-272-5199	
Library		
Mental Health Counselor		
Mental Health Military - Beyond Yellow Ribbon	(208) 272-8802	
Military One Source	800-342-9647	www.militaryonesource.mil
Pharmacy		
Public Affairs Office (PAO) Military		
School Administration Office		
Service Member and Family Support (Idaho)		
Service Member and Family Support Specialist		
TRICARE - West (Health)	(844) 866-9378	www.tricare-west.com
TRICARE Dental Program	(844) 653-4061	www.uccitdp.com
Utilities - Electric Company		
Utilities - Gas Company		
Utilities - Septic		
Utilities - Waste Removal		
Utilities - Water		
Vehicle Registration - ID Dept Motor Vehicles		
Veterinarian		

Emergency Notification Information

Soldier's Correct Full Name: _____

Soldier's Rank and Pay Grade: _____

Soldier's Social Security Number: _____

Soldier's Unit: _____

Soldier's Unit Address: _____

Name of Exercise Soldier is on: _____

Full Name of Ill, Injured, or Deceased Person: _____

Relationship of Person Shown Above to Soldier: _____

What Hospital or Funeral Home is Person in: _____

Who is the Doctor Treating the Person: _____

Family Member who can Provide Additional Information: _____

Telephone Number: _____

Family/Doctor Wants Soldier to: Be Notified Only: _____ Come Home: _____

Leave Address Soldier Should Go To Is:

Name: _____

Address: _____

City/State/Zip: _____

Phone Number: _____

The Soldier will Need About _____ Days to Resolve the Problem

THE ABOVE INFORMATION MAY HELP SPEED THE SERVICE MEMBER'S RETURN. WHEN YOU CONTACT A LOCAL RED CROSS OFFICE, BE SPECIFIC!

14. SPECIAL SKILLS, INTEREST, HOBBIES												
15. POSITIONS HELD												
START DATE (YYYYMMDD)	TYPE OF POSITION								END DATE (YYYYMMDD)			
16. AWARDS AND SPECIAL RECOGNITION												
DATE (YYYYMMDD)	TYPE OF AWARD/SPECIAL RECOGNITION								PRESENTED AT			
17. TRAINING												
DATE (YYYYMMDD)	TYPE OF TRAINING								HOURS COMPLETED			
18. VOLUNTEER ANNUAL HOUR RECORD												
YEAR												
HOURS												
19a. SIGNATURE										19b. DATE (YYYYMMDD)		

Army Volunteer Corps

Bill of Rights and Responsibilities

Loyalty	<p>The right to be valued as an equal partner within the organization</p> <p>The right to feel that efforts have a purpose and contribute to the organization's goals</p> <p>The responsibility to learn and follow organizational policies and procedures</p>
Duty	<p>The right to receive meaningful assignments that match personal goals, abilities, knowledge, and experience</p> <p>The right to receive orientation, training, a job description, guidance, feedback, and the resources necessary to carry out assignments</p> <p>The responsibility to maintain professional standards and to perform assigned tasks to the best of one's ability</p>
Respect	<p>The right to be treated with respect</p> <p>The right to be heard and to help plan assignments and projects</p> <p>The responsibility to respect others and the diversity of opinion</p> <p>The responsibility to be open to change</p>
Selfless Service	<p>The right to participate in a volunteer program that enhances and extends the goals of the organization</p> <p>The responsibility to pursue excellence</p> <p>The responsibility to work with compassion, caring, and commitment</p>
Honor	<p>The right to work in a climate that values volunteerism and volunteer service</p> <p>The right to formal and informal expressions of appreciation and recognition</p> <p>The responsibility to embrace the values of the organization and the Army Volunteer Corps</p> <p>The responsibility to ensure that actions reflect the highest ethical standards</p>
Integrity	<p>The right to be treated with fairness and equity</p> <p>The right to honest and open communication</p> <p>The responsibility to safeguard confidential information and protect privacy</p> <p>The responsibility to act fairly and impartially</p>
Personal Courage	<p>The right to challenging and meaningful assignments</p> <p>The right to opportunities that promote personal and professional growth</p> <p>The responsibility to do what is right, not merely what is convenient</p> <p>The responsibility to accept personal and professional challenges by developing new skills, taking advantage of training opportunities, and accepting leadership roles</p>

Volunteer Code of Conduct

Introduction

The National Guard Volunteer Family Program is dedicated to providing services and training to military families. The National Guard Volunteer Family Program has traditionally demanded and received the highest ethical performance from its volunteers. In an effort to maintain the high standard of conduct expected and deserved by the military families and to enable the Family Program to continue to offer services required, the National Guard Volunteer Family Program operates under the following Code of Conduct, applicable to all volunteers.

Volunteer Code of Conduct

- a. Will conduct myself in a professional manner at all times.
- b. Will refrain from using inappropriate language.
- c. Will not use the National Guard, National Guard Volunteer Family Program name, emblem, endorsement, services, or property of the National Guard Volunteer Family Program unless authorized.
- d. Will not publicly utilize any National Guard affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue.
- e. Will not disclose any confidential National Guard Volunteer Family Program information.
- f. Will consider information as privileged and not for public knowledge.
- g. Will not operate or act in any manner that is contrary to the best interests of the National Guard.
- h. Will not enter into any financial agreements.
- i. Will not make false statements against the National Guard or United States Armed Services.

Volunteer (Print Name): _____

Volunteer Signature: _____ Date: _____

Commander / FRL (Print Name): _____

Commander / FRL Signature: _____ Date: _____

Privacy Act Statement of 1974: Authority: Title 10, United States code, Section 3012. **Principal purpose:** To record essential information to refer a person to a volunteer position and to collect demographic data to ensure equal representation of community population in the GFTB program. **Routine Uses:** Recruit volunteers, evaluate experiences, and refer for placement. Providing information is voluntary. Failure to provide adequate information may impede essential statistical information and/or preclude making referrals and managing volunteer records

Volunteer Confidentiality Statement

I, the undersigned, do hereby acknowledge that in my volunteer role for the National Guard, I may have access to confidential information.

I agree that I shall not disclose any such confidential information maintained by the National Guard to any unauthorized person, and I will adhere to confidentiality guidelines of the National Guard.

I acknowledge and agree that disclosure by me of confidential information obtained by me in the course of my volunteer status could be cause for termination from my volunteer position and that legal action may be taken against me.

Volunteer (Print Name): _____

Volunteer Signature: _____ Date: _____

I, the undersigned, do hereby certify that I have discussed the guidelines for confidentiality with the volunteer named above.

Commander / FRL (Print Name): _____

Commander / FRL Signature: _____ Date: _____

Privacy Act Statement of 1974: Authority: Title 10, United States code, Section 3012. **Principal purpose:** To record essential information to refer a person to a volunteer position and to collect demographic data to ensure equal representation of community population in the GFTB program. **Routine Uses:** Recruit volunteers, evaluate experiences, and refer for placement. Providing information is voluntary. Failure to provide adequate information may impede essential statistical information and/or preclude making referrals and managing volunteer records.

Volunteer Code of Ethics

As an FRG volunteer, I am a professional. I realize that I am subject to the same Code of Ethics that binds all professionals in the positions of trust we hold. I accept these responsibilities and respect matters of confidentiality.

I understand as an FRG volunteer, I have agreed to work without monetary compensation. Having accepted this position, I will do my work according to the same standard operating procedures as paid staff is expected to do their work.

I believe that all work should be carefully planned and carried out in a professional manner. I will work with my leader to ensure that I am assigned to a position that I enjoy and want to perform. I will investigate how I can best serve the FRG during my volunteer hours in order to give as much as I can. I have an obligation to my work and will carry out my share of the work that I volunteered to do.

I promise to maintain an open mind and train diligently for my position. I will share my skills with other volunteers, and together we will strive to enrich all our work for the benefit of our service members and families.

Being eager to contribute all that I can do to help enhance the quality of life within the FRG, I accept this Volunteer Code of Ethics and will follow it carefully and cheerfully.

Volunteer (Print Name): _____

Volunteer Signature: _____ Date: _____

Commander / FRL (Print Name): _____

Commander / FRL Signature: _____ Date: _____

Privacy Act Statement of 1974: Authority: Title 10, United States code, Section 3012. **Principal purpose:** To record essential information to refer a person to a volunteer position and to collect demographic data to ensure equal representation of community population in the GFTB program. **Routine Uses:** Recruit volunteers, evaluate experiences, and refer for placement. Providing information is voluntary. Failure to provide adequate information may impede essential statistical information and/or preclude making referrals and managing volunteer records.

Position Description Examples



Soldier and Family Readiness Group (SFRG) Integrated Communication Network Volunteer

POSITION DESCRIPTION

Purpose: Ensure contact is made to assigned Family Members (as requested by Soldier/Family).

Major Responsibilities

1. Prepares unit communication and outreach from the SFRG Family Data Sheets and/or Unit designation.
2. Recruits and trains ICN points of contact (POC).
3. Assigns POCs with a maximum of 10 people to contact.
4. Coordinates regularly with SFRG Advisor, CFRR and Outreach chairpersons, and updates communication roster.
5. Supervises testing of the ICN. Recommended one time per year, or monthly while deployed
6. Activates ICN upon designation by Commander.
7. Communicates important information to POCs.
8. Fields calls from POCs with questions or reports of incidents
9. Reports any incidents/issues to Commander/SFRG Advisor/Command Team.
10. Reviews POC phone logs, reports, volunteer time logs, etc.
11. Prepares reports and submits to Commander/SFRG Advisor.
12. Maintains confidentiality, and discourages rumors and gossip
13. Keeps log of calls received, made, and their results

Time Required: Approximately 2 days per month.

Qualifications & Special Skills

Willingness to develop a working knowledge of the Unit's Soldier & Family Readiness Plan and SOP. Interest or experience in the SFRG program. Good communication skills. Care and empathy for others and the ability to be remain calm under stressful situations.

Orientation and Training

Unit Orientation. Completion of appropriate or designated training
Online training through the Army Family Programs web Portal

- AFTB Levels 1-3
- Operation Ready Training

Supervision:

1. The Commander or SFRG Advisor supervises the ICN Coordinator. The CFRR will help in coordinating routine actions and unit support.
2. The ICN Coordinator supervises the POC's (Points of Contact).

Soldier and Family Readiness Group (SFRG)

Family Outreach Volunteer

POSITION DESCRIPTION

Family members' first impression of the Army can have a lasting impact on their support of the Army and their soldiers' military careers. As with newly assigned soldiers, family members also benefit from orientation to the unit. Acquaint new families with the unit's mission and the activities of the SFRG. It is critical that every effort be made to ensure that both soldiers and their families receive a warm welcome. Family outreach demonstrates the unit and SFRG's support of and commitment to families.

Position Objective: Welcome new members and Families. Organize and maintain a communication link between the Soldier & Family Readiness Group (SFRG) and new family members of the unit.

Major Responsibilities or Job Description:

1. Coordinate with SFRG Advisor (or as requested by the Commander or SFRG Advisor- directly with the CFRR) to obtain the names and phone numbers of newly assigned personnel and makes contact.
2. Provide Welcome Packet Information to new Families. Welcome each new family with a phone call, and invite the Family to make a visit to the Unit for a newcomer orientation. Invite family members to participate in SFRG activities, and find out how the SFRG can best serve their needs.
3. Make wellness call to Families of new Soldiers during Basic and AIT. Welcome each new family with a phone call, and invite the family to make a visit to the Unit for a newcomer orientation. Invite family members to participate in SFRG activities, and find out how the SFRG can best serve their needs.
4. Follow up with the SFRG Advisor on any new Families, and notify of any particular family problems needs that are identified through conversation with the new Family that the SFRG can offer assistance with. Assist the SFRG Advisor in finding resources to resolve the issue or potential problem.
5. Provide new family member information (including newly married spouses) to the SFRG Advisor for input into the database and appropriate updates for the ICN- Integrated Communication Network. (Email/Telephone Tree and newsletter mailing list).

Time Required: Approximately 2 days per month.

Qualifications and Special Skills:

- Leadership skills and a willingness to develop a working knowledge of the Soldier & Family Readiness Program
- Willingness to develop a working knowledge of the Unit's Family Readiness Plan and SOP.
- Interest or experience in the SFRG program.
- Good communication skills
- Ability to work and function with confidential information and data.

Recommended Training:

- Attend Soldier & Family Readiness training and briefings to remain current on issues.
- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. The FRG Leader supervises the Sponsorship/Welcome Coordinator. (The FRL will help in coordinating routine actions and Unit Support.)
2. The Sponsorship/Welcome Coordinator has no supervisory responsibilities unless additional FRG members volunteer to assist.

Soldier and Family Readiness Group (SFRG)

Command Family Readiness Representative (CFRR)

POSITION DESCRIPTION

Position Objective: Serves as the Unit Commander's (CDR) designated representative to the Soldier and Family Readiness Group (SFRG). The Command Family Readiness Representative (CFRR) serves as a communication link between the CDR, Family Readiness Support Assistant (FRSA) and SFRG. An alternate CFRR can perform the duties outlined in the primary CFRR's absence.

Major Responsibilities or Job Description:

1. Assist the commander in maintaining an active SFRG.
2. Provide support that communicates command caring and concern for the wellness of each Soldier and their Families.
3. Assist the SFRG/FRSA in establishing a functional Telephone/E-mail Chain as directed by the CDRs communication plan.
4. Coordinate with the SFRG Leader regarding proposed activities and review the results of previous activities.
5. Attend SFRG meetings.
6. Gather feedback and information from the SFRG/FRSA and provide an opportunity for ongoing open communication between the SFRG, FRSA and the CDR.
7. Serve as the primary advisor to the SFRG/FRSA on all military matters.
8. Coordinate required support from the unit.
9. Provide Family contact information to the SFRG & FRSA for Soldiers on extended tours of duty.
10. Furnish information from the commander for the SFRG newsletter/web page. Ensure that information is consistent with Privacy Act and Copyright Laws. Review the SFRG newsletter/web page for proper content and obtain CMD approval prior to publishing/posting, or as directed.
11. Ensure official volunteer service records are provided to the servicing FRSA.
12. Recommend and draft award nominations for volunteers in support of the SFRG.
13. Acquire and approve use of government property for official SFRG use.

14. Assist in obtaining information on newly assigned Soldiers for the SFRG communication.
15. Does NOT handle SFRG generated funds or approve expenditures of the SFRG Informal Fund account.

Time Required: Approximately 2 days per month.

Qualifications and Special Skills:

- Must be an officer or noncommissioned officer (NCO) knowledgeable of the unit Family Readiness Plan.
- Possess effective communication, interpersonal and leadership skills.
- Recommend an interested individual that can effectively succeed in this position as an additional duty.

Recommended Training:

- Attend Soldier & Family Readiness training and briefings to remain current on issues.
- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. This position reports directly to the Commander.

Soldier and Family Readiness Group (SFRG)

SFRG Volunteer Advisor/Coordinator

POSITION DESCRIPTION

Position Objective: Work with direction from the Unit Commander (CDR) and in concert with the Command Family Readiness Representative (CFRR) to maintain the SFRG and manage the SFRG's volunteers as part of the unit's Soldier Family Readiness Plan. ·

Major Responsibilities or Job Description:

1. Oversee general operation of the SFRG and its activities. To include: Monitor timelines and inquire about the progress being made with planning and executing the group's goals. Conduct volunteer or steering committee meetings as needed to help ensure communication and coordination in accomplishing FRG activities.
2. Facilitate meetings. Facilitate the meeting and ensure that discussions stay on track. Encourage all attendees to participate. All members should be encouraged to express themselves.
3. Act as spokesperson for the SFRG. This includes having an awareness of how the group feels on a particular issue. As problems and issues arise, inform the CDR or CFRR. Keep them informed of what the SFRG is planning and the results of what has been done.
4. Assist in providing unit orientation and conduct informal interviews for new volunteers.
5. Work with the CFRR on awards and recognition.

Time Required: Approximately 16-24 hours per month and attendance at designated Soldier and Family Readiness Program Training Opportunities.

Qualifications and Special Skills:

- Leadership skills and a willingness to develop a working knowledge of the Soldier and Family Readiness Program.
- High level of initiative and follow up with minimal supervision.
- Good communication skills.
- Team player able to maintain appropriate relationships and provide accurate assessments and feedback.
- Ability to work and function with confidential information and data.
- Interest or experience in the SFRG program and Soldier Family Readiness Plan
- Well organized and high attention to detail.

Recommended Training:

- Attend Soldier & Family Readiness training and briefings to remain current on issues.

- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. The Unit CDR supervises the SFRG-A. The appointed CFRR will normally act as the commander's representative for coordinating routine actions and unit support.
2. The SFRG Advisor supervises the SFRG key volunteers as depicted in the SFRG Organizational Chart, and ensures recognition of them.

Soldier and Family Readiness Group (SFRG)

SFRG Informal Funds Custodian/Alternate

POSITION DESCRIPTION

Position Objective: To act as the fiscal record keeper and financial adviser to the Soldier and Family Readiness Group (SFRG). Serves as the custodian for the SFRG informal fund.

Major Responsibilities or Job Description:

1. Maintain budget, funds, and expenditure records. Open a bank account in the name of the FRG with the unit's mailing address using an Employer Identification Number (EIN) obtained by completing Form SS-4 (Application for Employer Identification Number) through the Internal Revenue Service (IRS), <http://www.irs.gov>. Responsible for all of the deposits and writing of checks. A working budget should be prepared.
2. Maintain records of donated money, services, and assets (e.g., equipment). Keep accurate records of donations of money, valued services or property donated to the SFRG. Records should be kept showing who gave it, what it was, its value, date it was donated and the donor's address and phone number. These records should be maintained for a 3-year period.
3. Report on finances. Be prepared to report to the SFRG at each meeting on the current financial status of the group. This should be a short financial statement reporting income, expenses and the financial balance. The financial records will be made available at SFRG meetings. A summary can also be placed on the unit's SFRG bulletin board.
4. SFRG Informal Fund Report. Provide the commander with an annual financial statement. An informal fund audit is also required when a change of command or change of custodian occurs. CDR's may request an audit of a unit informal fund at their discretion. Provide a copy of the annual report to the servicing Family Programs Office.
5. Adhere to all applicable Army, DOD, state/local regulations and policies regarding fundraising, accounting and spending.

Time Required: Approximately 1 day per month and consider attendance at a Soldier and Family Readiness Program Training.

Qualifications and Special Skills:

- Willingness to develop a working knowledge of the unit's Soldier and Family Readiness Plan and Unit SFRG Operating Guidelines.
- Ability to manage funds.
- High level of initiative and follow up with minimal supervision.
- Ability to work and function with confidential information and data.
- Well organized and high attention to detail.

Recommended Training:

- Attend Soldier & Family Readiness Informal Funds Custodian training and briefings to remain current on issues.
- Online training through the Army Family Programs web Portal
- AFTB Levels 1-3

Supervisor:

1. The Unit CDR supervises the Informal Funds Custodian and Alternate. The appointed CFRR will normally act as the commander's representative for coordinating routine actions and unit support.
2. This position has no supervisory responsibilities unless additional SFRG members volunteer to assist.

Soldier and Family Readiness Group (SFRG) Command Volunteer Advisor (CVA)

POSITION DESCRIPTION

Purpose: Act as an advocate and spokesperson for the Commander's Soldier and Family Readiness Program. Assist in empowering Soldiers and Families within the Unit, SFRG Program and Command Volunteer Advisor Team.

Major Responsibilities

1. Work with other volunteers as a coach, mentor and resource.
2. (Geographic, Unit Based or as directed to include: new incoming CVAs, SFRG Volunteers, SFRG Leaders, etc.)
3. Advocate for Soldier & Family Readiness program
4. (Command Team, Community, and Soldier & Family Readiness Group.)
5. Attend and Participate in Army and/or Yellow Ribbon training to acquire knowledge of Programs and Services and advocate for the Programs.
6. Work with and support subordinate Units to advocate for Army and the SFRG Program.
7. May work with other geographical Units as requested by the Regional FPD or FP.
8. Interact with Military and Civilian Community Partners, as schedule permits
9. Assist with Army initiatives, as schedule permits
10. Communicate training opportunities to Soldiers, Families and SFRG Volunteers
11. Act as a spokesperson on behalf of the unit if requested
12. Promote, encourage and support regulatory compliance and best practices with Soldier & Family Readiness Groups
13. Facilitate and assist with training as needed or requested.
14. Encourage Family members to engage with Command's Soldier and Family Readiness Program
15. Advise Commander on issues affecting Soldier and Family Readiness.
16. Prepare After Action Report (AAR) as appropriate.

Time Required: 5-20 hours per month as available for 2 years. (May be extended without further appointment.)

Qualifications & Special Skills

- Willingness to develop a working knowledge of the Unit's Soldier & Family Readiness Plan and SOP.
- Interest or experience in the SFRG program.
- Good communication skills.
- Care and empathy for others and the ability to be remain calm under stressful situations.

Orientation and Training

- CVA training. (Additional Family Programs Training as available.)

Supervision:

1. Appointing Commander is the supervisor of the CVA position.

DEPARTMENT OF THE ARMY

[UNIT NAME]

[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Acknowledgement of ICN (Integrated Communication Network) Coordinator
[Unit Name], Soldier & Family Readiness Group

I acknowledge _____ [Insert Name] _____ has agreed to serve as the Soldier & Family Readiness Group Phone Tree Coordinator for a period of 1 year unless sooner revoked or suspended.

This individual has received a copy of this acknowledgement letter with attached job description and has signed a DD2793 (Volunteer Agreement for Appropriated and Non-Appropriated Funds). Activities will be conducted in accordance to Army Regulations governing the same.

I appreciate your willingness to improve the morale and enhance the readiness and well-being of our Soldiers and their Families.

[Name]
[Rank, Unit]
Commanding

DISTRIBUTION:

Unit CFRR

BN CFRR

SFRG Continuity Binder

[Unit Higher Command]

DEPARTMENT OF THE ARMY

[UNIT NAME]

[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Acknowledgement of Family Outreach Coordinator
[Unit Name], Soldier & Family Readiness Group

I acknowledge that _____ has agreed to serve as the Family Outreach Coordinator for a period of 1 year unless sooner revoked or suspended. This individual has received a copy of this acknowledgement letter with attached job description and has signed a DD2793 (Volunteer Agreement for Appropriated and Non-Appropriated Funds). Activities will be conducted in accordance to Army Regulations governing the same.

I appreciate your willingness to improve the morale and enhance the readiness and well-being of our Soldiers and their Families.

[Name]

[Rank, Unit]

Commanding

DISTRIBUTION:

Unit CFRR

BN CFRR

SFRG Continuity Binder

[Unit Higher Command]

DEPARTMENT OF THE ARMY

[UNIT NAME]

[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Approval and Organization of the [Insert Unit Name] Soldier and Family Readiness Group.

Approval is hereby given to the [Insert Unit Name] Soldier and Family Readiness Group to operate and function as a part of my staff to provide support to the Soldiers and Families of the [Insert Unit Name].

_____ is appointed as the Command Family Readiness Representative (CFRR) for the unit and will be my representative to provide assistance and coordination to the Soldier and Family Readiness Group.

_____ will serve as the Advisor to the Soldier and Family Readiness Group.

_____ will serve as Informal Funds Custodian and

_____ alternate Informal Funds Custodian.

The individuals have received a copy of this acknowledgement letter with attached job descriptions. Activities will be conducted in accordance to Army Guidance.

Should the need arise, my door is always open to the Soldier and Family Readiness Group Leader and I assure you the unit will provide all the support it can.

[Name]

[Rank, UNIT]

Commanding

DISTRIBUTION:

Unit CFRR

BN SFRG Advisor BN-CFRR

[Unit, Command]

[Unit, Regional FP Office]

SFRG Continuity Binder

DEPARTMENT OF THE ARMY

[Unit Name]

[UNIT ADDRESS]

[Date]

MEMORANDUM FOR RECORD

SUBJECT: Appointment of [Unit Name], Command Volunteer Advisor

I acknowledge that _____ has agreed to serve as the [Unit Name] Command Volunteer Advisor (CVA) for a period of 2 years unless sooner revoked, suspended or extended. Extension within the CVA program may be done without further appointment.

This individual has received a copy of this acknowledgement letter with attached job description and has signed a DD2793 (Volunteer Agreement for Appropriated and Non-Appropriated Funds).

I appreciate your willingness to improve the morale and enhance the readiness and well-being of our Soldiers and their Families.

Point of contact for this memorandum is:

[Name]

[Rank, Unit]

Commanding

DISTRIBUTION:

BN-CFRR

Unit Administrator

[Unit] Command

[Unit] Regional FP Office

SFRG Continuity Binder

Communication and Outreach



Communication Guidelines



Communicating with Family Members

Everyone assigned to the unit is automatically considered a member of the SFRG. Keep in mind that participation is voluntary. Therefore, some Family Members may choose not to be listed on the roster and/or may state they do not wish to be contacted. Do not take this as personal rejection. However, note this on your list and notify the SFRG Advisor/Coordinator.

The SFRG's roster of all Family members (immediate and extended) and other individuals identified by Soldiers is put together based on information provided by command, Soldiers and Families.

The SFRG roster is the primary means by which the SFRG (acting on behalf of the unit) communicates official information with all unit Families. Timeliness and accuracy are critically important. Having an accurate, current unit Family roster is essential to setting up and maintaining SFRG phone tree.

The core group of that makes contact with the SFRG members are the Key Contacts.

Communication Checklist

- Write down the message you have before you call so it will be concise and clear.
- Written communications must have grammar and spelling checked before sending to avoid errors.
- Have your Communication Log nearby.
- Make contacts in a timely manner, keep trying to call if unsuccessful on the first attempt.
- Specify what hours are reasonable for accepting and making phone calls.
- Verify phone number and address occasionally to ensure SFRG roster is correct.
- Try to answer questions as best you can; if you cannot, find a source to answer the question and call back with the information.
- Call your SFRG leader when you have completed your calls.
- Keep your SFRG leader informed of disconnected or unanswered calls and emails.

Unit Rosters and Key Contacts

Multiple sources are used to develop the roster including unit roster from command, Soldier and Family Readiness Information forms completed by Soldiers and collected by command, and requests to Soldiers and Family members to provide Family contact information. Once a complete SFRG roster is developed, it is maintained and kept with the SFRG Advisor/Coordinator and Key Contact Coordinator. Each key contact will be given a small group of Families (approx. 10) on the roster to contact.

Information and Referral Services

SFRG Volunteers are a conduit for installation and community information and programs that help families deal with challenges of military life. Some methods to remain current:

- **Be Informed** - Stay tuned to news outlets (military newspaper, unit and installation Facebook pages, Family Program's Facebook page, state newsletters, military websites)
- **Participate** in town hall meetings, commander's calls and other venues for learning about community events and issues
- **Network**—when utilizing installation, unit and community agencies; ask about services that benefit family members
- **Learn**—if you hear of a challenge someone went through, find out what ultimately resolved the situation and make a mental note
- Supplement your resource guide with community calendars, flyers about on- and off-post special interest programs or events, email and share information with others for widest dissemination and benefit to all families.

As a reminder, Volunteers are not responsible for finding a solution to people's problems – it is your job to know which military or community agency to refer them to for the assistance they need.

Getting Information to Spouses and Family Members

The first step covered in providing information and referral services is gathering information about resources. The second step is to get that information out to the spouses and families who need it. SFRG volunteers use resource information in response to most routine calls. According to the National Military Family Association (NMFA), surveys of military spouses consistently reveal family member common concerns:

- Loneliness/Isolation
- Making decision alone
- Guiding/educating children
- Adequate social outlets
- Financial responsibilities
- Feeling soldier's unit is unconcerned
- Lack of information or communication from soldier's unit

Confidentiality Guidelines



Privacy Act of 1974

The Privacy Act of 1974 limits access to personal information that Soldiers provide to their command. The information the command provides must be relevant and necessary to accomplish the mission. Some volunteer positions (i.e., Key Contacts) may receive some of this personal information protected by the Privacy Act because they are command appointed representatives who need this information to perform their duties.

Professional Privacy Issues

The SFRG has an obligation not to divulge personal information shared by unit families. Safeguarding private, sensitive information shows respect for a family's privacy and protects the credibility and integrity of the Soldier and Family Readiness Group.

Confidentiality

Confidentiality plays an important part in the SFRG. You must be able to guarantee any person who contacts you the freedom to discuss matters in a private and safe environment. It is your duty and obligation to keep each conversation and the personal matters discussed during such interactions in strictest confidence, with the exception of dangerous or life-threatening situations. In practice this means:

- Do not disclose the names or details in any way that may identify someone to others.
- Do not use personal information or a situation when contacting a resource or making a referral without specific approval from the individual.
- Protect personal information (names, contact information, etc.), and destroy documents containing Personally Identifiable Information (PII) when they are no longer needed.
- Have a clear understanding of what situations the command expects to be reported.
- If a person begins to discuss something with you that lies outside the area of confidentiality (e.g., suicide, child abuse, neglect, sexual abuse, assault, any other criminal activity), inform them that you will be obligated to report the call and its nature to the appropriate authorities.

Mandated Reporting

Although protecting sensitive information is one of the most critical components of a volunteer's job, there are times when sensitive information must be shared for the safety and security of others.

In situations where mandatory reporting is required, volunteers may disclose information about Soldiers and their families in accordance with state/local policy and guidance.

These situations include, but are not limited to:

- A serious crime (examples: drug activity, black marketing, etc.)

- Spouse or Child abuse or neglect
- Drug abuse
- Potential danger to self (example: suicide) or others (example: homicide)
- Expectation of media coverage regarding a family issue
- Issues deemed to be mission security risks

Disclosing Information

SFRG volunteers are prohibited from divulging phone numbers and addresses of families to include other unit families. Information may not be used for personal gain. For example, the roster cannot be used as a source of potential clients for a business.

Below are some guidelines for handling information:

Remember: Failing to protect private information is grounds for immediate dismissal

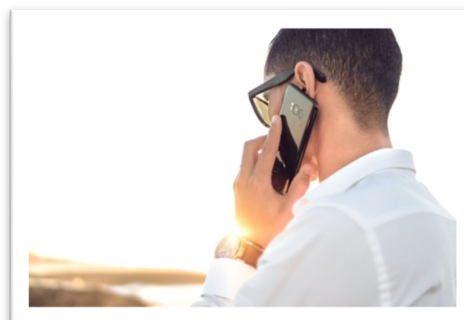
- Do not disclose someone's name or personal information without specific, unless required by law or regulation.
- Do not repeat general information without permission. General information may include number of children, housing area, home address, work section, type of vehicle, etc.
- Protect any written notes.
- Protect everyone's privacy. Do not use an individual's name when checking on the availability of a resource. If someone starts discussing issues that require disclosure, state that SFRG volunteers are mandated reporters.
- Remember that families aren't bound by privacy act/disclosure rules. Be careful about sharing your personal information in order to show empathy!

Telephone Guidelines



The ultimate compliment you can pay another person is “being-in-the-present” while interacting over the phone or in person.

To facilitate this connection, remove as many distractions as possible. This enables you to really listen.



GUIDELINES

INTRODUCTION	Prepare yourself before the call with message, paper, etc. Be cheerful and enthusiastic. Ask, “Is this a good time to call?”
WELCOME	Set the “atmosphere” for the call with a positive and helpful tone of voice.
MESSAGE	Ask if they have a pen and paper ready. Give only the FACTS – who, what, when, where, etc.
LISTEN	Really listen to concerns and questions. Be sensitive to background noises, tone of voice – panic, distress, sleepiness.
QUESTIONS	If you don’t know the answer, find out and call back.
CONSISTENCY	Return your calls. When you say you’ll call back, do it. Contact the Command to confirm completion after every phone tree message.
OBJECTIVITY	Stick to the facts. You are helping the family member; focus on that.
REFERRALS	Remember, you do not “know it all” and that’s okay! Let the available agencies do their job.
SAYING GOODBYE	Be polite, tactful, and diplomatic. Summarize any decisions made or commitments to call back. Write them down.

“The ability to listen is as important as the ability to speak.”



Sample Scripts

Introduction Phone Call

“Hello, _____ [Insert Name] _____ this is _____ [Insert Name] _____. I just wanted to call to let you know I am your contact person for the _____ [unit name] _____ Soldier and Family Readiness Group (SFRG).

Your _____ [spouse, child, family member, etc.] _____ works with my _____ [insert relationship] _____ and I’m the person you can call if you have any concerns or questions. I’ll contact you from time to time regarding meetings and events or when any information needs to be passed on.

If you need anything, have any questions, or want to become involved in our unit’s SFRG, my phone number is _____ [Insert Name] _____. Please feel free to call or email me at _____ [Insert Name] _____ if that is easier for you.”

Information Call

“Hi _____ [Insert Name] _____. This is _____ [Insert Name] _____. I am your Key Contact from the _____ [unit name] _____ Soldier and Family Readiness Group. Is this a good time to pass on some information?

Answers: **Yes?** Great! Do you have a paper and pen handy? If not, I can wait until you find one.”

No? “When would be a better time for me to call?”

It was nice speaking with you! If you need anything, have any questions, please let me know.

Meeting Call

“Good afternoon! This is _____ [insert name] _____ from the _____ [unit name] _____ SFRG.

I’m calling to let you know we are having a meeting on _____ [insert date/time] _____. We’d love to have you join us if you are available!

We’re meeting at _____ [insert location] _____. Do you know where that is? I’ll be happy to give you directions.

See you at there!”



Email Guidelines

E-mail is a great way for Family Readiness Groups to communicate quickly with members. It is an alternative system to weekly phone calls. Participation for must be voluntary. E-mail can be used very similar to the SFRG phone tree depending on each individuals preferred method for communication to notify group members of upcoming meetings and social events. Members of the SFRG may not e-mail for their own financial benefit such as for sales or solicitations.

TIPS FOR EFFECTIVE SFRG EMAIL COMMUNICATION

- Put recipients in the “BCC:” field so that they remain anonymous
- Use a meaningful and relevant “Subject” line that reflects the content of the message
- Be concise and to the point
- Respond and forward on information swiftly – Especially when information is time sensitive
- Answer all questions, and pre-empt further questions
- Use proper spelling, grammar and punctuation
- Do not write in CAPITALS
- Do not use email to discuss confidential information about Soldiers and Family members
- When forwarding an email, unless stated, remove the personal information from the original author and any other information that is not relevant to your audience. This will help to personalize the email
- Try to quote from the original message when relevant. You can break the quoted message down into paragraphs and comment on them individually to make it clearer
- When using an acronym for the first time spell it out i.e. Family Readiness Group (SFRG).
- Only use acronyms if you are positive the recipient is familiar with their meaning.
- Use emphasis where it is useful to do so. If your email system does not allow bold or italics, a common convention is to use a *star* on either side of the word you want to stress
- If attaching a document, first convert it to a PDF format, as everyone can open this type of document. In the body of the email explain any attachments
- Be careful when replying to mailing list messages, or to messages sent to many recipients. Are you sure you want to reply to the whole list?
- Proof read the email before pressing send
- Include a brief signature on your email messages to help the recipient understand who it is from, especially if you are dealing with someone you do not know very well
- Military Etiquette – When emailing Command sign your email with “Very Respectfully”
- Always be polite. Terseness can be misinterpreted.
- Be patient, especially with inexperienced email users. Give people the benefit of the doubt. While you are familiar with email etiquette, it doesn't mean that they are.



Text Messaging Guidelines

Text messaging has become a common means of daily communication and is a great alternative to phone calls within the SFRG depending on individual preferences. Participation for must be voluntary and may be used very similar to the SFRG phone tree. Text messaging should be used very cautiously and is not for every situation.

- Text messaging should not be used in place of a detailed e-mail or phone call.
- Do not use group messaging. This way all recipients remain anonymous.
- Be concise and to the point.
- Be sure to send messages only at appropriate times of day. Do not send messages in the middle of the night. Set boundaries on hours you will reply to messages.
- Do not discuss confidential information about Soldiers and Family members, provide bad news or OPSEC information in a message.
- Respond and forward on information swiftly – Especially when information is time sensitive. Do not wait until the last minute to send a message.
- Use proper spelling, grammar and punctuation. Double check spelling when using the voice-to-text feature.
- Do not write in CAPITALS.
- Do not reply to a message with one word.
- Only use acronyms/ abbreviations if you are positive the recipient is familiar with their meaning.
- Not all abbreviations are appropriate for official information. Examples to not use, “LOL”, “BTW”, “CU”, “NRN”.
- Do not use emoji’s.
- Be sure that the recipient knows who the message is coming from, especially if you are dealing with someone you do not know very well.
- Always be polite. Terseness can be misinterpreted.
- Be patient, especially with inexperienced users. Give people the benefit of the doubt. While you are familiar with text messaging etiquette, it doesn't mean that they are.

Routine Calls/Contact

Information Calls

Information calls are the most common type of routine call. Callers will usually have questions about types of services available in the community, through the National Guard or on post, hours of operation, address/location, etc. For example, a family member may call with a question about Army Community Service, financial assistance, or a local National Guard Family Assistance Center (FAC).

*If you don't know the correct answer to a question--say so. Don't guess!
Follow up soon after with accurate information.*

Complaint/Grievance Calls

In this type of call, someone generally complains about a service. People may call because they've already tried normal channels with little success. Work with the person through the chain of command and/or installation agencies to resolve the problem.

Recurring Calls

Family members may call repeatedly because they are lonely or have something they want to complain about. Some common calls are problems with children and missing their geographically separated soldier. Be firm, but kind, when handling these calls.

A suggestion is to politely inform the caller there is a routine time limit (i.e., five minutes) to phone calls to protect the volunteers' time. If the problem appears to be loneliness, an option is to arrange for another volunteer in the unit to act as a "phone buddy." Do not hesitate to refer them to the chain of command for follow-up.

Service Request Calls

Service request calls are, "I need a babysitter" or "I need a ride to the doctor's office." Although emergencies do happen, these are generally not the kind of services we provide.

Whatever the type of call, it's important to understand why the person is calling and what kind of a referral is needed.

Not all calls will be routine. Other types of calls are:

- Crisis (personal or family)
- Emergency (life-threatening)
- Suicide (threats of personal harm)

Volunteers are not trained counselors!

The goal in these calls is to make the appropriate referral as quickly as possible. Based on the situation, immediately contact emergency services, 911 and then notify the Unit Commander, First Sergeant, or Command Family Readiness Representative (CFRR). Maintain contact with the individual until help arrives. Check with leadership on appropriateness of follow-up.

Five Steps in Handling Routine Calls

- 1 GREETING** - Greet families in a genuinely upbeat, positive manner. Note: 90% of calls are initiated by Volunteers.
- 2 RECORD KEEPING** - Request identifying information and record on Contact Log. This helps keep information you may need at a later date.
- 3 NATURE OF THE CALL** - Identify the need or problem. If a call is received, to begin to identify the caller's need, use a phrase like "How can I assist you?" or "What can I do for you today?" to lead the caller into discussing the reason for the call. Good listening skills really come into play when trying to figure out why someone is calling. Tips for good listening include:
 - Focus on what the person is saying or perhaps not saying
 - Listen to the voice intonation and pay attention to their nonverbal communication
 - Be nonjudgmental
 - Show empathy ("I understand that you're frustrated because _____ is happening")
 - Ask questions to clarify what the caller is saying
 - Paraphrase what the caller said to check your understanding of what they need**Take Action** - Once you understand the situation, take action by making the referral.
 - Determine if the caller has already contacted another agency
 - Explain the agency or service, any documents the agency or service needs, and what will happen once the person makes contact (*too many referrals may be confusing*)
 - Don't be afraid to take time to think about a referral. It's permissible to tell the caller that you'll do some research and call back, unless the safety of an individual is at stake.
 - Make sure the caller knows what to do next. Follow up to insure resolution or provide more assistance. Ask the caller if he or she has any questions. Confirm the caller has the correct information and understands the next steps to be taken. Never make specific promises regarding an agency's services.
- 4 CLOSING** - Provide an "open door" policy for families to call. One may need to be cautious with repeat callers. If a spouse or family member seems to be calling on a regular basis (i.e.; daily, weekly) refer the caller to your chain of command. You may close by saying, "Call me if you need anything else." If you need to follow up, let the caller know when to expect your call.
- 5 FOLLOW UP AS NEEDED** - The Key Contact may want to follow up in a few days to see if the caller was able to get the service or if another referral is needed.

Crisis Calls



A person may call for several reasons, including:

- Unit accident with fatalities
- Chronic illness
- Marital and Family distress
- Financial difficulties
- Miscarriage
- Loss of Family Member



People describe a crisis differently! For example; to some, a dead car battery is a crisis. For you that situation may be a hassle or a headache, but not a crisis. Keep in mind the caller may be overwhelmed by emotion. The caller may experience a range of feelings:

- **Anger** – a common emotion which may be expressed overtly or covertly. The anger is normally directed at another, turned inward and, if not resolved, may result in depression.
- **Helplessness** – manifests itself when an individual feels unable to cope or has nowhere to turn.
- **Anxiety** – a combination of worry and uncertainty. Anxiety is a normal response to challenging situations, but when it gets out of hand, anxiety can lead to confusion, poor judgment, questionable decisions, and self-defeating behaviors. It can immobilize a person.
- **Lowered self-esteem** – the person doesn't feel competent to respond appropriately.

Listen. Let the people involved speak. Be sure that you hear how they see the problem and what they expect from you. Descriptively verbalize what you hear and what you see happening; do not be critical.

Remember that the person who sought your help is important, even if they are talking on behalf of someone else.

Work with the person that has asked you for help.

You are a listener, a referral agent, and perhaps a friend. You can help by listening carefully and making suggestions only when the person cannot think of alternatives.

Do not give advice or assume responsibility for the person's problems or life.

The goal of crisis intervention is to allow the individual involved to become responsible for themselves and the consequences of their actions. Work toward clarification of the situation.

Don't be over-active. The tendency is to talk a lot and offer a great deal of help in the form of possible solutions. Try not to become absorbed with historical excuses and reasons for present problems. Focus on what is happening now, and permit the person to explore what could be done to change it.

Let the person with the problem take the lead. Often the person wants and needs to talk the problem out.

Be empathetic and identify feelings. Is the person depressed, frustrated, angry?

Encourage the person to talk on a feeling level. If caller is overwhelmed by emotions, advise that these feelings are normal when facing challenging events.

Be sure to gauge caller's emotional state. Make a referral immediately, if warranted. Allow unit leadership and other professionals decide intervention referral services.

When dealing with Family crises, give equal attention to each Family member, whether they are adults or children.

When referring someone for additional assistance, be specific. Tell them where to go, when to be there, and who to see. If possible, give them a name and number of a specific person to see. Follow-up to be sure that the necessary service was provided.

Remember also that the concept of crisis is relative. One person's crisis may be an ordinary event to someone else.

Maintain your objectivity and do not over-identify with the caller. The Key Contact is not responsible for another person's crisis or individual's refusal to take action.

Emergency Calls

An emergency call is often a life-and-death situation involving a serious or terminal illness, injury, or death. Immediately contact emergency services (e.g., 911, MPs, etc.,) and then notify the Unit Commander, First Sergeant or FRL. The Key Contact needs to be sensitive to feelings involved and facts of the situation. Remain positive and assure the caller of immediate and competent assistance. The referral should be very specific.

Suicide Calls

Tips for handling emergency calls also apply to suicide calls. In each of these calls, the Key Contact has mandatory reporting obligations. Take immediate action to inform the appropriate authority. Contact established emergency response numbers.

Additional Contingency Intervention Tips

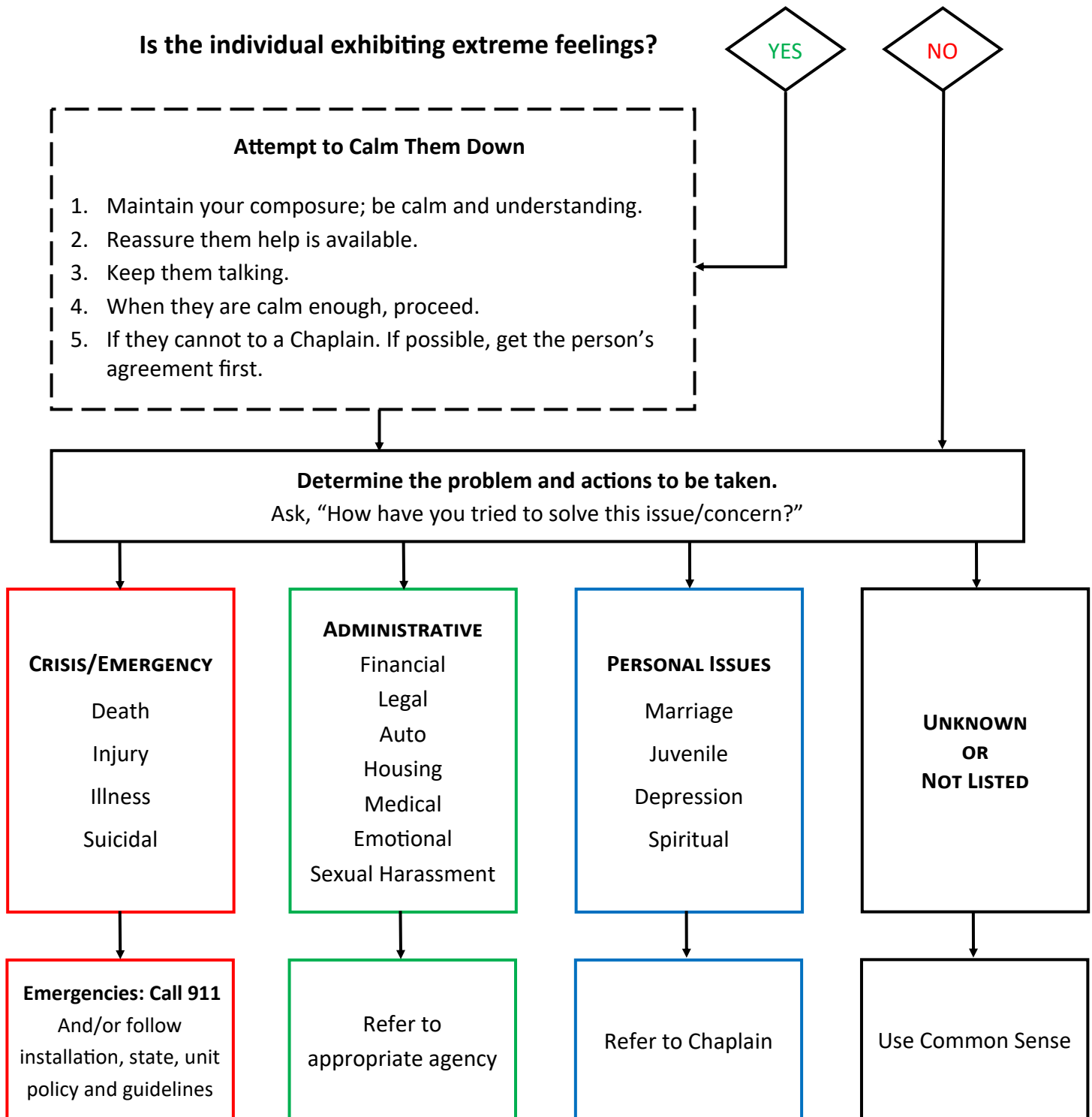
1. Always take the threat of suicide seriously
2. Don't make promises that everything will be all right
3. Get the person's name, location, and phone number in case he or she hangs up
4. Get help. Try to keep the caller on the phone while someone else calls the police.
If another person is in the house with you, give him or her a note to phone for help.

Basic Rules of Crisis Intervention

1. **Listen.** Let the people involved speak. Be sure you hear how they see the problem and what they expect from you. Descriptively verbalize what you hear and what you see happening; do not be critical.
2. Remember that the person who has sought your help is important, even if they are talking on behalf of someone else. Work with the person who asked for your help.
3. You are a *listener*, a *referral agent*, and perhaps a *friend*. You can help by listening carefully and making suggestions only when the person cannot think of alternatives. **Do not** give advice or assume responsibility for the person's problems or life. The goal of crisis intervention is to allow the individual involved to become responsible for themselves and the consequences of their actions. Work toward clarification of the situation.
4. Don't be over-active. The tendency is to talk a lot and offer a great deal of help in the form of possible solutions. Let the person with the problem take the lead. Often the person needs and wants to talk the problem out.
5. Be *empathetic* and *identify feelings*. Is the person depressed, frustrated, or angry? Encourage the person to talk on a feeling level.
6. Try not to become absorbed with historical excuses and reasons for present problems. Focus on what is happening now, and permit the person to explore what could be done to change it.
7. When dealing with Family crises, give equal attention to each Family member, whether they are adults or children.
8. When referring someone for additional assistance, **be specific**. Tell them where to go, when to be there, and who to see. If possible, give them the name and number of a specific person to see.
9. Do not call others (police, rescue squad, military police, parents) without the permission of the person you are helping unless there is imminent danger—suicide or homicide. It is permissible to ask them if they are in danger or to ask them if they are thinking about suicide and have the means to carry it out. If you **must** notify the unit or rear detachment, tell them you are going to do so.
10. Provide reassurance that **the person** will be able to solve the problem.
11. People's trust in you must be developed and maintained. This *trust is earned by acting responsibly and confidentially*.

Helping a Distressed Person

Log the situation on the Soldier and/or Family Member Problem Resolution Form.



Log all key details on the Soldier and Family Member Problem Resolution Form.
Report any crisis or emergencies to the Commander.

Communication Log

Date	Name:	Method	Issue
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		
/ /		<input type="checkbox"/> Call <input type="checkbox"/> Text <input type="checkbox"/> Email <input type="checkbox"/> In-Person	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Notes:		

Problem Resolution Form

Personal Information					
Name:				Date of Contact:	
Phone:		Cell:		Time:	
Address:					
Soldier:				Unit/Rank:	
Nature of Issue/Concern (include who, what, when, where, etc.)					
Summary of the situation:					
Assistance Needed/Requested					
<input type="checkbox"/> Red Cross <input type="checkbox"/> Transportation <input type="checkbox"/> Food <input type="checkbox"/> Lodging <input type="checkbox"/> Police <input type="checkbox"/> Ambulance <input type="checkbox"/> Fire Dept. <input type="checkbox"/> Money <input type="checkbox"/> AER <input type="checkbox"/> Other:					
Actions Taken					
Referred To					
Name/Organization:				Phone:	
Volunteer/POC					
Name/Signature:				Date:	

SFRG Welcome Letter – Example

[Date]

Dear [Insert Family Member Name],

My name is [insert volunteer name] and I am the [insert volunteer role] for the [insert Unit name]. It is my pleasure to welcome you to our Soldier and Family Readiness Group (SFRG). The Command Team and SFRG leadership are excited to have you join us and hope to have an opportunity to get to know you and your family in the coming months and years.

The purpose of the SFRG is to provide mutual support and a communications network for Soldiers and Family Members in our unit. We stay connected by emails, phone and sometimes in person and /or virtual meetings. Some of the information we will share includes, benefits, resources, unit family activities, training opportunities, Volunteer opportunities and Commander messages, just to mention a few!

Your Soldier has provided us with your contact information, but we know that from time to time, things change. Please let us know of any changes to your contact details, so we can continue to provide you with information and support. I encourage you to reach out with any questions that you may have, or if you find yourself or your family in need of any assistance.

Again, welcome to the [insert unit name] SFRG. I hope to hear from you soon.

Warmest regards,

Victoria Volunteer
Volunteer Role
Contact Information [email and phone #]

Newsletters and Social Media



Newsletter Guidelines



Getting Started

Newsletter content is official when it is educational, promotes unit cohesion and is related to the unit mission, Family programs, and Family and unit readiness. Be sure to include something for everyone: Soldiers, Retirees, and all Family members including parents and youth. Think of what a single Soldier might want to read in addition to a married Soldier with children.

Commanders are responsible for determining the type of information their Soldiers and Families need to know. ***Use the following guidelines to determine whether the content of SFRG newsletters is official:***

1. Information related to unit mission and readiness, including Family Readiness, such as information related to SFRG activities in support of annual training, pre-mobilization briefings, deployments, and welcome home and reunion ceremonies.
2. Information that is educational in nature, designed to promote informed mission- ready Soldiers and resilient Families.
3. Chaplain-sponsored programs and activities, such as Strong Bonds events.
4. Education and training programs.
5. Information on local civilian social service agencies that provide various services.
6. Contacts for veterans' service organizations that offer guidance and support.
7. Information regarding activities for Soldiers and Families that promotes unit cohesion and helps strengthen the ongoing esprit de corps among Family members and the unit, such as Family Day activities.

Newsletter Subjects

- Commander/First Sergeant's Column.
- Deployment cycle issues.
- Volunteer information, accomplishments, opportunities, recognition and training.
- Family Sponsorship, New Family Orientation, Telephone/E-mail Chain and Family Day activities.
- Space Available Travel, Army Family Action Plan, Army Family Team Building and SFRG Training.
- Advertise Family Programs.
- Each newsletter should solicit items for the next newsletter. Remember to give credit to the author by referencing sources.

- Army and Air Force Exchange Service (AAFES), Commissary, benefits and entitlements, common acronyms, Family Care Plans, emergency phone numbers, activity pages for children, unit history, mission, and hails and farewells.
- Other resources such as the Chaplain, Child Care, and Youth Activities

Designing the Newsletter

Heading

The heading will contain the name or title of the newsletter indicating the contents and purpose, name and address of the activity, issue number (issues are numbered consecutively on a calendar or fiscal year series) and the date of publication. Decorative headings are authorized if printed in the same color of ink used for the text. Headings should capture the interest of readers and should be limited to not more than 7 words.

Content and Format

The content must be official and may be directive, instructional or administrative in nature.

- No information that conflicts with policies, procedures or position of the Department of the Army will be used.
- Avoid religion, politics, and any other subjects that may cause controversy. Keep articles short.
- Every newsletter should be consistently formatted with clearly defined sections that are well presented.
- The SFRG newsletter must be typed and proofread for spelling and grammar. The preferred method for e-mail is as a Word document.
- Use action words.
- Information on fundraising, other than those of the unit's SFRG, is also prohibited. For example, if the SFRG has discount coupons to a park such as Disney World, the name "Disney" cannot be advertised; but it can state that coupons are available to a major theme park.
- It is suggested that the last page of the newsletter be used as a mailing page as this eliminates the need for envelopes. To accomplish this, the top half of the last (back) page should contain any repetitive information that is routinely published, such as SFRG volunteers, unit personnel and the distribution listing. The lower half of this page should read as follows: On the left margin just below the center of the page, type the name of the SFRG, the unit and the unit's mailing address followed by the words, "Official Business" in bold letters, only if the newsletter qualifies to be sent using appropriated funding. In the center of the lower half of the page, mark a space for the mailing label.

Authentication

The commander or FRL will authenticate newsletters prior to publication. Content must be official and have the commander's signature block.

Printing and Distribution

Recommend using the e-mail tree for distribution of newsletters and other informational materials. When printing the newsletter, it will be in only one color ink and printed on paper stock (any color). Colored paper stands out and is more likely to be read.

Always forward an electronic copy to the servicing Family Programs Office.

Mailing List

Information from the Family Information Data Sheet, USAR Form 107-R, should be used to establish a mailing list. The newsletter will be distributed via mail or e-mail as determined by the subscriber's wishes. Regular contact with the FRSA and FRL will also provide updates for the mailing list. Until the name of the Family member designated to receive SFRG information is obtained, address newsletters as follows: to "the Family of SPC Joe Soldier."

Editing

When making edition, it's time for the newsletter committee to decide what will be included. The selected feature articles, together with photos, artwork, and captions, are ready to go to the talented and experienced editorial staff for careful reading and editing. They will examine each article for readability, substance, organization, style, and correctness. They will also correct any problems with scope, development, coherence, tone, voice, grammar, spelling, and punctuation. When they are finished, produce a clean copy, proofread, and then start laying out the newsletter.

Copyright Laws

The newsletter committee needs to be aware of current copyright laws. Be careful when quoting from published works. Copyright law protects original material such as books and novels, poetry, recorded music, sheet music, photographs, and anything that exists as a tangible medium.. Printing any portion of an author's published or unpublished work is a copyright infringement and subject to lawsuit. Permission to quote from any of the above named items requires permission from the author. Simply giving the author credit does not protect you from copyright infringement.

Some material falls into the category of public domain, for example, facts discovered in the course of research. You are free to use this kind of information as long as you express it in your own words.

Under the fair use rule of copyright law, you may make limited use of someone's work without getting permission. This includes excerpting from a work to use in a review or criticism, summarizing an article with short quotes in a news report, and limited photocopying for non-profit education purposes. For more information, check the *Law for All* website at: www.nolo.com.

Proofreading, Illustrations, Final Copy, and Paste ups

Once satisfied with the layout, the editors should proofread the newsletter again, correct any remaining errors (mostly cosmetic), and complete the newsletter. Also, scan and place photographs and graphics, and make sure the captions are in the correct locations, with the correct fonts. After another proofreading or two, consider any paste ups needed; some items may not scan well, so you may have to crop (trim) and paste them on the sheets with a glue stick. Make a few clean photocopies of the complete newsletter and take a copy to the commander for a final look. Any last changes should be purely cosmetic.

At this point, the manuscript is in camera-ready form. The newsletter chairperson and one or two editors should perform a final check of the layout, fonts, alignment, continuations, illustrations, captions, etc. Finally, read through the newsletter again to be sure it is free of errors.

The original copy of the newsletter can then go to the commander for a last look and signature on the last page.

Publishing the Newsletter

The policy for reproduction of newsletters varies from installation to installation. SFRGs need to research local requirements. Reserve SFRGs should follow the guidelines in USARC Regulation 608-1.

Distributing the Finished Newsletter

When the print job is complete, the newsletter committee will need to fold the copies and affix mailing labels. Computer-generated labels for the SFRG members will save time and effort. Consider emailing the newsletter to help reduce the cost of mailing!

Electronic Distribution of the Newsletter

Many families have internet service and with new technology has come the opportunity to offer the newsletters over e-mail in a file format referred to as a Portable Document File (PDF). The capability to convert the completed newsletter to PDF is a standard feature in many of the newer software publishing and word-processing programs.

When using electronic distribution lists always send using the "bcc" line.

Social Media Guidelines



Reference: www.army.mil/socialmedia

Social Media Platforms

The Army has developed specific guidelines for the use of social media; SFRGs are required to follow these guidelines. All information presented here can be found in the Army Social Media Handbook on the site listed above.

Social media includes social networks, online communities, blogs, wikis and other online collaborative media. The Army identifies the following platforms as social media:

- Facebook
- Twitter
- Flickr
- YouTube
- Google
- Blogs
- Pinterest
- Slideshare

Any social media platform used by SFRGs must follow DA policies

The Army recognizes that social media is a large part of the virtual landscape and that it offers an opportunity to connect with Soldiers, Civilians and their Families in a way never before realized. For many SFRGs they have become a large part of how leadership communicates with the SFRG membership and keeps them informed. As the Army's social media presence has grown so has a need for Department of Army policies. Whether you realize it or not there are 100s if not 1000s of social media platforms that are considered SocialMedia.

Many platforms have different usage purposes. People are sharing, blogging, discussing, networking, gaming and publishing in the social media world. When leveraged properly they can be a great asset to an SFRG, but the SFRG needs to have a plan and strategy for how they will use the platforms available to them to have the greatest impact on their membership.

Social Media and the SFRG Mission

The main mission of the SFRG is to keep SFRG members informed – social media has the capability to do this in a limited capacity.

Social Media CAN support:

- Orienting Families to the community
- Providing updates on community and social events
- Keeping Families connected
- Providing information on community resources

- Command messages on safety and generic topics

Social Media can NOT support

- Information on unit mission
- Information on deployments
- Personal Identifying Information
- Command messages on specific unit activities
- At Risk Family support

Army Social Media Policy

- Obtain command approval
- Categorize as a government page
- Branding across all social media platforms
- Acknowledgement of “official page”
- Must be updated regularly
- Contact information with military e-mail
- Must include posting guidelines
- Administrative training
- Registered through the US Army

Getting Started

- Develop a social media outreach plan
- Make sure you understand Army social media policies: www.slideshare.net/usarmysocialmedia
- Review other Army social media sites
- Identify who will be the site administrator(s)
- Develop standard operating procedures
- Develop a posting policy that is shared on the page
- Set up the site
- Register the site – www.army.mil/socialmedia
- Maintain the site – Post a minimum of every 30 days

Required Training

Reference: ALARACT 289/2013

Site Administrators must take the following training in order to maintain social media sites for Army organizations:

- OPSEC for EOP Operators: <https://iatraining.us.army.mil/>
- DISA Social Networking: http://iase.disa.mil/eta/sns_v1/sn/launchPage.htm

Additional Training Information

Listed below are short, impactful video clips on OPSEC for all ages.

Bad OPSEC Guy Video: <https://youtu.be/jFvBhVDwPvo>

Think Smart, Think OPSEC: <https://youtu.be/zBwHACXureM>

Social Media and OPSEC



Social Media and Operational Security (OPSEC)

Maintaining operational security on social media is critical to ensuring Soldier safety and mission assurance. As well, personal security needs to be considered. Site administrators are responsible for ensuring that all posted items on the social media site do not violate OPSEC or PERSEC. When a page allows for users to comment it can be a great way to network and share information, but it can also be a security risk.

Information shared on social media sites should be information that is already known to the public. Consider posting meeting locations on a secured site such as vSFRG and providing the link rather than broadcasting this information on unsecured sites.

- Operations security should ALWAYS be the primary concern when using social media
- Communicate to users that posting sensitive information can be detrimental to Soldier safety
- Monitor site for OPSEC regularly
- Ensure information posted has no significant value to the enemy
- Do not speculate on future missions

Authorized Postings

Authorized social media postings are to be information in nature as well as somewhat generic. It is important to remember that the enemy is able to piece together information gathered from various sites. The rule of thumb is if you wouldn't post it in your yard don't post it on social media.

- Pride and support for service, units, specialties and service member
- Generalizations about service or duty
- General status of the location of a unit
- Any other information already in the public domain from credible sources

SOP



Idaho Army National Guard
(Enter Unit Name Here)
Family Readiness Group
Standard Operating Procedures

Table of Contents

- 1-1** Family Readiness Group Mission Statement & Definition
- 2-1** Volunteer Categories
- 3-1** Family Readiness Group Job Descriptions
- 4-1** Acceptance of Volunteer Services/ Form Requirements
- 5-1** Fundraising
- 6-1** Commander's Endorsement of the stated SOP

Family Readiness Mission

(AR 608-1)

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

Provide mutual support between the command and the FRG membership.

Advocate more efficient use of available community resources.

Help families solve problems at the lowest level

Family Readiness Group Definition

(Department of the Army Pamphlet 608-47)

An organization of Family Members, Volunteers, and Soldiers/ Civilian Employees belonging to a unit/ organization that together

Provide an avenue and a network of communication among the family members, the chain of command, and community resources.

Volunteer Categories

Volunteer Categories as stated per referenced regulation:

- A)** United States Code, Title 10, Subtitle A, Part II, Chapter 81 Subsection 1588, dated 18 Mar 04.
- B)** DoD Instruction 1100.21 Voluntary Services in the DOD, Dated 11 Mar 02.
- C)** DoD Instruction 1000.15 Private Organizations on DOD Installations, Dated 24 Oct 08.
- D)** AR 608-1, Army Community Service Program, Chapter 5, Dated 19 Sep 07.
- E)** AR 210-22, Private Organizations on Army Installations, Chapters 4 & 5, Dated 1 Nov 01.
- F)** AFI 34-262, Services Programs & use Eligibility, Chapter 5, Chapter 5, Dated 27 Jun 02.
- G)** AFI 34-223, Private Organization Program, Dated 11 Aug 03
- H)** NGR 600-12/ANGR 211-1, National Guard Family Programs, Chapter 5, Dated 8 Jan 86.

Statutory Volunteers (AR 608-1, Section II): Those volunteers who serve in an official capacity and seek credit for their volunteer hours in direct support of the National Guard Family Program. Statutory Volunteers must have a job description outlining the qualifications for the volunteer position, the role and responsibilities, a supervisor, must receive required training the estimated number of hours required per month.

- (1) At the Company / Squadron/ Flight level these positions, at a minimum, include the Family Readiness Group Chairperson, Secretary, Treasurer, Community Outreach Specialist, and Child & Youth Coordinator.
- (2) At the Battalion/ Brigade/ Division/ Group/ Wing, level these positions typically include the Senior Command Coordinator or Key Volunteer.
- (3) At the State/ Territory level, these positions typically include Regional Coordinators, AFTB Master Trainers, GFTB Instructor Trainers, and the Advisory Council Members.

Gratuitous Volunteers (AR 608-1, Section III): Volunteers who offer to help support meetings, events, and activities without any expectation of compensation and who do not wish to serve in an official capacity. Gratuitous volunteers are not covered by 10 U.S.C., subsection 1588 and are not afforded the benefits of statutory volunteers. Gratuitous volunteers do not require a formal job description. Some examples are:

- (1) A person who volunteers to set up, tears down, or cleans a room in support of a family Program Function or event.
- (2) A person who helps with a welcome home ceremony.

Volunteers for Private Organizations (AR 608-1, Section IV): Not volunteers for the National Guard Family Program. As such, they are subject to the policies and procedures for the Private Organization they represent. These volunteers will be treated as outlined in DoD Instruction 1000.15., Private Organizations on Army Installations and AFI 34-223, Private Organization Program. Some examples of Private Organizations are:

- (1) Salvation Army
- (2) Veterans Service Organizations, ie: VFW, American Legion, AMVETS
- (3) Boys & Girls Clubs
- (4) 4-H Programs
- (5) YMCA

Specified Volunteers: In accordance with DoD Instruction 1402. 5, Dated 19 Jan 93; Volunteers who work within the Child & Youth Programs Activities and events are hereby designated as Specified Volunteers. These Specified Volunteers are required to have an annual State Criminal History Repository Check in lieu of the Installation Record Check.

To avoid any violation of the Joint Ethics Regulation, a volunteer for a Private Organization cannot simultaneously serve as a statutory volunteer for the National Guard Family Program.

Acceptance of Statutory Volunteer Services (AR 608-1, Section II):

- (1) Before Statutory Volunteer services can be accepted on the behalf of the National Guard Family Program a volunteer orientation must be provided. This orientation will include, at a minimum; overviews of the National Volunteer Program, volunteer status, volunteer duties, and responsibilities, volunteer reimbursement, and local procedures, and practices.

(Enter Unit Name Here)
FRG Informal Fund

FRG informal fund account will be used for the sole purpose and functions in accordance with the following regulations.

AR 600-20, Army Command Policy section 5-10

AR 210-22, Private Organizations on the Department of the Army Installations paragraph 3-2b (but not limited to)

AR 600-29, Fundraising in the Department of the Army paragraph 1-7

AR 1-100, Gifts and Donations

- FRG Funds must benefit the **entire membership** of **(Unit Name Here)**.
- **(Unit Name Here)** Family Support Fund will operate under a non-profit organization status, with its own EIN number (Employer Identification Number), but is not tax exempt; therefore must obtain a non-interest bearing account.
- FRG Account must have at least a two-party signature requirement on every outgoing check when purchasing or reimbursing volunteer personnel for supplies bought with the consent of the FRG Members and or Unit Commander.
- FRG Statutory Volunteers (FRG Officers) will not reimburse themselves for expenditures.
- Reimbursement checks will be signed by the other members with signature authority on the account.
- Receipts must be provided for **ALL** expenditures.
- Expenses and Expenditures must be approved by the majority vote within the FRG and or/ the Unit Commander.
- **(Unit Name Here)** FRG can and will fundraise within regulation standards.
- **(Unit Name Here)** fundraising activities will remain within the National Guard Organization.
- FRG/ Unit Commander can accept **unsolicited** donations with a cap of \$1000.00 per year per entity based on calendar year.
- FRG Statutory Volunteers (FRG Officers) will not solicit donations for the use of fundraisers or any other use as stated in the above said regulations.
- FRG Funds will be used to purchase supplies needed to hold a fundraiser.
- Dependent upon the size of the fundraiser, fundraisers, will be planned 2-6 months in advance to allow preparation time, accumulation of supplies, the ability to obtain enough volunteers to hold the event, obtain approval of the Unit Commander, and allow for any unexpected changes that may occur due unit training schedules.
- If cash is needed to make change for and during a fundraiser event, two or more of signature authorities on the account will be present to make a withdrawal from the FRG account and it will be limited to **(enter amount here)** starting cash within the cash box.
- **Two or volunteers must be present to take a draw from the cash box in case of too much cash present during a fundraising activity.**
- There will be a note of documentation signed by at least 3 parties; **the note will state the starting cash amount in the cash box.**
- When cash is counted at the end of the fundraiser event, there will be 2 -3 volunteers present to account for all cash, checks, and change for the deposit of

raised funds. Documentation of those present for accountability at the end of the fundraiser will be provided with the monthly reports to the Unit Commander.

- An itemized statement of expenditures and account balances will be provided to the Unit Commander each month. (depending on how often the FRG meets to provide the reports submitted by the funds custodian, the FRG Funds Treasurer)
- An annual summary of all expenditures for the entire year and account balance will be provided to the BDE (Brigade) and Battalion Commander, unless the unit is deployed then the requirement is **quarterly**.
- FRG Funds **WILL NOT** be used for personal gain.
- FRG Funds **WILL NOT** exceed the maximum cap of \$10,000.00 in any given calendar year.
- FRG **WILL NOT** lend money to anyone as it is not a lending institution.
- FRG Funds **WILL NOT** be used to purchase alcohol for any unit function or FRG function, nor will the purchase of tobacco products or firearms be permitted.
- FRG Funds will be used for the following:
 - ◆ The provision and costs of supplies to provide necessary training to military families within the unit.
 - ◆ Provide meeting refreshments.
 - ◆ To purchase equipment for the purpose of teambuilding training or exercises being done with the unit, family members, and/or youth during an FRG activity.
 - ◆ To provide daycare by a **LICENSED** childcare provider for meetings when necessary to include social events and unit functions within official capacity.
 - ◆ Postage and operating supplies.
 - ◆ To purchase items such as plaques, certificates of awards, but not limited to; the recognition of the efforts of its volunteers.
 - ◆ Community service projects, such as, but not limited to: sponsoring a guard family or families for Christmas, providing 2-3 turkeys in assistance with a not profit organizations to feed the needing during Thanksgiving.
 - ◆ To purchase necessary equipment, such as but not limited to, ice chests, cooking utensils, storage containers, to hold Unit sponsored Family Day, and other events.
 - ◆ To provide party supplies as follows for all requested Unit/ family holiday parties and other events but not limited to: food, beverages, flatware, cups, napkins, decorations, prizes for games played, gifts for children, building rentals, chairs, tables, DJ's, balloons, helium tanks, ribbon, wrapping paper, candy, and ice.
 - ◆ To purchase craft supplies, for creative activities for family and children within the unit.
 - ◆ To purchase scrapbooking supplies as follows to maintain and record historical events for the Unit and or FRG Events: acid free paper supplies, stickers, die cuts, adhesives, scissors, stamp pads, stamps, markers, paper trimmers, brads, hinges, photo developing, ribbon, chip board products, and other supplies needed to maintain the archive.

The FRG informal fund is for the benefit of its members only. It is not a business and is not being run to generate profits. FRG expenditures will be in accordance with the wishes of the majority of FRG members and all fundraisers must have Command approval before proceeding. It is not an instrumentality of the United States Government.

Idaho Army National Guard
(Enter Unit Name and Address Here)

Memorandum of Understanding
Between
(Enter Unit Name and FRG Here)

SUBJECT: **(Enter Unit Name Here)** FRG SOP

1. Family Readiness Mission Statement & Definition
Volunteer Categories
Family Readiness Group Positions & Job Descriptions
Acceptance of Volunteer Service
Fundraising

2. The purpose of the **(Enter Unit Name Here)** FRG SOP is to give guidance and understanding to both Unit Command and its Family Readiness Group as to its functions and operations to benefit the whole membership of **(Enter Unit Name Here)**.

3. The FRG will adhere to the guidance and regulations set forth to assist command in taking care of the Unit and its families.

4. Unit Command and the FRG are in agreement with the guidance set forth outlined in both the stated regulation and Unit FRG SOP. Both are in clear understanding the duties of Statutory Volunteer Positions (FRG Officers), the different types of volunteers, its functions as an FRG and its purpose as a whole. The Unit Command and the FRG also understand and agree to the fundraising and purchasing activities provided in regulations and the Unit FRG SOP.

5. Effective **(Enter Date Here)**.

Commander Name
Unit Commander

Name
Chairperson, FRG

Name
Co-Charirperson, FRG

Name
Treasurer, FRG

Date