



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



Table of Contents

Administrative	4
Volunteer Agreement – DD Form 2793	5
Volunteer Service Record – DA Form 4162	7
Volunteer Daily Time Record – DA Form 4713	8
Volunteer Management Information System (VMIS)	9
Volunteer Bill of Rights	10
Volunteer Code of Ethics	11
Position Descriptions Examples	12
Position Description - Examples	15
Appointment Letter - Examples	25
Communication and Outreach	29
Communication Guidelines	30
Confidentiality Guidelines	32
Telephone Guidelines	34
Sample Scripts	35
Email Guidelines	36
Text Messaging Guidelines	37
Routine Calls/Contacts	38
Crisis Calls	40
Basic Rules of Crisis Intervention	42
Helping a Distressed Person	43
Communication Log	44
Problem Resolution Form	45
Welcome Letter Example	46

Newsletters and Social Media	47
Newsletter Guidelines	48
Social Media Guidelines	52
Social Media and Operational Security	54
Social Media Info and Smart Resources	55
vSFRG	64
Readiness and Resiliency	65
Readiness and Resiliency – Emotional	66
Readiness and Resiliency – Family	68
Readiness and Resiliency – Physical	70
Readiness and Resiliency – Social	72
Readiness and Resiliency – Spiritual	73
Readiness and Resiliency Event Planning template	75
Additional Helpful Information	76
The Emotional Cycles of Deployment	77
Supporting Families During Deployment	79
Generational Communication Differences	80
How to Build a Volunteer Profile	81
Meeting Icebreakers	82
Overcoming Fears of Public Speaking	83
Army Family Team Building (AFTB) Training	84
State and Local Examples	85
References	87



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



Administrative

FOR OFFICIAL USE ONLY

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-cl/>).
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				

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)	

FOR OFFICIAL USE ONLY

VOLUNTEER AGREEMENT FOR APPROPRIATED FUND ACTIVITIES or NONAPPROPRIATED INSTRUMENTALITIES INSTRUCTIONS FOR COMPLETING DD FORM 2793

DD Form 2793, Volunteer Agreement for Appropriated Fund Activities and Nonappropriated Fund Instrumentalities, is available online at, <http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2793.pdf>. A Volunteer Agreement must be completed and signed by both Volunteer (or Parent/Guardian of volunteer under the legal age of majority) and Government Accepting Official (Installation Volunteer Coordinator or similar) before volunteer begins voluntary service. The accepting official will furnish the volunteer a copy of DD Form 2793, and retain the original in accordance with *DoD Instruction (DODI) 1100.21, Voluntary Services in the DoD* and the Military Departments' Records Disposition Issuances.

VOLUNTEER AGREEMENT FOR APPROPRIATED FUND ACTIVITIES or NONAPPROPRIATED INSTRUMENTALITIES. To be completed by Government official applicable to the volunteer's assignment.

PART I - GENERAL INFORMATION (to be completed by Volunteer or Parent/Guardian as specified)

1. **NAME OF VOLUNTEER.** (Last, First, Middle Initial)
2. **NAME OF PARENT/GUARDIAN.** (if volunteer is under legal age of majority) (Last, First, Middle Initial) Parent/guardian signature is required only if volunteer is under the legal age of majority.
3. **VOLUNTEER IS: AGE 18 OR OVER OR UNDER AGE 18.** Check applicable box to indicate whether volunteer is an adult or minor child (under the legal age of majority).
4. **TELEPHONE NUMBER.** (Include Area Code) List number where volunteer prefers to be contacted.
5. **E-MAIL ADDRESS.** List address where volunteer prefers to be contacted.

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

6. **INSTALLATION/COMPONENT ACTIVITY.** List the installation/component activity where voluntary service will be performed or that assumes primary responsibility for the volunteer program.
7. **ORGANIZATION or UNIT WHERE SERVICE OCCURS.**
8. **PROGRAM WHERE SERVICE OCCURS.** List organization or unit program or location where voluntary services will be performed.
9. **ANTICIPATED DAYS OF WEEK.** List anticipated day(s) volunteer will be donating services.
10. **ANTICIPATED HOURS.** List anticipated times or number of volunteer hours to be provided per specified time period.
11. **DESCRIPTION OF VOLUNTEER SERVICES.** Briefly describe assigned voluntary service duties.

PART III - VOLUNTEER CERTIFICATION

12. **CERTIFICATION.** Certification must be signed and dated by both Volunteer and Government Official accepting volunteers providing voluntary services. Accepting Official must check either Appropriated Fund Activity or **Non-appropriated** Fund Instrumentality at the top of DD Form 2793.
 - a. **SIGNATURE OF VOLUNTEER.**
 - b. **SIGNATURE OF PARENT/GUARDIAN.** (if Volunteer is under legal age of majority).
 - c. **DATE SIGNED (YYYYMMDD).** List date signed by Volunteer.
13. **NAME OF ACCEPTING OFFICIAL.**
 - a. (Last, First, Middle Initial).
 - b. **SIGNATURE.** Signature of Accepting Official.
 - c. **DATE SIGNED (YYYYMMDD).** List date signed by Accepting Official.

PART IV - 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.** This may apply to volunteers designated as Special Government Employees. Consult Ethics Counselor for details.
 - d. **HOURS.** Total number of voluntary service hours donated.
15. **SERVICE END DATE (YYYYMMDD).** Volunteer Supervisor lists final day of voluntary service.
16. **VOLUNTEER SIGNATURE.**
 - a. Volunteer's signature verifies voluntary service time donated.
 - b. **PARENT/GUARDIAN SIGNATURE.** (if Volunteer is under legal age of majority).
17. **NAME OF SUPERVISOR.**
 - a. (Last, First, Middle Initial) of Volunteer Supervisor.
 - b. **SUPERVISOR SIGNATURE.** Signature of Volunteer Supervisor or Accepting Official verifies total amount of voluntary service time donated.
 - c. **DATE SIGNED (YYYYMMDD).** Date signed by Volunteer Supervisor or Accepting Official.

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	5. SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
4. TELEPHONE NUMBERS a. HOME b. WORK c. FAX	
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.

<input type="checkbox"/> SERVICE MEMBER	<input type="checkbox"/> ARMY	<input type="checkbox"/> AIR FORCE	<input type="checkbox"/> NAVY	<input type="checkbox"/> MARINE
<input type="checkbox"/> CIVILIAN EMPLOYEE <i>(APF and NAF)</i>	<input type="checkbox"/> OFFICER	<input type="checkbox"/> ENLISTED		
<input type="checkbox"/> ADULT FAMILY MEMBER	<input type="checkbox"/> ACTIVE DUTY	<input type="checkbox"/> RETIRED		
<input type="checkbox"/> YOUTH FAMILY MEMBER <i>(Under age 18 and unmarried)</i>	<input type="checkbox"/> RESERVE	<input type="checkbox"/> GUARD		
<input type="checkbox"/> CIVILIAN <i>(Not connected with the military)</i>	<input type="checkbox"/> 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 <input type="checkbox"/> SIX MONTHS <input type="checkbox"/> NINE MONTHS <input type="checkbox"/> OTHER
11. EDUCATION <input type="checkbox"/> HIGH SCHOOL <input type="checkbox"/> COLLEGE <input type="checkbox"/> ADVANCED DEGREE	

12. WORK EXPERIENCE

13. VOLUNTEER EXPERIENCE

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) _____

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:																																

Volunteer Management Information System (VMIS) How-To-Register Guide

Step 1 – Register (1st time users)

Go to <https://vmis.armyfamilywebportal.com/>



- Click on the Register button in the top right hand corner of the homepage. On the next screen, click Join Now.
- Complete site registration form.
- Click Continue.
- Verify your information is correct and click Register.
- Screen will show "Registration Complete" and "Thank you for registering. You have been pre-approved and logged into the site."
- Click Continue.

Step 2 – Access the VMIS Site

On the homepage, click on Volunteer Tools tab in the upper right hand corner.

- Click on the Opportunity Locator, then your state to view Volunteer Opportunities, or click "Switch to OCONUS" and click your country if you are over- seas.
- Use the drop down menu to select your Community.
- Use the drop down menu to select the Organization in which you would like to volunteer.
- Click on Search.
- Select the position you are interested in, then click on Apply at the bottom of the page.

Step 3 – Apply for a Position

- Once you select to apply for a position, the position description will open on the screen.
- Scroll to the bottom and click Submit.
- Screen will say Volunteer Application Sent.
- Screen will then say What would you like to do next?
- Follow instruction base on your desired steps.

An email will be sent to your Organizational Point of Contact (OPOC).

The OPOC must approve your application in VMIS before you can begin logging volunteer hours.

Step 4 – Log in Your Hours

- Log on to <https://vmis.armyfamilywebportal.com/>
- Click on the Volunteer Tools tab in the upper right hand corner.
- Click on the Volunteer Activity tab.
- Click on the Hours button next to your position listed.
- To enter for the current month, select Day, and Add for Open Dates.
- When you are finished entering hours, be sure to scroll to the bottom and click Save.



ARMY VOLUNTEER CORPS

BILL OF RIGHTS & RESPONSIBILITIES

LOYALTY

- (The right to be valued as an equal partner within the organization
- (The right to feel that efforts have a purpose and contribute to the organization's goals
- (The responsibility to learn and follow organizational policies and procedures

DUTY

- (The right to receive meaningful assignments that match personal goals, abilities, knowledge, and experience
- (The right to receive orientation, training, a job description, guidance, feedback, and the resources necessary to carry out assignments
- (The responsibility to maintain professional standards and to perform assigned tasks to the best of one's abilities
- (The responsibility to honor commitments

RESPECT

- (The right to be treated with respect
- (The right to be heard and to help plan assignments and projects
- (The responsibility to respect others and the diversity of opinion
- (The responsibility to be open to change

SELFLESS SERVICE

- (The right to participate in a volunteer program that enhances and extends the goals of the organization
- (The responsibility to pursue excellence
- (The responsibility to work with compassion, caring, and commitment

HONOR

- (The right to work in a climate that values volunteerism and volunteer service
- (The right to formal and informal expressions of appreciation and recognition
- (The responsibility to embrace the values of the organization and the Army Volunteer Corps
- (The responsibility to ensure that actions reflect the highest ethical standards

INTEGRITY

- (The right to be treated with fairness and equity
- (The right to honest and open communication
- (The responsibility to safeguard confidential information and protect privacy
- (The responsibility to act fairly and impartially

PERSONAL COURAGE

- (The right to challenging and meaningful assignments
- (The right to opportunities that promote personal and professional growth
- (The responsibility to do what is right, not what is merely convenient
- (The responsibility to accept personal and professional challenges by developing new skills, taking advantage of training opportunities, and accepting leadership roles



Army Code of Conduct for
Family Readiness Group Volunteers

Introduction

The Army is dedicated to providing services and training to military families. The Family Readiness Group 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 military families and to enable the Family Readiness Group to continue to offer services required, the Family Readiness Group operates under the following Code of Conduct, applicable to all volunteers.

Volunteer Code of Conduct

I, _____

- a. Will conduct myself in a professional manner at all times.
- b. Will refrain from using inappropriate language.
- c. Will not use the Army, Family Readiness Group name, emblem, endorsement, services, or property of the Family Readiness Group unless authorized.
- d. Will not publicly utilize any Army affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue.
- e. Will not disclose any confidential Family Readiness Group 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 Army.
- h. Will not enter into any financial agreements.
- i. Will not make false statements against the Army or any United State Armed Services.

Volunteer Signature: _____ Date: _____

Volunteer Printed Name: _____ Date: _____

Witness Signature: _____ Date: _____

Witness Name: _____ Date: _____

NAME OF UNIT
Soldier and Family Readiness Group (SFRG)
Volunteer Code of Ethics

As an **NAME OF SFRG POSITION**, I am subject to the same Code of Ethics that binds all professionals in positions of trust. I accept these responsibilities and agree to respect matters of confidentiality pertaining to the SFRG.

As a volunteer in communication with families, I understand that a good working relationship between the volunteers and families improve quality of life, family readiness, and morale.

I understand that accepting these responsibilities charges me with the responsibility of assisting families during emergencies, crises or concerns, and that the information entrusted with me will only be shared on a "need to know basis".

I understand that I am not expected nor will I attempt to solve problems. I am expected to assist families in becoming self-reliant by offering possible avenues to solutions and making referrals, as appropriate.

I understand that my point of contact is to be notified of calls or situations that cannot be routinely resolved and any concerns with the health, welfare or safety of families. Additionally, the Command and the Company SFRG Leader is to be alerted if a threat of harm to self or others is discovered or disclosed.

I understand an intentional breach of confidentiality by me will violate this Volunteer Code of Ethics and may terminate my volunteer assignment as a **NAME OF SFRG POSITION**.

By signing below, I acknowledge and agree to abide by this Code of Ethics and confidentiality agreement.

Volunteer Signature

Date

NAME OF UNIT

Signature of Unit Representative

Date



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



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 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



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



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

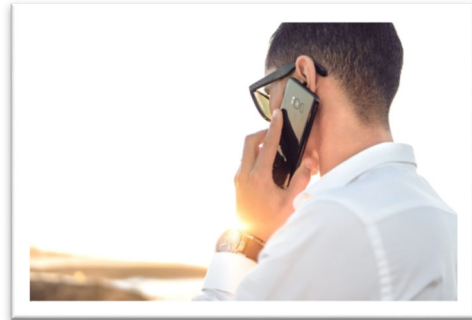
- Do not disclose someone's name or personal information without specific, unless required by law or regulation.
- Do not repeat general information without permission. General information may include number of children, housing area, home address, work section, type of vehicle, etc.
- Protect any written 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

Be polite, tactful, and diplomatic.

GOODBYE

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 Handing 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

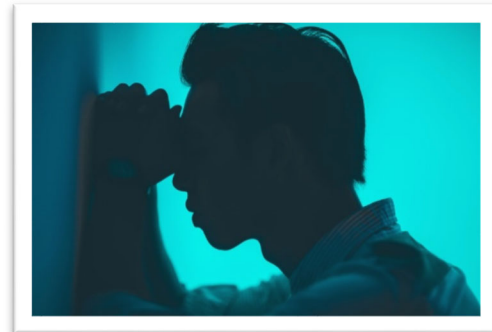
FOLLOW UP AS NEEDED - The Key Contact may want to follow up in a few days to see if the caller was able to get the service or if another referral is needed.

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

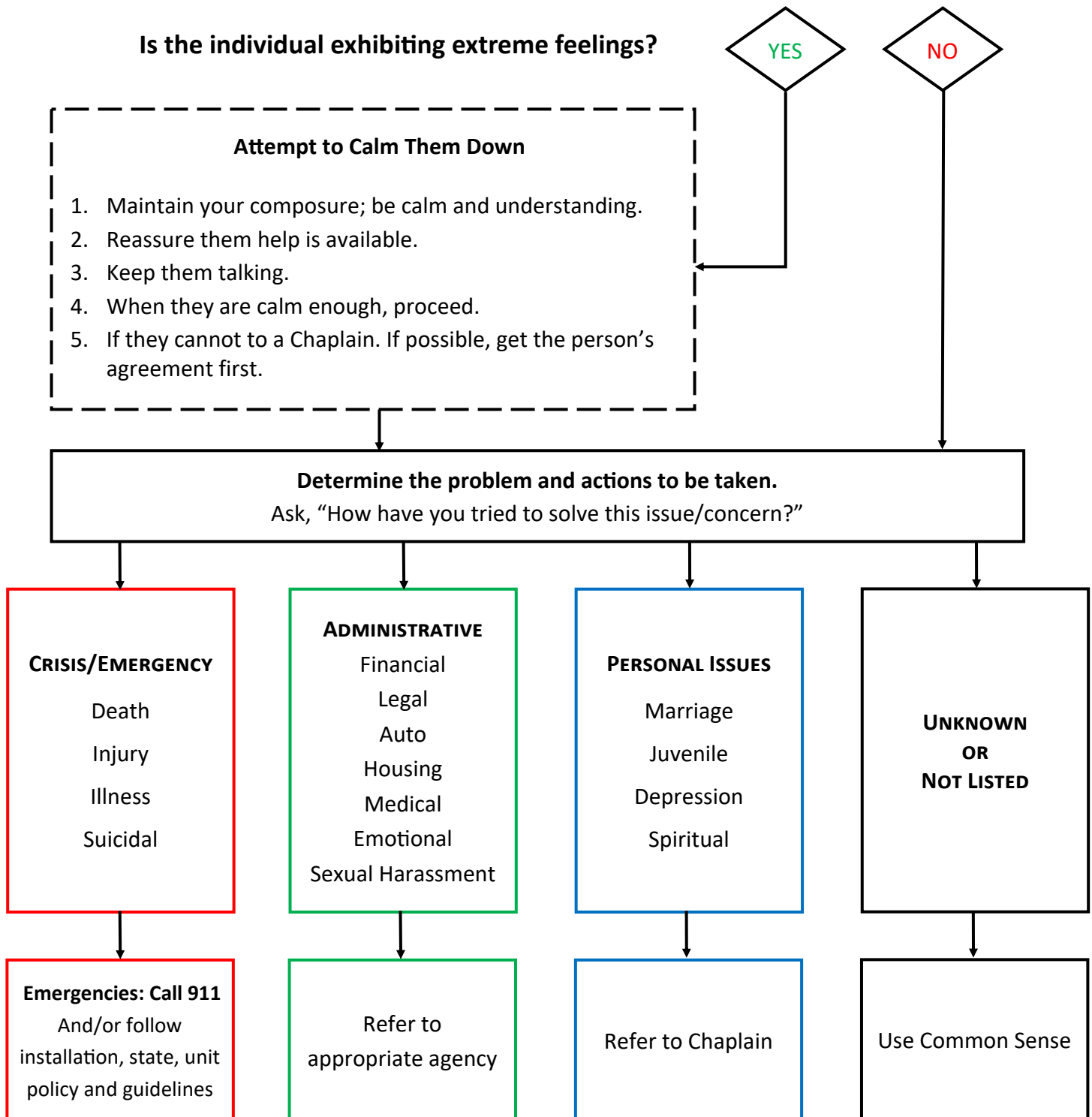
1. Always take the threat of suicide seriously
2. Don't make promises that everything will be all right
3. Get the person's name, location, and phone number in case he or she hangs up
4. Get help. Try to keep the caller on the phone while someone else calls the police. If another person is in the house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



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



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.

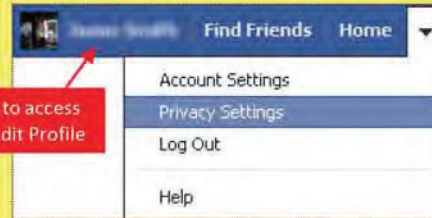
- Pride and support for service, units, specialties and service member
- Generalizations about service or duty
- General status of the location of a unit
- Any other information already in the public domain from credible sources



Social Networks - Do's and Don'ts

- Only establish and maintain connections with people you know and trust. Review your connections often.
- Assume that ANYONE can see any information about your activities, personal life, or professional life that you post and share.
- Ensure that your family takes similar precautions with their accounts; their privacy and sharing settings can expose your personal data.
- Use caution when posting images of you or your family. Be aware of your surroundings, to include identifiable locations, military affiliations, and any other personal security vulnerabilities. It's highly discouraged to use geo-location tags.
- Use secure browser settings when possible and monitor your browsing history to ensure that you recognize all access points.

Minimizing your Facebook Profile



Facebook has hundreds of privacy and sharing options. To control how your personal information is shared, you should use the settings shown below (such as *Only Me*, *Friends Only*) for (1) **Privacy**, (2) **Connecting**, (3) **Tags**, (4) **Apps/Websites**, (5) **Info Access through Friends**, and (6) **Past Posts**.

Control Your Default Privacy **1**

This setting will apply to status updates and photos you post to your profile from a Facebook app that doesn't have the inline audience selector, like the Facebook App for iPhone.

Change to "Friends Only"

Public Friends Custom

How You Connect
Control how you connect with people you know. Edit Settings

How Tags Work
Control what happens when friends tag you or your content. Edit Settings

Apps and Websites
Control what gets shared with apps, games and websites. Edit Settings

Limit the Audience for Past Posts
Limit the audience for posts you shared with more than friends. Manage Past Post Visibility

Block Lists
Manage your lists of blocked people and apps. Manage Block Lists

How You Connect **2**

Who can look up your profile by name or contact info? Friends

Who can send you friend requests? Friends of Friends

Who can send you Facebook messages? Friends

Who can post on your Wall? Friends

Who can see Wall posts by others on your profile? Only Me

Learn more Done

How Tags Work **3**

Profile Review of posts friends tag you in before they go on your profile (note: tags may still appear elsewhere on Facebook) On

Tag Review of tags that friends want to add to your posts On

Profile Visibility of posts you're tagged in once they're on your profile Friends

Tag Suggestions when friends upload photos that look like you Off

Friends Can Check You Into Places using the mobile Places app Off

Done

Choose Your Privacy Settings > Apps, Games and Websites **4**

Apps you use
You're using 1 app, game or website:
Yahoo! August 22 Edit Settings
Limit Use of Apps

How people bring your info to apps they use
People who can see your info can bring it with them to apps. Use this setting to control the categories of info you can bring with them. Uncheck ALL Boxes Edit Settings

Instant personalization
Lets you see relevant information about you arrive on select partner websites. Disable Personalization Edit Settings

Public search
Show a preview of your Facebook profile using a search engine. Disable Public Search Edit Settings

Info accessible through your friends **5**

Use the settings below to control which of your information is available to applications, games and websites when your friends use them. The more info you share, the more social the experience.

<input type="checkbox"/> Bio	<input type="checkbox"/> My videos
<input type="checkbox"/> Birthday	<input type="checkbox"/> My links
<input type="checkbox"/> Family and relationships	<input type="checkbox"/> My notes
<input type="checkbox"/> Interested in	<input type="checkbox"/> Photos and videos I'm tagged in
<input type="checkbox"/> Religious and political views	<input type="checkbox"/> Hometown
<input type="checkbox"/> My website	<input type="checkbox"/> Current city
<input type="checkbox"/> If I'm online	<input type="checkbox"/> Education and work
<input type="checkbox"/> My status updates	<input type="checkbox"/> Activities, interests, things I like
<input type="checkbox"/> My photos	<input type="checkbox"/> Places I check in to

Save Changes Cancel

Limit The Audience for Old Posts on Your Profile **6**

If you use this tool, content on your profile you've shared with more than your Friends (ex: Public posts) on your Wall will change to Friends. Remember: people who are tagged and their friends may see those posts as well.

You also have the option to individually change the audience of your posts. Just go to the post you want to change and choose a different audience.

Learn about changing old posts Limit Old Posts to Friends Only Limit Old Posts Cancel



Do not login to or link third-party sites (e.g. twitter, bing) using your Facebook account. "Facebook Connect" shares your information, and your friends' information, with third party sites that may aggregate and misuse personal information. Also, use as few apps as possible. Apps such as Farmville access and share your personal data.

Profile Settings

Apply and save the **Profile** settings shown below to ensure that your information is visible to only people of your choosing.

Jason Smith
Born on May 25, 1978

Work and Education

- Employer: **Change to Only Me**
- College/University: **Change to Only Me**
- High School: **Change to Only Me**

Arts and Entertainment

- Music: **Change to Friends Only**
- Books: **Change to Friends Only**
- Movies: **Change to Friends Only**
- Television: **Change to Friends Only**
- Games: **Change to Friends Only**

Activities and Interests

- Activities: **Change to Friends Only**
- Interests: **Change to Friends Only**

Basic Information

- Current City: **Change to Only Me**
- Hometown: **Change to Only Me**
- I Am: **Change to Only Me**
- Sex: **Change to Only Me**
- Birthdate: **Show Birthday**

Contact Information

- Emails: **Change to Only Me**
- IM Screen Names: **Change to Friends Only**
- Phones: **Change to Friends Only**
- Address: **Change to Only Me**
- City/Town: **Change to Only Me**
- Zip: **Change to Only Me**
- Neighborhood: **Change to Only Me**
- Website: **Change to Friends Only**

Deactivating / Deleting Your Facebook Account

Security Settings

- Secure Browsing: **Deactivate your account**

To **deactivate your Facebook account**, go to **Account Settings** and select **Security**. To reactivate your account log in to Facebook with your email address and password.

To **delete your Facebook account**, go to **Help Center** from the account menu. Type **Delete** into the search box. Select **How do I permanently delete my account** then scroll down to submit your request here. Verify that you want to delete your account. Click **Submit**. FB will remove your data after 14 days post security check.

Useful Links

A Parent's Guide to Internet Safety
 Wired Kids
 Microsoft Safety & Security
 OnGuard Online

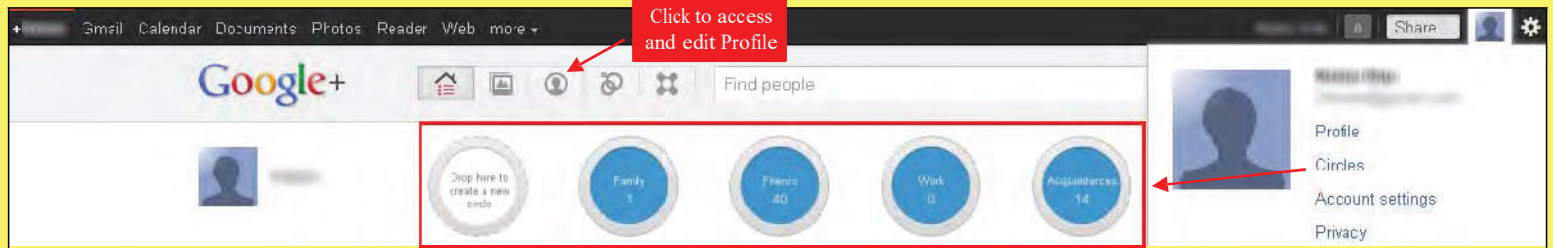
www.fbi.gov/stats-services/publications/parent-guide
www.wiredkids.org/
www.microsoft.com/security/online-privacy/social-networking.aspx
www.onguardonline.gov/topics/social-networking-sites.aspx

Social Networks - Do's and Don'ts

- Only establish and maintain connections with people you know and trust. Review your connections often.
- Assume that ANYONE can see any information about your activities, personal life, or professional life that you post and share.
- Ensure that your family takes similar precautions with their accounts; their privacy and sharing settings can expose your personal data.
- Use caution when posting images of you or your family. Be aware of your surroundings, to include identifiable locations, military affiliations, and any other personal security vulnerabilities. It's highly discouraged to use geo-location tags.
- Use secure browser settings when possible and monitor your browsing history to ensure that you recognize all access points.

Managing Your Google+ Profile

Google+ provides privacy and sharing options using **Circles**. Circles are groups that users create for different types of connections, such as family, friends, or colleagues. Content is shared only with circles you select. Google+ requires that users provide real names - no pseudonyms.



Profile Settings

Apply and save the **Profile** settings shown below to ensure that your information is visible to only people of your choosing.

This screenshot shows the "Edit Profile" settings page in Google+. The page is annotated with several red boxes and arrows providing instructions:

- Top Bar:** A red box says "Click on the parts of your profile you want to edit." and "Done editing".
- Profile Picture:** A red box says "Name & Profile Picture are PUBLIC". Another red box says "This box is PUBLIC. Do not fill out additional information".
- Profile Visibility:** A red box says "Uncheck both" pointing to the "Show this tab on your profile" checkbox.
- Links:** A red box says "Uncheck" pointing to the "Show this tab on your profile" checkbox. Another red box says "DO NOT add links to other online presences, such as a webpage, Facebook, Twitter, or LinkedIn".
- Circles:** A red box says "Change to Your Circles" pointing to the "Your circles" dropdown menu.
- Home/Work:** A red box says "Change to Only You" pointing to the "Who can see this?" dropdown for Home and Work.
- Relationship/Gender:** A red box says "Change to Your Circles" pointing to the "Your circles" dropdown for Relationship and Gender.
- Search Visibility:** A red box says "Uncheck" pointing to the "Search visibility" checkbox.
- Bottom Right:** A red box says "To share information on this page with specific people, select Custom then choose appropriate Circles" pointing to the "Custom" dropdown in the "Who can see this?" section.

Account Settings & Minimizing Your Activities

Apply the Account settings shown with arrows below to ensure that your information is shared in a limited fashion.

Change as indicated

Don't Add Phone Number

Uncheck

- Account settings can be accessed under **Account Settings > Google+**.
- Maintain a small Google+ "footprint". Select only important Google+ notifications as shown in the box to the left.
- Limit notifications to email as opposed to text.
- Do not** connect your mobile phone to Google+ or use the Google+ mobile application, and **Disable +1** on non-Google Websites
- Do not** allow contacts to tag you then automatically link to your profile
- Disable** your circles from accessing your photo tags prior to you

Change to "Off"

Uncheck

Uncheck

Uncheck

Uncheck

Remove Everyone

Check as indicated

Uncheck

Do not add outside accounts

Uncheck

By default, Google+ uses your Google contact information to link your accounts from other online services, aggregating your online identity in one location. To disable this feature:

- Go to **Account Settings > Connected Accounts**
- Click "No" to Google-suggested 3rd-party accounts
- Disable Google+ access to your contact information
- Do not manually connect other online accounts using Google+

Deleting Your Google+ Profile Information or Account

Go to Account Settings > Account Overview

Delete profile and Google+ features

- Delete Google+ Content** removes Google+ related information such as circles, +1's, posts, and comments
- Delete your entire Google profile** removes all user data from Google services, including your Gmail
- Disable web history** to prevent accumulation of your digital footprint

Useful Links

A Parent's Guide to Internet Safety
 Wired Kids
 Microsoft Safety & Security
 OnGuard Online

www.fbi.gov/stats-services/publications/parent-guide
www.wiredkids.org/
www.microsoft.com/security/online-privacy/social-networking.aspx
www.onguardonline.gov/topics/social-networking-sites.aspx

Social Networks -Do's and Don'ts

- Only establish and maintain connections with people you know and trust. Review your connections often.
- Assume that ANYONE can see any information about your activities, personal life, or professional life that you post and share.
- Ensure that your family takes similar precautions with their accounts; their privacy and sharing settings can expose your personal data.
- Use caution when posting images of you or your family. Be aware of your surroundings, to include identifiable locations, military affiliations, and any other personal security vulnerabilities. It's highly discouraged to use geo-location tags.
- Use secure browser settings when possible and monitor your browsing history to ensure that you recognize all access points.

Managing Your LinkedIn Profile

LinkedIn is a professional networking site whose users establish connections with co-workers, customers, business contacts, and potential employees and employers. Users post and share information about current and previous employment, education, military activities, specialties, and interests. To limit exposure of your personal information, you can manage who can view your profile and activities.



Profile Settings

Apply the **Profile** settings shown with arrows below to ensure that your information is visible only to people of your choosing.

Customize Your Public Profile

Control how you appear when people search for you on Google, Yahoo!, Bing, etc.

Profile Content Set to **no one**

Make my public profile visible to **no one** Saved

Make my public profile visible to **everyone**

- Basics
Name, industry, location, number of recommendations
- Picture
- Headline
- Current Positions
- Interested In...

Who can see your activity feed

Your activity feed displays actions you've performed on LinkedIn. Select who can see your activity feed.

Only you Set to **Only you**

Save changes or Cancel

Who can see your connections

Select who can see your connections. Note: People will always be able to see shared connections.

Only you Set to **Only you**

Save changes or Cancel

Viewers of this profile also viewed...

Display "Viewers of this profile also viewed" box on my Profile page

Uncheck Save changes or Cancel

What others see when you've viewed their profile

Your name and headline (Recommended)

Anonymous profile characteristics such as industry and title
Note: Selecting this option will disable Profile Stats.

You will be totally anonymous.
Note: Selecting this option will disable Profile Stats.

Set to **totally anonymous**

Save changes or Cancel

Upload a Photo

You can upload a JPG, GIF or PNG file (File size limit is 4 MB)

Choose File No file chosen

Upload Photo or Cancel

In addition to users I message, my profile photo is visible to...

My Connections Set to **My Connections**

My Network

Everyone

Do not use a face photo for your account

Save Settings

LinkedIn Quick Facts

- There are over **100 million** LinkedIn users around the world. Aside from the US, LinkedIn is widely adopted in India, Brazil, and the UK.

- Users tend to share information related to their **careers or jobs** as opposed to photographs from parties or social events.
- LinkedIn profiles tend to be more **visible and searchable** than in social networks such as Facebook.
- Paid LinkedIn accounts** have access to more information about other users, such as connections, than free accounts.
- The type of information users can see about each other depends on how **closely they are connected** (1st, 2nd, or 3rd degree).²¹¹



Account Settings

Apply the Account settings shown with arrows below to ensure that your information is shared in a limited fashion.

Profile

Email Preferences

Groups, Companies & Applications

Account

PRIVACY CONTROLS

- Manage Social Advertising
- Manage Partner Advertising

SETTINGS

- Change your profile photo & visibility >
- Show/hide profile photos of other members
- Customize the updates you see on your home page
- Select your language

EMAIL & PASSWORD

- Add & change email addresses
- Change password

HELPFUL LINKS

- Upgrade your account >
- Close your account >
- Get LinkedIn content in an RSS feed >

Passwords

Use a complex password with capital letters and numbers to ensure that attackers cannot access your account information.

Closing Your LinkedIn Account

If you no longer plan to use the LinkedIn service, you can close your account. Click **Close your account** and confirm that you want to take this action.

Partner Advertising

LinkedIn works with partner websites to show advertisements to LinkedIn members on their sites. This collection of partner sites is called the LinkedIn Audience Network. [Read more...](#)

LinkedIn may show me ads on its partner websites.

Save changes or Cancel

Uncheck to opt out of Partner Advertising on third party websites

Manage Social Advertising

LinkedIn may sometimes pair an advertiser's message with social content from LinkedIn's network in order to make the ad more relevant. When LinkedIn members recommend people and services, follow companies, or take other actions, their name/photo may show up in related ads shown to you. Conversely, when you take these actions on LinkedIn, your name/photo may show up in related ads shown to LinkedIn members. By providing social context, we make it easy for our members to learn about products and services that the LinkedIn network is interacting with.

LinkedIn may use my name, photo in social advertising.

Save or Cancel

Uncheck to opt out of Social Advertising

Application Settings

Third-party applications and services can access most of your personal information once you grant them permission. You should limit your use of applications to ensure that third parties cannot collect, share, or misuse your personal information. Apply the **Application** setting shown with arrows below to ensure that your information is visible only to people of your choosing.

Profile

Email Preferences

Groups, Companies & Applications

Account

GROUPS

- Select your group display order >
- View your groups >
- Set the frequency of group digest emails
- Turn on/off group invitations

COMPANIES

- View companies you're following >

APPLICATIONS

- View your applications >
- Add applications >

PRIVACY CONTROLS

- Turn on/off data sharing with 3rd party applications
- Manage settings for LinkedIn plugins on third-party sites

Data sharing with third-party applications

Yes, share my data with third party applications.

Save changes or Cancel

Do not share with Third Parties

Also, avoid using the LinkedIn **smartphone** app to prevent accidentally collecting and sharing location data.

Manage settings for LinkedIn plugins on third-party sites

If you're signed in to LinkedIn when you view any page that uses our professional plugins, we receive information that you've visited that page. This allows us to improve your LinkedIn experience and provide you with insights from your professional network, like how many of your connections have shared an article into LinkedIn using the Share on LinkedIn plugin.

Yes, allow LinkedIn to receive information about my visits to pages that use LinkedIn plugins.

Save changes or Cancel

Uncheck the box. Do not share your information on Third Parties with LinkedIn.

LinkedIn, **by default**, automatically retrieves information about the user on websites with LinkedIn Plug-In integration. Prevent sharing **your activities on third-party websites** with LinkedIn by unchecking the box.

Useful Links

A Parent's Guide to Internet Safety
Wired Kids
Microsoft Safety & Security
OnGuard Online

www.fbi.gov/stats-services/publications/parent-guide
www.wiredkids.org/
www.microsoft.com/security/online-privacy/social-networking.aspx
www.onguardonline.gov/topics/social-networking-sites.aspx

Social Networks -Do's and Don'ts

- Only establish and maintain connections with people you know and trust. Review your connections often.
- Assume that ANYONE can see any information about your activities, personal life, or professional life that you post and share.
- Ensure that your family takes similar precautions with their accounts; their privacy and sharing settings can expose your personal data.
- Use caution when posting images of you or your family. Be aware of your surroundings, to include identifiable locations, military affiliations, and any other personal security vulnerabilities. It's highly discouraged to use geo-location tags.
- Use secure browser settings when possible and monitor your browsing history to ensure that you recognize all access points.

Managing your Twitter Account

Twitter is a social networking and microblogging site whose users send and read text-based posts online. The site surged to worldwide popularity with +300 million active users as of 2011, generating 300 million tweets and 1.6 billion search queries daily.

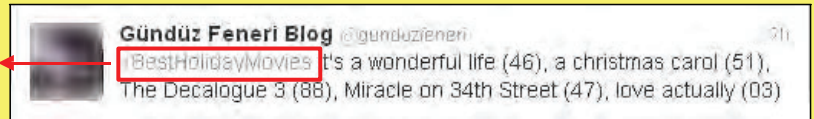


Following are people you subscribe to
Followers subscribe to your tweets
 Private tweets will only be visible to followers you approve

Tweets

"Tweets" are short text-based messages – up to 140 characters – that users post to Twitter. "Tweet" can refer to a post as well or to the act of posting to Twitter. Tweets are public, indexed, and searchable unless protected by the user. Many users never Tweet, choosing only to follow persons or topics of interest.

Hashtags (#topic) are used to mark a keyword or topic in a Tweet. Posts with hashtag are categorized by topics in the Twitter search engine. Hashtagged words that become popular become Trending Topics (ex. #jan25, #egypt, #sxsw).

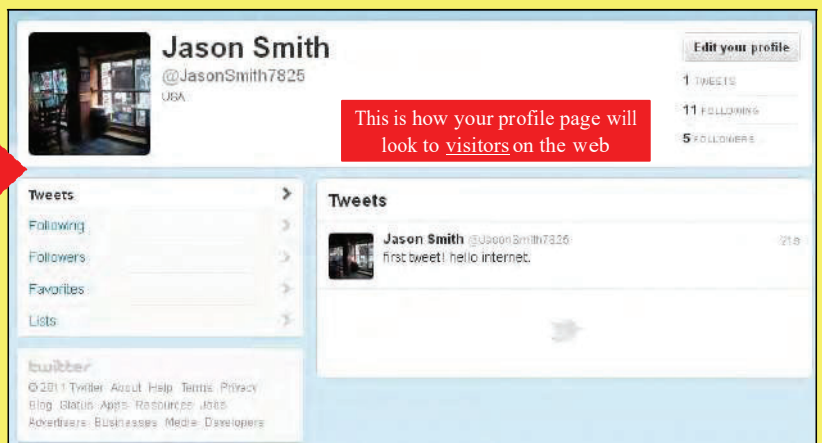
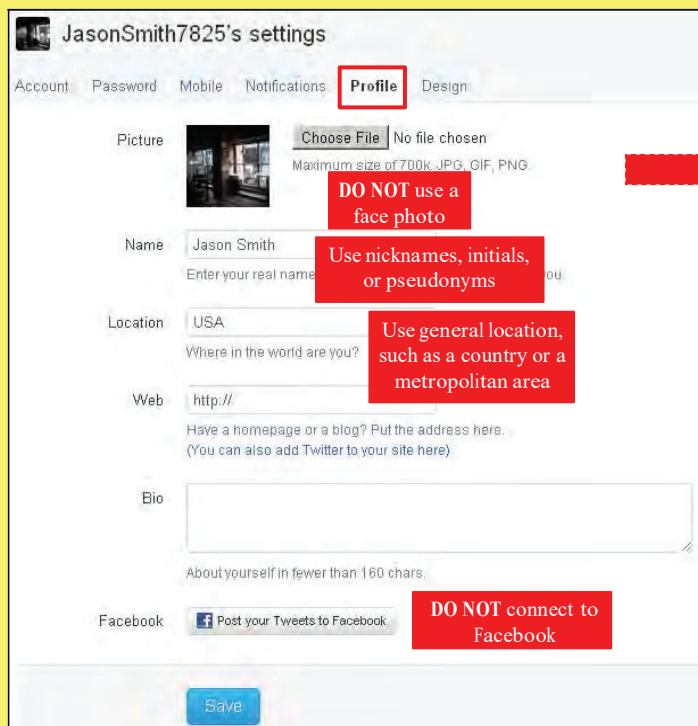


Mentions (@username) are used to tag a user in a Twitter update. When a public user mentions a private Twitter account, the link to the private account profile becomes public.



Profile Settings

Apply the **Profile** settings shown below to ensure that your information is visible only to people of your choosing.



Twitter Best Practices

- Avoid using hashtags (#) in updates to avoid being indexed and associated with a topic by Twitter Search.
- Tweet responsibly.* Do not provide personal details regarding your whereabouts and activities in your post.
- Do NOT upload links to personal photos or websites on Twitter.
- Do NOT allow Twitter to use your location on mobile devices.
- Change your Twitter **username** periodically to limit account exposure.



Account Settings

Apply the **Account** settings shown below to ensure that your information is shared in a limited fashion.

JasonSmith7825's settings **DO NOT connect your phone**

Account Password Mobile Notifications Profile Design

Name: Jason Smith
You can change your name on your [profile settings](#).

Username: JasonSmith7825 **Change every ~6 months**
Your public profile: <http://twitter.com/JasonSmith7825>

Email: jason.smith7825@yahoo.com
Note: email will not be publicly displayed.
Uncheck Let others find me by my email address

Language: English
What language would you like to Twitter in?
Interested in helping translate Twitter? Check out the [Translation Center](#).

Time Zone: (GMT-06:00) Central Time (US & Canada)

Tweet Location: Add a location to your Tweets
Uncheck
Ever had something you wanted to share ("fireworks", "party", "ice cream truck", or "quicksand...") that would be better with a location? By turning on this feature, you can include location information like neighborhood, town, or exact point when you tweet.
When you tweet with a location, you can turn location on/off before each Tweet and you can delete all location information associated with your account.
Click to delete all location data associated with your account
[Learn more](#)
You may **delete all location information** from your past Tweets. This may take up to 30 minutes.

Tweet Media Display media that may contain sensitive content

Mark my media as containing sensitive content
If you tweet images or videos that may contain sensitive content, please check this box so that people can be warned before they see it. [Learn more](#)

Tweet Privacy Protect my Tweets
Check
Only let people whom I approve to view the Tweets I post see them. If this is checked, your future Tweets posted previously may still be publicly visible.
Protecting your tweets makes all your posts private. Only those who you approve can access your tweets

HTTPS Only Always use HTTPS
Use a secure connection where possible to encrypt your account information.

Deactivate my account

Your pending follower requests

Jess M Chung @jessmchung
Spend a lot of time thinking about all the things I'd buy or eat. That and complaining.

Accept **Decline**

Deactivating / Delete Your Twitter Account

To deactivate your account, go to **Settings** and select **Account** page. At the bottom of the page, click **"Deactive my account."** After deactivation, the user can reactivate the account within **30 days**. After 30 days, the account is permanently **deleted**.

Notification & Application Settings

Maintain a small digital footprint by minimizing the number of notifications. Revoke access to unnecessary third party applications.

Account Password Mobile **Notifications** Profile Design Applications

Choose when and how often Twitter sends emails to itsshelen@gmail.com ([change](#)).

Messages

Email me when I'm sent a direct message **Direct message (DM) is never visible to the public**
 I'm sent a reply or mentioned

Activity

Email me when I'm followed by someone new
 My Tweets are marked as favorites
 My Tweets are retweeted **Private tweets will become visible to the web when retweeted (RT) by a user with public account**

Updates

Email me with Occasional updates about new Twitter products, features, and tips
 Product or service updates related to my Twitter account

Save

Account Password Mobile Notifications Profile Design **Applications**

You've allowed the following applications to access your account

HootSuite by HootSuite
The social media dashboard which allows teams to broadcast, monitor and track results.
read, write, and direct messages access: - Approved: Tue December 6, 2011 07:18:36 PM **Revoke Access**

Twitter for Android by Twitter, Inc.
Twitter for Android
read, write, and direct messages access: - Approved: Sat February 26, 2011 07:16:46 PM **Revoke Access**

Samsung Mobile by Samsung
Samsung mobile own applications
read, write, and direct messages access: - Approved: Thu February 10, 2011 12:15:07 AM **Revoke Access**

Block unknown or unwanted applications from accessing your account

Useful Links

A Parent's Guide to Internet Safety
Wired Kids
Microsoft Safety & Security
OnGuard Online

www.fbi.gov/stats-services/publications/parent-guide
www.wiredkids.org/
www.microsoft.com/security/online-privacy/social-networking.aspx
www.onguardonline.gov/topics/social-networking-sites.aspx

Instagram smart card

Personal safety tips

- ✓ Assume that **ANYONE** can see any information about your activities, personal life, or professional life that you post and share.
- ✓ Ensure that your family takes similar precautions with their accounts; their privacy and sharing settings can expose your personal data.
- ✓ Use caution when posting images of you or your family. Be aware of your surroundings, to include identifiable locations, military affiliations, and any other personal security vulnerabilities.
- ✓ It's highly discouraged to use geo-location tags.
- ✓ Use secure browser settings when possible and monitor your browsing history to ensure that you recognize all access points.

Security tips

Here are 5 things you can do to help keep your account safe:

- ✓ Pick a strong password. Use a combination of at least six numbers, letters and punctuation marks (like ! and &).
- ✓ Make sure your email account is secure.
- ✓ Log out of Instagram when you use a computer or phone you share with other people.
- ✓ Think before you authorize any third-party app.
- ✓ Never give up your password to someone you don't know and trust.

Privacy and safety tips

Decide whether you want to use your 'Photo Map'.

Adding location to photos, also known as using the 'Photo Map' feature, is turned off for all photos someone uploads to Instagram. This means that photos won't appear on a person's Photo Map without their permission.

Block if necessary

When people use Instagram's blocking feature, the person they block cannot view their posts or search for their Instagram account.

Make your posts private

You can make your posts private in the Instagram app so only approved followers can see them.

Things to keep in mind about private posts:

- ✓ Private posts you share to social networks may be visible to the public depending on your privacy settings for that network. For example, a post you share to Twitter that was set to private on Instagram may be visible to the people who can see your Twitter posts.
- ✓ Once you make your posts private, people will have to send you a follow request if they want to see your posts, your followers list or your following list.
- ✓ You'll see requests in Activity, which you can then approve or ignore.
- ✓ People can send a photo or video directly to you even if they're not following you.



Remember

- ✓ Your media represents you. That probably seems obvious, but remember it can keep on representing you well into the future, because content posted online or with phones is pretty impossible to take back. So it's a good idea to think about how what you post now will reflect on you down the line. If you think it might hurt a job prospect, damage a relationship or upset your grandmother, consider not sharing it.
- ✓ Your media could show up anywhere. Even if you limit the audience, be careful not to share anything that could be a problem if someone were to pass it around. **Once it's on the internet, it's there forever!**

vSFRG - Placeholder



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



Readiness and Resiliency

Readiness and Resiliency – Emotional

Emotional strength is an important pillar of readiness and resilience. Mental performance, mindfulness, the ability to handle stress, problem solving, and the importance of seeking help when needed are all vital to having strong emotional balance and resiliency.

Mindfulness



Guided Meditation Audio Tracks

5 guided meditation audio tracks from the United Nations www.un.org

- 10-minute breath awareness meditation
- 15-minute sitting meditation
- 45-minute awareness meditation
- 45-minute slow standing/sitting yoga
- 45-minute standing yoga

Positive Psychology (website)

Here you'll find articles on mindfulness research and the effectiveness of the Mindfulness X protocol, redirecting your attention to the current moment.

www.positivepsychology.com

Mindfulness Resources (website)

From mindful.org resources to find calm and nourish resilience to help you stay calm during challenging and stressful times. www.mindful.org

Self Grace (article with audio)

With self-grace, your goal is to put failure in perspective so that when you fail, you can move on to better use your energy and time.

www.resiliencguide.org

Stress/Anxiety



Managing Stress and Anxiety (article)

Fear and anxiety can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. www.cdc.gov

How to Avoid Passing Anxiety on to Your Kids (article)

Help yourself, and them, by learning techniques to manage stress in a healthy way.

www.childmind.org

Mental Health Apps for Veterans (website with link to apps)

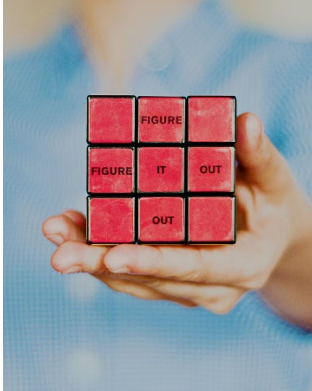
These apps equip you with tools and information to assist you manage PTSD-related symptoms and stress, learning to practice mindfulness and strengthening parenting skills. www.mobile.va.gov

Where Joy Hides and How to Find It TedTalks: by Ingrid Fetell Lee (video)

Often times we are so focused on work, our to-do lists, or pursuing a life of happiness that we miss little moments of joy. If we can find little moments of joy every day, these moments can add up and give us more than any pursuit of happiness ever will.

www.ted.com/talks/ingrid_fetell_lee_where_joy_hides_and_how_to_find_it

Problem Solving



The Power of Believing that You Can Improve TedTalks: by Carol Dweck (video)
Psychologist Carol Dweck “describes two ways to think about a problem that’s slightly too hard for you to solve. Are you not smart enough to solve it... or have you just not solved it yet?” This Ted Talk fits in to the Emotional pillar in its discussion of different ways to approach problems, improve performance and embrace effective ways of thinking.

www.ted.com/talks/carol_dweck_the_power_of_believing_that_you_can_improve

Seeking Help



Contact your Unit Chaplain or Installation Chaplain's Office

Military/Veterans Crisis hotline:

1-800-273-8255 press 1

www.veteranscrisisline.net

National Suicide Prevention Lifeline:

1-800-273-TALK (8255)

SHARP <https://www.armymwr.com/programs-and-services/resources/sharp>

National Domestic Violence Hotline

1-800-799-7233

Sorrow and Tragedy will Happen to Us All. Here are 3 Strategies to Help You Cope (article)

Being resilient doesn't mean bad things won't happen. It means that when they do, we have strategies to overcome them. We are able to accept what happened, identify where we have control, effectively, and intentionally, choose where to direct our attention, and reflect on whether things we do, think, and say are helping or hurting us.

https://ideas.ted.com/sorrow-and-tragedy-will-happen-to-us-all-here-are-3-strategies-to-help-you-cope/?fbclid=IwAR0XxCYzeUddDRcWY64ME5Dxj8Hcp81aaMISpvB_xK8bZvGzJWXVviBiQ

DoD Safe Helpline

<https://www.safehelpline.org>

call 877-995-5247

Text: 55-247 (inside the U.S.)

Text: 202-470-5546 (outside the U.S.)

Substance Abuse and Mental Health Services Administration (SAMHSA)

National Helpline 1-800-662-HELP (4357)

Online Recovery Meetings

- AA Online Meetings aa-intergroup.org
- NA Online Meetings virtual-na.org
- Refuge Recovery Online Meetings refugerecovery.org
- SMART Recovery Online Meetings/Forums www.smartrecovery.org
- Al-Anon & Alateen Online Meetings al-anon.org

Reference: www.armyresilience.army.mil/ARD-Resources

Readiness and Resiliency - Family

Family Resources focuses on activities and resources that help Families of both married and single Soldiers navigate the daily challenges that come with a life of military service. This section includes Family Harmony, talking with children and helping them cope, learning resources, and how to seek help for a Family member.

Family Harmony



Start with the Relationship (article with audio)

The purpose of this Parent's Guide is to help you increase resilience in yourself as well as in your children. (resiliencguide.org)

<https://resiliencguide.org/pg-start-with-the-relationship>

How to Keep Stress Away While Everyone Is Home (article)

Military One Source: You've got experience adapting to unexpected changes in your life from being a member of the military community. Here are some ways to deal with the pressures of sheltering in place.

www.militaryonesource.mil/family-relationships/family-life/keeping-your-family-strong/how-to-keep-family-stress-away-while-everyone-is-home

Navigating Change: Home Instruction (website)

Military Child Education Coalition (MCEC): Navigating Change is a new virtual learning series for novice & experienced educators. The series is designed for all educators, including those who have suddenly entered the unfamiliar waters of home instruction.

www.militarychild.org/covid19

Talking to Children



Talking to Kids When they Need Help (article)

Getting your kids to open up and talk to you can feel like a challenge. The following tips can be helpful in starting a conversation and understanding what's going on in their lives. www.apa.org/helpcenter/help-kids

Helping Children Cope (article)

Disasters can leave children and teens feeling frightened, confused and insecure. Their responses can be quite varied. It's important to not only recognize these reactions, but also help children cope with their emotions.

www.ready.gov/helping-children-cope

Ways to Promote Children's Resilience (article)

Promoting child resilience by encouraging five protective factors (1) sensitive, responsive caregiver presence, (2) meeting basic needs of children, (3) providing emotional support (3R's: reassurance, routine, regulation), (4) support for own well-being as caregiver, and (5) social connectedness. (Childtrends.org)

www.childtrends.org/publications/ways-to-promote-childrens-resilience-to-the-covid-19-pandemic

Helping Children Cope Based on their Age (article)

Tips to help reduce stress before, during, and after a disaster or traumatic event.

www.cdc.gov/childrenindisasters/helping-children-cope.html

Building Resilience for Teens (article)

This article is written specifically for young people from 12 to 18 years of age. Your teen will get the most out of this article if he or she also reads *For Teens: Creating Your Personal Stress-Management Plan* and downloads *My Personal Stress Plan* (PDF).

www.healthychildren.org/English/healthy-living/emotional-wellness/Building-Resilience/Pages/For-Teens-A-Personal-Guide-for-Managing-Stress.aspx

How to Avoid Passing Anxiety on to Your Kids (article)

Implement strategies to help ensure that you do not pass your anxiety on to your kids.

https://childmind.org/article/how-to-avoid-passing-anxiety-on-to-your-kids/?utm_source=newsletter&utm_medium=email&utm_content=%20Parents%20Guide%20to%20Problem%20Behavior&utm_campaign=Weekly-03-16-20

Learning



Fred Rogers Center (website)

Resources from the Fred Rogers Center in addition to partner organizations for ways to create learning opportunities and structure for children.

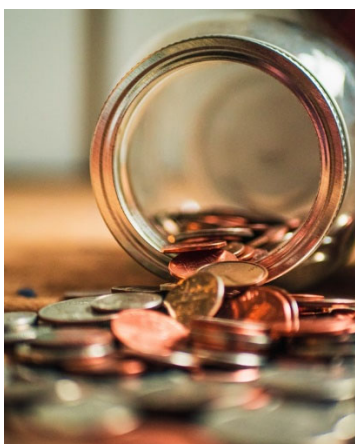
www.fredrogerscenter.org

Sanford Harmony

Free social emotional learning program for preK-6th grade students designed to foster intergenerational communication and understanding, connection, and community both in and outside the classroom and develop boys and girls into compassionate and caring adults. Integrates diversity and inclusion, empathy and critical thinking, communication, problem solving, and peer relationships.

www.sanfordharmony.org

Financial



Financial Counseling

You don't need to tackle issues like mounting debt or saving for college or retirement alone; Military OneSource financial counselors are available in-person, over the phone and video. Financial counseling gives you an opportunity to talk to a trained professional – one who is familiar with the issues that affect service members – about your questions and receive referrals to services and programs that meet your specific needs. Rest assured, Military OneSource financial counselors will not push products or plans on you.

www.militaryonesource.mil/confidential-help/interactive-tools-services/financial-counseling

Reference: www.armyresilience.army.mil/ARD-Resources

Readiness and Resiliency - Physical

Promoting good physical health, nutrition, and sleep habits contribute to mental wellness, greater self-esteem, and have positive effects on readiness and performance. Listed below are resources to assist Soldiers and their Families promote good physical health.

Physical Health



The Brain-Changing Benefits of Exercise: Ted Talk by Wendy Suzuki

Exercise and physical movement gives us so many amazing benefits, physically, mentally, and emotionally. Learn about the benefits exercise has on our brain health and function.

https://www.ted.com/talks/wendy_suzuki_the_brain_changing_benefits_of_exercise

VA Whole Health

The Circle of Health illustrates the big picture connections between your health and other aspects of your life. Whole health opens the door to discuss not only your health conditions, but the things that impact your well-being.

<https://www.va.gov/WHOLEHEALTH/circle-of-health/index.asp>

Sleep Habits

The Importance of Sleep and the Science of Sleep

Understanding how lack of sleep affects your health can allow you to make healthier decisions for you and your Family. This CDC site contains information about sleep disorders and how lack of sleep can affect the health of someone living with a chronic disease, how much sleep is recommended for different age groups, and tips on how to improve the quality of your sleep.

https://www.cdc.gov/sleep/about_sleep/index.html



Tips for Better Sleep

Good sleep habits (sometimes referred to as “sleep hygiene”) can help you get a good night’s sleep. Some habits that can improve your sleep health:

- Be consistent. Go to bed at the same time each night and get up at the same time each morning, including on the weekends
- Make sure your bedroom is quiet, dark, relaxing, and at a comfortable temperature
- Remove electronic devices, such as TVs, computers, and smart phones, from the bedroom
- Avoid large meals, caffeine, and alcohol before bedtime
- Get some exercise. Being physically active during the day can help you fall asleep more easily at night.

Nutrition



How the Food You Eat Affects Your Brain: TedTalk by Mia Nacamulli

When it comes to what you bite, chew and swallow, your choices have a direct and long-lasting effect on your brain. So which foods cause you to feel so tired after lunch? Or so restless at night? Mia Nacamulli takes you into the brain to find out.

<https://ed.ted.com/lessons/how-the-food-you-eat-affects-your-brain-mia-nacamulli>

Nutrition.gov is a USDA-sponsored website that offers credible information to help you make healthful eating choices. Find resources in basic nutrition, nutrition by age, meal planning, food assistance programs, recipes and more.

www.nutrition.gov

My Plate (app)

Meet healthy eating goals one at a time! Use the Start Simple with MyPlate app to pick simple daily food goals, see real-time progress, and earn badges along the way. This easy-to-use app can help you make positive changes. Healthy eating can help you achieve a healthier life overall. Get started with Start Simple with MyPlate!

www.choosemyplate.gov

Readiness and Resiliency - Social

Social resources focus on resources and activities to strengthen individuals through staying connected, maintaining supportive relationships, and combating loneliness and the isolation of quarantining and teleworking.

Getting and Staying Connected



Connections via Rituals & Traditions – R2PC Fort Bragg

Sierra Morris and Alesondra Colbert discuss how we create or sustain connections with Family or friends using rituals and traditions during the stressful and overwhelming time of self-isolation and quarantine. They then discuss how to make these rituals part of a routine. We know relatedness, the desire to connect and be around other people, is one of the basic psychological needs we all have. However, it's much more difficult to connect with people with the current circumstances we all find ourselves in.

www.facebook.com/1752709615001277/videos/213094833116624/

10 ways to have a better conversation (video)

This video discusses tips on how to maximize the with others in a way that builds connection. With everyone spending more time at home around their immediate families, these tips could come in handy for those hose impactful conversations with the ones they love.

www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation

Relationships



Strengthen your Coping Skills with Healthy Relationships (article and live chat option) Military One Source can help. Our Building Healthy Relationships specialty consultations offer coaching sessions, practical tools, resources and problem-solving techniques. www.militaryonesource.mil

Building Relationships & A Love Language Minute (podcast)

These free weekly podcasts are from the author of the 5 Love Languages series, Dr. Gary Chapman. The 54 minutes Building Relationships episodes are stories about building relationships and communication, while the 1-minute Love Language Minute episodes are short blurbs with an exercise to try with your spouse or significant other in order to connect/communicate.

www.5lovelanguages.com/podcasts

Gottman Card Decks (app)

Provides fun questions, statements, and helpful ideas for improving and strengthening relationships. There are 14 card decks included in the app, each addressing a specific important aspect of a successful relationship.

www.gottman.com/couples/apps

Small Things Often (podcast)

Podcast from The Gottman Institute that has short episodes (most are around 2-3 minutes) focusing on things people can do to improve their relationships. Recommendations are research-based and are given in bite-sized nuggets.

www.gottman.com/podcast

www.gottman.com

Reference: www.armyresilience.army.mil/ARD-Resources

Readiness and Resiliency – Spiritual

Spirituality is often defined as a sense of connection that gives meaning and purpose to a person's life. The spiritual dimension is specifically defined in the Army as the development of personal qualities needed to sustain a person in times of stress, hardship, and tragedy. These qualities come from religious, philosophical, or human values and form the basis for character, disposition, decision making, and integrity." Spirituality is unique to each individual and refers to the deepest part of you. Your spirit provides you with the revealing sense of who you are, why you are here and what your purpose for living is. The spiritual dimension is concept supported by medical evidence-based studies that applies to both religious and non-religious personnel.



There are a multitude of spiritual resources available to help Army community personnel strengthen the spiritual dimension from diverse perspectives. Many of these spiritual resources include diverse pluralistic spiritual disciplines, religious practices and programs, and moral ethical decision-making resources that are discussed in this section below. The most important organization charged with supporting the spiritual dimension is the U.S. Army Chaplain Corps.

US Army Chaplain Corps Services

Chaplain Corps personnel have continued to serve diverse spiritual needs of religious and nonreligious Army personnel since the Army's founding in 1775. The Corps is led by Chief of Chaplains' guidance prioritizing People and Community in supporting Army missions throughout the world. Chaplains, religious affairs specialists, and Chaplain Corps Civilians provide services to Army personnel and family members in every Army organization, delivering spiritual fitness and well-being supporting readiness and resilience. The Chaplain Corps has for decades enhanced global spiritual and religious support through virtual capacities such as video and social media platforms. The COVID-19 crisis has accelerated these virtual capabilities to help protect Soldiers and their families against the harmful potential effects of social isolation that may include suicide, substance abuse, sexual harassment/assault, and domestic violence.

- Religious education
- Rites, sacraments, and ordinances
- Advisement – The Chaplain Corps is charged to advise Army commands and organizations not only on matters of religion, but also on morals, ethics, and morale
- Worship opportunities
- Community spiritual fitness events
- Strong Bonds – Providing training and/or resources in the following areas: relationships (single, married couples, and families); finances; stress management; decision making; trust; and team building. Family Life Chaplain Services -- Family Life Chaplains are trained at the Master's level in couples, Families, and individual counseling. Local unit ministry teams and garrison chaplains can assist Army personnel in contacting available
- Family Life chaplains serving at the installation and unit level to provide advanced family relationship services and resources.

Specific Religious Online Resources

Right Now Media Network

This interdenominational Christian resource includes over 25,000 videos covering practical resiliency issues like parenting, marriage, and finances from leading religious leaders and organizations. This resource is available for use by all Soldiers, Families, and DA Civilians; simply contact your local installation or garrison chaplain office for more information about obtaining full access. www.rightnowmediaatwork.org

Our Daily Bread App

The Our Daily Bread devotional is read by millions of people around the world and encourages people to spend time with God every day. <https://odb.org/mobile-resources/>

Gottman Card Deck App

This free app provides great discussion starters for couples in deepening relationships (some content not appropriate for children). www.gottman.com/couples/apps

Formed: The Catholic Faith: On Demand (website)

FORMED provides the very best Catholic content from more than 60 organizations to help parishes, families and individuals explore their faith anywhere. Supporting thousands of movies, children's programs, eBooks, audio, parish programs and studies direct. <https://formed.org/>

AMS Family Faith Assessment (website)

The AMS Family Faith Assessment is provided to help catechetical leaders and catechists support families to know, understand, and share faith at home. www.milarch.org/ams-family-faith-assessment/

Children's Resources from the Church of Jesus Christ of Latter-Day Saints (website)

Link to the Children's section of their web site. www.churchofjesuschrist.org

BimBam (website)

BimBam uses digital storytelling to spark connections to Judaism for learners of all ages. www.bimbam.com

Chabad.org (website)

Internet site for virtual Jewish congregation. www.chabad.org

Sound Vision (website)

Provides reflections, tips, and guidance to Muslim Western families on daily living. www.soundvision.com

Dharma Sun

The teachings found here offer advice on how to live a meaningful life of compassionate wisdom in accordance with the Buddha's view. <https://dharma-sun.org/>

R&R Event - Placeholder



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



Additional Helpful Information

The Emotional Cycle of Deployment

What's Going On ...		
Anticipation of Departure	Feelings	Coping Strategies
<ul style="list-style-type: none"> Denial and anticipation of loss Increased feeling of stress in home Frequency of arguments increase Reality of change ahead is "sinking in" Focus is on completing family pre-deployment activity checklist Members may feel more emotional In case of multiple deployments ... new cycle may begin before family has had time to renegotiate new normal from last deployment Children: decide when to tell them about the deployment 	<ul style="list-style-type: none"> Anger Resentful Guilt Restlessness Depression Irritability Sadness Fear Anxiety 	<ul style="list-style-type: none"> Communicate (ask questions, listen to each other) Discuss deployment expectations Communicate "quality time" availability to family Discuss deployment with children Sharing feelings Planning and setting boundaries are the keys to managing the time leading up to the deployment
Detachment and Withdrawal	Feelings	Coping Strategies
<ul style="list-style-type: none"> Service Member is focused on preparing for mission and may distance self from family Anger, arguments may occur as family prepares to protect themselves from "hurt" of separation Communication may be difficult Experience lack of energy Increased difficulty making decisions In preparation for loss, family may begin to act like Service Member is already gone Multiple deployments can result in need to repeatedly create distance; to feel "numb" and avoid emotional connection Children: actual good-bye is important 	<ul style="list-style-type: none"> Sadness Despair Hopelessness Anger Irritability Withdrawal 	<ul style="list-style-type: none"> Dedicate time to spend with family members Be empathetic Include family, when possible, in pre-deployment activities Reassure each other you will be ok Develop and turn to support networks Be patient that Service Member may be spending more time at work Reassure children that the Service Member will return
Emotional Disorganization	Feelings	Coping Strategies
<ul style="list-style-type: none"> Life without Service Member may initially feel overwhelming Routines change, responsibilities added May feel ... <ul style="list-style-type: none"> Numb and not interested in doing much Have difficulty concentrating Wish things would go back to "normal" Surprised because things seem to be moving smoothly now that Service Member is gone Experience sleep difficulty Anxious about security issues Children: take cue from parent 	<ul style="list-style-type: none"> Relief Sadness Lonely, frustrated Restless Confused Disorganized Indecisive Irritable Unmotivated Overwhelmed 	<ul style="list-style-type: none"> Establish your deployment routine Get involved Stay in contact with other family members Establish a connection with Service Member Stay in contact with support network Set Goals Start a hobby Get a job Volunteer
Recovery and Stabilization	Feelings	Coping Strategies
<ul style="list-style-type: none"> Family finally starts to settle into routine of life without Service Member Coping with changes can be positive <ul style="list-style-type: none"> May enjoy new found responsibilities Sense of independence, confidence Relief that family is functioning well Coping with changes can be challenging <ul style="list-style-type: none"> Difficult time accepting changes Stressed, depressed, and having difficulty getting things done Feel unsupported and worried how will make it through Most of the time there is a mixture of both responses. Children: clingy, sleep disturbances, eating difficulties; crankiness, drop in academics; acting out, self-criticism, loss of interest 	<ul style="list-style-type: none"> Mildly depressed Anxious Vulnerable Fear Emotional 	<ul style="list-style-type: none"> Maintain a routine Work toward goals Keep communication going Use support network Take care of yourself Choose a positive attitude Keep things in perspective Be flexible Model positive coping skills for children

The Emotional Cycle of Re-Deployment

What's Going On ...		
Anticipation of Return	Feelings	Coping Strategies
<ul style="list-style-type: none"> • Homecoming is coming! • Family is happy, excited, and feeling boost of energy • Trying to make everything "perfect" for return • Sense of relief that Service Member will be home combined with worries about whether or not they will be the same • Children: when to tell them of return? 	<ul style="list-style-type: none"> • Excitement • Apprehension • Nervousness • Restlessness • Irritability • Anxiousness 	<ul style="list-style-type: none"> • Discuss plans for reunion • Set realistic expectations • Communicate expectations to family and friends • Remember Service Member must remain mission focused
Return Adjustment and Renegotiation	Feelings	Coping Strategies
<ul style="list-style-type: none"> • During time of separation Service Member and all family members have changed • Changes may hold pleasant surprises or may cause conflict • Family members may feel overwhelmed by Service Member attempts to get to know everyone again • Everyone needs space and time to readjust • Family member may feel loss of independence • Entire family must begin to renegotiate how household will look now that everyone is together again • Service Member may need time to assimilate back • Children: different reactions depending on ages 	<ul style="list-style-type: none"> • Relief • Happiness • Contentment • Irritability • Guarded • Resentment • Overwhelmed • Frustration 	<ul style="list-style-type: none"> • Communicate • Be patient • Negotiate and compromise • Be willing to give up/take on different responsibilities • Keep emotions under control • Sit down and negotiate roles and responsibilities • Be aware of signs of combat stress
Reintegration and Stabilization	Feelings	Coping Strategies
<ul style="list-style-type: none"> • Family continues to adjust to having Service Member home • This could last for months! • A "new normal" is established regarding routines and expectations • Members may begin to feel secure, relaxed, and comfortable with one another again • If readjustment challenges resurface, support is important ... It's okay to ask for help if you need it! 	<ul style="list-style-type: none"> • Appreciation • Supportive • Comfortable 	<ul style="list-style-type: none"> • Be patient • Communicate • Take it slow • Lower expectations • Taking time to get to know each other again • Re-negotiate if necessary

Notes:

Supporting Families During Deployment

The Key Contact Program plays an important role in helping spouses prepare for deployment. Key Contacts may be asked to support pre-deployment briefings and other family pre-separation activities and events. During deployments, Key Contacts assist by keeping families informed, as directed by the unit. If individuals know what to expect, and come up with a plan for taking care of the household and themselves, families are better prepared to handle emotions that often accompany a deployment.



Stages of Deployment

Pre-Deployment - Prior to deployment, family members may feel anticipation. This generally occurs four (4) to six (6) weeks before the member deploys. The remaining Family Members may feel tense, selfish, and guilty about not wanting the member to go. There is also frustration because the Soldier is putting in extra hours to get the unit ready to deploy, while so much needs to be done to prepare the household for the separation. Both the Soldier and Family Members spouse are physically and mentally exhausted. There may be unacknowledged anger about the situation which can trigger depression or physical problems. Individuals may become more distant and they may stop sharing their thoughts and feelings. Feelings of disorganization and sadness are common. Children may react by withdrawing or misbehaving.

Deployment - Most people are in this stage for the majority of the separation. It is characterized by relative calm. Once the separation occurs, a sense of emptiness sets in. Old routines are gone. Families will begin to feel confident they can handle their daily affairs. However, if a contingency occurs, people can be thrown back into states of withdrawal and depression.

Reintegration - This last stage can be the most difficult. Getting the house and Family ready for the Soldiers return often exhausts the Family Members. Soldiers are also exhausted and excited by their return and may spend a lot of time sleeping, which can be frustrating to Family Members. Both the Family and the Soldier are happy to be reunited, but they have to work out accumulated tensions and reestablish the rules for living together.

The Key Contact can use these stages to assure Family Members their responses and feelings are normal, given the situation. These general stages can also be useful in spotting a problem. They are a norm against which behavior can be measured. Someone whose reactions appear extreme, when measured against these stages, may need a referral.

**“There are four ways, and only four ways, in which we have contact with the world.
We are evaluated and classified by these four contacts:
what we do, how we look, what we say and how we say it.”**

- Dale Carnegie (1888-1955)

Generational Communication Differences

Note: These are general guidelines based on social, economic and world happenings during youth and adulthood.

Baby Boomers

Born between 1946 and 1964

People born during the demographic post–World War II baby boom.

- Prefer in person face to face; telephone is preferred over e-mail
- Meetings are to give information (one way communication)
- Diplomatic
- Tie messages to history/tradition
- Avoid manipulative language
- Allow them to find self-fulfillment through their work/volunteerism
- Appeal to their idealism

Generation X

Born between mid-1960s to the early 1980s

The **generation** born after the Western Post–World War II baby boom.

- Email is #1 communication tool
- Avoid meetings
- Blunt
- Tie messages to results
- Avoid buzz words and jargon
- Allow them to see how they can make a difference
- Connect things they care about like family to your cause

Millennials

Millennials grew up in an electronics-filled environment. They live in an increasingly online and socially-networked world.

- Social Media and texting as #1 communication tools
- Send a median average of 50 texts a day
- Rely on positive word of mouth when looking for trainings, purchasing items, etc.
- Meetings are used to exchange ideas (two way communication)
- They see limitless possibilities to make their life their own
- Polite
- Tie goals and aspirations to your messages
- Driven by happiness, passion, diversity, sharing and discovery
- Be careful about the words you use
- Make them feel informed and involved (participation, collaboration and co-creation)
- Show them how the service is useful to them
- Make it easy to incorporate into their lifestyle
- Focused on life experiences rather than tangible items
- Target lifestyle goals of happiness and success
- Acknowledge and celebrate life stages

How to Build a Volunteer Portfolio

Having a portfolio is highlighting your skills and achievements, which will prove to be beneficial in many ways. It allows you to elaborate on yourself. Highlights your skills and abilities. Those relevant to volunteering or professional job.

What is a Portfolio?

A profile is a file that illustrates your achievements. It documents the scope and quality of your experience and training. It is another way to highlight your resume. This file should grow with you!

Two Main Purposes:

1. **To keep track of what you have done:** When you did it. Skills learned or developed.
2. **Your achievements:** A single place to keep Samples of work Awards Professional abilities Documents

Step 1 – Self Assessment

- Reflect and look at your skills, abilities and experiences.
- How would I like to be remembered?
- What am I passionate about?
- Think “Story” tell about yourself, your LIFE.

Step 2 – Decide What to Include

- Find evidence of involvement to include
- Gather together all of your information
- Two projects when I made a difference
- Examples:
 - Volunteer positions descriptions
 - Samples of volunteer accomplishments
 - Reports / databases
- Brochures/ Newsletters/Newspaper Articles
- Training Certificates
- Letters/ Emails of Recommendation
- Thank you letters/ Cards
- Pictures of public recognition, awards, commendations
- Record of speaking engagements

Step 3 – Design and Arrange

- Choose an organizational method that best illustrates your accomplishments.
- Make it visually appealing
- Design a cover sheet
- Use copies, not originals
- Include a summary statement for each example
- Use consistent font, size and style
- Use sheet protectors / pocket pages
- Use index tabs or title pages
- Omit page numbers

Step 4 – Review

- Update regularly
- Know your portfolio inside and out
- Be able to find items quickly
- Valuable tool

Meeting Icebreakers

Getting to Know You Questions

Answering questions helps start discussions and increases comfort levels between members. Questions should be general in nature and not too personal. Have participants take turns going around the room, giving their names and responses to questions like:

- What is your home state?
- How many children/pets do you have?
- What is your favorite vegetable?
- What fictional character would you like to meet?
- What is your favorite dessert?
- What's your favorite time of year?
- Where did you meet your spouse/partner?
- What are three words to describe yourself?

Name Tent or Name Tag Activity

Fold sheets of construction paper into thirds, forming long tents. Have participants write their names on the front of the tents and draw their hobbies on the reverse side.

Participants then walk around the room to introduce themselves and guess one another's hobbies.

There are probably other people in the room with similar interests. Another option is to use nametags. Have participants put their names and hobbies on the front of a nametag.

Who am I?

Pin the name of a famous person on the back of each group member. Have everyone ask questions requiring "yes" or "no" answers of one another for a preset amount of time. At the end of the time limit, go around the room, starting with yourself, and have everyone guess who they are. Keep the game as simple as possible by using themes — famous couples, star athletes, actors or other recognizable celebrities.

Don't Say "I"

Give each person three pennies. Ask participants to move around the room, introducing themselves to one another and asking questions that might prompt a person to say "I." If anyone does, the participant collects a penny from the person who said "I." The person with the most pennies at the end of the preset amount of time wins a small door prize.

M&M Game

Pass around a bag of small candy such as mints, Skittles, M&Ms, etc., and tell everyone to take some. After they have taken some, say, "OK, now you have to tell us something about yourself for each piece of candy in your hand."

Overcoming Your Fear of Public Speaking

Breathe. Take a few deep breaths before you begin speaking; stop and breathe between sentences.

Self-Talk. Tell yourself you are not going to die; others have done this and lived. You know your material. You are good.

Visualize. Imagine yourself talking to the group. Imagine the time, place, how you will feel, and what you will say. Imagine how confident you are.

Solid Stance. Don't sway back and forth or side to side. Don't lock your knees. Relax!

Arrive Early. Allow time to be sure everything is ready, and get acquainted with the room—how it feels, smells, looks.

Greet Your Audience. Before you begin, say hello to a few people. Then you will know a few people by name and will know what interests your audience.

Food. Eat nutritional food, and avoid sugar and caffeine.

Pace Yourself. Pace yourself so your energy stays constant.

Practice. Practice your material and your non-verbal messages, such as hand movements, eye contact, and stance.

Find an "Amen Corner." Find a friendly face that you can look to for confidence, but don't lock onto that face.

Water. Have a glass of water handy; it helps with dry mouth. If you forget where you are or what you were going to say, take a quick sip to give yourself time to recover.

Don't Read Your Presentation. This will make you more nervous. Practice, practice, practice so you will need your notes only for numbers and to assist you in remembering your key points.

Practice. Practice in front of a friend; use a video camera, a tape recorder, or a mirror.

Army Family Team Building (AFTB)

PERSONAL GROWTH (Level G)

Foundations
Learning to Communication
Effective Conflict Management
Problem Solving Strategies
Exploring Personality Traits
Improving Personal Relationships
Successful Team Dynamics
Growing Through Change
Resiliency During Crisis & Grief
Overcoming Stress
Time Management
Time to Serve- the Volunteer Experience
Heading Towards Leadership

MILITARY KNOWLEDGE (Level K)

Military Life
Military Acronyms and Terms
Chain of Command
Army Customs, Courtesies, Ceremonies & Traditions
Military Social Functions
Military Benefits & Entitlements
Military & Civilian Community Resources
Soldier & Family Readiness Groups (SFRG)
Military Preparedness
Resiliency, Be the Bouncing Ball

LEADERSHIP

Leadership Through Understanding Needs
Examining Your Leadership Style
Effective Communication for Leaders
Developing Great Meetings
Establishing Team Dynamics
Resolving Conflict
Supporting Others Through Coaching & Mentoring
Virtual Meetings

AFTB - INSTRUCTOR TRAINING

Course Introduction
Effective Instruction
Platform Skills
The Adult Learner Audience
Managing the Learning Environment
Methods of Instruction
The Preparation Process
PDFs



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



State/Local Examples

Insert State/Local Examples Here



SOLDIER AND FAMILY READINESS GROUP

Volunteer Training



References and Resources

NATIONAL GUARD



Each state National Guard program operates a Family Assistance Center (FAC) in order to provide information, referral and outreach to geographically dispersed Service members and Families to support them to help build resilience.

FAMILY ASSISTANCE CENTERS

Nearest FAC: _____

Phone Number: _____

To find the FAC nearest you or a geographically dispersed Family member: <https://www.jointservicesupport.org/FP/>

Services are provided to Soldiers, Family members, retirees, veterans and Survivors regardless of their status or component. Located in the communities FACs are able to build partnerships with local community agencies and are easily accessible. Due to their location FACs serve as a go-to agency to serve those that are geographically dispersed, parents and other Family members that are non-id card holders.

Individuals who access a FAC will find specialists who:

- Conduct outreach to Families of deployed Service members.
- Listen when a Service member or Family member needs to be heard.
- Provide information, resources, and referral when a Service member or Family member has an issue that requires assistance from internal or external organizations.
- Provide follow-up services to ensure that needs are being met and determine if any further assistance is needed.

Services include:

- Community, State and National resources
- Education services
- Financial education, planning, and resources
- Legal services
- Employment services
- Crisis intervention and referral
- ID Card/DEERS
- Tricare

YELLOW RIBBON PROGRAM (YRRP)

Yellow Ribbon Reintegration Program (YRRP)



The Yellow Ribbon Reintegration Program is a DoD-wide effort to promote the well-being of National Guard and Reserve members, their families and communities, by

connecting them with resources throughout the deployment cycle. Through Yellow Ribbon events, Service members and loved ones connect with local resources before, during, and after deployments. Reintegration during post-deployment is a critical time for members of the National Guard and Reserve, as they often live far from military installations and other members of their units. Commanders and leaders play a critical role in assuring that Reserve Service members and their families attend Yellow Ribbon events where they can access information on health care, education and training opportunities, financial, and legal benefits.

The Yellow Ribbon Reintegration Program web-site provides on-line classes focused on deployment cycle support, methods with how to connect to the community, event information, handouts for on-line classes, and more. Classes can be accessed at <http://yellowribbon.mil>

Employer Support of the Guard and Reserve (ESGR)



ESGR is a Department of Defense office that develops and promotes supportive work environments for Service members in the Reserve Components through outreach, recognition and educational opportunities that increase awareness of applicable

laws, and resolves employment conflicts between the Service members and their employers.

The ESGR provides education, employment opportunities, ombudsman services, and outreach to help maintain employment relationships, including Employer Awards for those employers who go above the call of duty to support a Service member employee.

Employer Support Specialists and volunteers provide services across all 50 states.

For additional information about ESGR programs, nomination processes, etc. visit their website at <http://www.esgr.mil>

Family Programs



National Guard Family Programs are located in each state and consist of: a state Family Program Director, 1-4 Wing Family Programs Coordinators, Family Readiness Groups/Key Volunteer Groups, Family Readiness Assistance, and Family Assistance Staff.

The National Guard Family Program Community Outreach focuses on connecting National Guard Families with local, regional, and national organizations in support of their everyday lives at home. Current partnerships include:

- Veterans of Foreign Wars
- American Veterans
- Disabled American Veterans
- American Legion
- United Service Organizations
- America's Adopt A Soldier

Family Readiness assists Service members and their Families to prepare for separations during short and long term deployments. Through an integrated Family readiness and support program information is provided to all members regardless of the parent service or component of the member. The Family readiness system is a network of programs, services, people and agencies promoting the quality of life of Service members and their Families.

National Guard Volunteer Program exists to serve the Family readiness needs of Army and Air National Guard Service members and their Families. The program provides assistance and support in the development and administration of volunteer programs at the state level in accordance with statutory requirements. The goal of the Volunteer Program is to enhance military Family readiness through an effective Volunteer network by educating, assisting and advocating for the readiness and well-being of military Families and Volunteers. The Volunteer Program is comprised of the following:

- Regional Volunteer Team (RVT): Provide guidance to other National Guard volunteers based on their time of service, experience and expertise as volunteers in their respective states. They administer the National Awards Program, and are often invited guest speakers to their regional state training conferences. The RVT assists the national Volunteer Program manager by serving as representatives at meetings and via Webinars to share accumulated information and are responsible for providing the National Guard Bureau with "Best Practices." They serve as Points of Contact for volunteer concerns from their region.
- Volunteer Training Team (VTT): A grass roots program that provides opportunities for geographically dispersed volunteers to attend training courses through an online/conference call platform. Creates new volunteer opportunities for state level volunteers to aspire to and continue providing their time and skills at the national level. Training courses are designed for members of all branches of service, Family members, volunteers, paid staff, and community resource members. There are 8 sub-teams to the VTT:
 - Data
 - Communications/Marketing
 - Education and Curriculum
 - Facilitator
 - Graphic Design/Seminar Enhancement
 - Human Resources
 - Quality Assurance
 - Special Projects

- Volunteer Support Staff (VSS): Assists the National Guard Bureau with the operation of the annual National Guard Volunteer Workshop and Youth Symposium.

Child and Youth Program (CYP)



CYP is an integral component of the National Guard's comprehensive approach to Family Readiness. The CYP is available to school age dependents ages 6-18 years, of National Guard Soldiers and Airmen, regardless of deployment status, Survivors and Active Component Soldiers and Airmen

geographically-separated from installation-based program support. Age-appropriate activities and support services are offered in four service delivery areas:

- Art, Recreation & Leisure
- Sports, Fitness & Health
- Life Skills, Citizenship, character Development & Leadership
- Academic Support, Career Development, Mentoring & Intervention

The Core Program Elements Include:

- National Guard Teen Panel
- National Youth Symposium
- State Teen Panel
- State Youth Symposium
- Youth Development Programming
- State Opportunities & Military Youth Adventure Camps
- Yellow Ribbon Reintegration Program Support

To find more information about the program in your area visit: <https://www.jointservicesupport.org/spn> or call 703-607-5409.

Financial Management Awareness



A Consumer Education and Financial Services Program that is designed to facilitate a comprehensive array of financial support tools within the Defense Department. The program

has an objective of providing every guard member and Family member access to services and tools that will help them obtain and maintain financial health. Using a variety of media the program aims to ensure National Guard members and their Families have at least awareness of easily accessible resources to help them manage their financial health to ensure mission readiness. Program Components include:

- Classes and Individual Tutorials
- Counseling and Consultations
- Information & Referral

Joining Community Forces



Joining Community Forces aims to maximize the impact of civilian and military resources to Service members, Families, and veterans; in order to build resilience and foster a community network that is both sustainable and relevant. Inter-Service Family Assistance Committees, a cooperative partnership at regional or state level, are organized to provide a comprehensive view of the needs of Service members, Military Families and veterans within their specific locations and to recommend solutions from the resources of that community. The website: <https://www.jointservicesupport.org/communityforces/> has direct links to resources and partnerships that are available through the Joining Forces initiative.

Psychological Health Programs



The National Guard Psychological health Program is designed to advocate, promote and guide National Guard members and their Families by supporting psychological fitness. Services will be offered in every state and territory and are tailored and delivered

according to the needs of each individual through various combinations of psychological health resource identification, communication of applicable benefits and other counseling services within the State and military system framework. Initial contact will have a greater emphasis on assessment, referral, and resource identification; for example, connecting the National Guard member or family member with a confirmed appointment or other mental health resource. Services that address longer term or more complex problems will also receive support through to the appropriate health care provider. Goals include:

- Provide high-quality services that are National Guard member specific; friendly and comprehensive, while typically increasing state/territory utilization rates to promote National Guard member readiness.
- Assist National Guard program managers and supervisors to improve a National Guard member's readjustment to civilian life by managing professional services and/or overseeing an individual's mental health needs.
- Provide consultation and support to help address organizational and individual health care situations, which have a detrimental effect on the National Guard member's reintegration to civilian life.
- Offer consultative guidance and support to state and territory National Guard senior management on state specific mental health needs based on Guard member demographics and mental health status.
- Provide National Guard oriented mental health training throughout the full spectrum of the deployment cycle.

Sexual Assault Prevention and Response



Program Manager: _____

Phone Number: _____

Sexual Assault Prevention & Response Program is part of a Department of Defense-wide initiative to end sexual assault in the military and encourage Service members to protect and defend one another against unwanted sexual contact.

Through preventative education, civilian partnerships, bystander intervention, and victim advocacy, SAPR empowers Service members to report incidents they've experienced, and recognize when they or someone they know may be in a dangerous situation. Links on the JSS SAPR page include:

- Military Resources
- National Helplines and Hotlines
- Sexual Assault Organizations
- Domestic Violence Organizations
- Law Enforcement Organizations
- Legal Action and Prosecution
- Government Offices
- Policies and Regulations
- Research, Tools and Articles
- Training and Consulting

National Hotlines:

National Domestic Violence Hotline: 800-799-SAFE and 800-787-3224 (TTY)
National Sexual Assault Hotline: 800-656-HOPE

Transition Assistance



Program Manager: _____

Phone Number: _____

Transition Assistance Advisors (formerly State Benefits Advisors) work with other Joint Forces Headquarters staff members and Directors of State Family Programs to build a state network of support with Veterans Affairs and community organizations for Service members and their Families to access in their community.

Transition Assistance Advisors (TAAs) will:

- Help you get through the red tape. Provides information and assistance to Service members and their Families to help them understand and access Veterans Affairs (VA) benefits as well as services through the Department of Veterans Affairs and the Military Health System.
- Meet your Post-Deployment needs. Coordinates with VA, TRICARE, Veteran Service Organizations, and other federal, state and community resources to provide important information and help with obtaining services to meet the needs during the post-deployment period.
- See you through changes in your Military Service. Participate in the mobilization and demobilization process to brief and advise National Guard members and their Families about available VA entitlements and available resources in their communities.
- Ensure your health and wellbeing are taken care of. Help coordinate activities for the Post-Deployment Health Reassessment event (a screening evaluation for any lingering physical and mental health conditions Service members may experience at 3-6 months post-deployment).
- Strive to be your personal problem solver. Research and resolve issues associated with entitlements whenever you or your Family members encounter problems.
- Get the right folks involved when you need their help. Advise the Joint Forces Headquarters and coordinate with Family Support Specialists, Employer Support Group to give you the access to entitlements available through Department of Veterans Affairs, Department of Labor and other veterans' entitlement and benefit programs.



Youth Challenge Program

Reclaiming the lives of at-risk youth, producing program graduates with the values, life skills, education and self-discipline to succeed as productive citizens.

Youth Challenge is an alternative program which offers youth, who have dropped out of school, the opportunity to change their future. Participants looking for a way to succeed outside of a traditional school setting learn self-discipline, leadership, and responsibility while working to obtain a high school equivalency diploma.

To find a Youth Challenge program near you visit:
[https:// www.jointservicesupport.org/ngycp](https://www.jointservicesupport.org/ngycp)

US ARMY RESERVE COMMAND



Family Programs is a comprehensive blend of quality of life programs in support of Department of Defense activities. Family Programs is a Commander's force multiplier for mission readiness. Family programs staff serve as the primary coordinating resource, who provide a multitude of unit and community-based services that foster the growth, development, and readiness of Soldiers and Families assigned to the Command.

ARMY RESERVE FAMILY PROGRAMS TRAINING OPPORTUNITIES

Program Manager: _____

Phone Number: _____

The Army Reserve Family Programs Directorate provides a variety of Life Skills training and support designed to assist Commanders, Family Programs Staff members, Soldiers, Family members, and volunteers navigate through each phase of the Soldier's life cycle. Classes are offered telephonically as well as in a classroom setting. To learn when and where classes are offered visit:

<https://www.usar.army.mil/ARFP/>

Classes are offered in the following areas:

- Command Family Readiness
 - Chain of Command Training
 - Soldier and Family Readiness Groups
 - BBPCC Spouse Training
 - Soldier Life Cycle Training
- Soldiers and Families
 - Army Family Team Building (AFTB)
 - Telephonic Mobilization and Reunion Briefings
 - Youth Leadership, Education, and Development
- Volunteers
 - Volunteer Orientation to the Army Reserve
 - Volunteer Orientation to the Unit
 - Family Readiness Groups in a New Era
 - Instructor Training Course
 - Briefer Training Course



ARMY RESERVE FAMILY PROGRAMS

<https://www.usar.army.mil/ARFP/>

Army Reserve Family Programs provides education, training, awareness, outreach, information, referral, and follow-up. Our mission is to provide commanders with relevant and responsive quality-of-life programs and services in support of Soldiers, Families, and DA civilians.

CHILD & YOUTH RESOURCES



**TO FIND A
RESERVE
CHILD & YOUTH RESOURCE
PROGRAM NEAR YOU VISIT:**

<https://www.usar.army.mil/ARFP/CYR/>

Family Program Manager: _____

Phone Number: _____

Child & Youth Resources provide and connect Soldier & Families to school-age and youth command/unit events, school-age and youth community based partnership events, school support services and community based resources. C&YR also has opportunities for youth volunteers for example:

- Army Reserve Teen Panel Member
- Command Teen Councils Member
- Youth Leadership, Education & Development Summits
- Assist with the SFRG
- Assist with the R&R (Ready & Resilient) Events
- Battle Assembly Volunteer opportunities & many More!

ARMY FEE ASSISTANCE FOR CHILD CARE

Army Fee Assistance for Child Care

Army Fee Assistance (AFA) was created to assist qualifying Army Sponsors with the cost of off-post child care allowing Families to pay fees comparable to those charged at an installation.

If you do not have access to an on-installation child care provider, you may be eligible to participate in AFA. The benefit is available to children from birth through 12 years of age of Families of AGR, Deployed, Wounded Warriors and Survivors of Fallen Warriors.

- Full Day Care (25+ Hours per week)
- Part-Time Care (16-25 hours per week)
- Before and After School/Summer Care
- **** Must meet eligibility requirements****

Children must be enrolled in child care a minimum of 16 hours per week in order to qualify for AFA. The AFA will be paid directly to the Sponsor's child care provider and their statement/bill should reflect the reduction in cost that will result from the AFA.

Army Fee Assistance for Respite Care

The Army Child & Youth Resources is offering Respite Child Care assistance to support Families of Deployed, Wounded Warriors and Survivors of Fallen Warriors.

Child care providers must be State Licensed and/or Nationally Accredited in order to be deemed an eligible provider to receive AFA.

Respite Care for Deployment Status may be authorized for 30 days prior to deployment and for an additional 90 days after the Sponsors return.

Most Army Reserve Families are geographically dispersed, they typically do NOT live near an active duty installation; therefore, they may not have access to the same services that Active Duty Families Have.

Fee Subsidy:

- Full Day/Part Day child care fees comparable with on post
- RESPITE Care
- Licensed/Accredited Providers
- Referrals available in 50 states
- AGR, Deployed, Wounded, Injured, Fallen Warrior/SOS Families

All questions on eligibility and application for AFA should be addressed to the GSA Subsidy Administration Section.

LINK:

<https://www.gsa.gov/resources-for/citizens-consumers/child-care>

Phone: 866-508-0371

ARMY FAMILY WEB PORTAL



ARC: AFWP RESOURCE CENTER

<https://www.armyfamilywebportal.com>

Training is a fundamental component of the Army Family Web Portal (AFWP) that allows site users to take advantage of the applications and tools available to train around the world.

With a few exceptions, after course completion all participants receive a certificate which may be used for promotion points, depending on the course. Internet access is the only requirement for taking the Computer Based Training.

Family Programs:

- Army Family Team Building Personal Growth (G) Level
- Army Family Team Building Military Knowledge (K) Level
- Army Family Team Building Leadership Knowledge (L) Level
- Army Family Team Instructor Training

Financial Readiness Touch-points:

- Disabling Conditions
- Divorce
- Entitlement to Continuation Pay
- First Child
- Marriage
- Pre & Post Deployment
- Promotion
- Vesting in Thrift Savings Plan

VMIS

- Volunteer Tutorial
- Organizational POC & AVC Coordinator Tutorials

Army Community Service (ACS)

- ACS Question & Answer Sessions
- ACS Staff Tutorial Videos

Army Family Action Plan (AFAP)- Issue Management System

- IMS Question & Answer Sessions
- IMS Tutorial Videos

Virtual Soldier & Family Readiness Group (VSFRG)

- sVFRG Question & Answer Sessions

FAMILY RESOURCES

Resources listed in this guide are subject to availability by location and affiliation. Please Check your local office for more information.



Army Community Service Centers (ACS) are located on installations; requiring an individual to have an ID card in order to gain access to the center. Services offered through ACS are open to Active Duty, Reservists and National Guard members, DoD Civilians, Retirees, and Family Members.

Some ACS programs such as Army Emergency Relief, Exceptional Family Member Program and Victim Advocacy require Service Members to be on Title X orders in order to receive full services.

ARMY EMERGENCY RELIEF (AER)



Local Program Manager: _____

Local Phone Number: _____

AER provides support and emergency financial assistance through reciprocal agreements to those geographically separated from an AER section through Air Force Aid Society, Coast Guard Mutual Assistance, Navy-Marine Corps Relief Society and the American Red Cross at 908 locations around the world. Service members must be on Title X orders in order to obtain an AER loan.

- Provides emergency financial assistance to Soldiers, Retirees and their Families
- Offers grants and no-interest loans to qualified applicants
- Serves as the Army's own emergency financial assistance organization
- AER funds are available to commanders to provide emergency financial assistance based on a valid need
- 81 AER Sections are located at U.S. Army installations worldwide

ARMY FAMILY ACTION PLAN (AFAP)

Local Program Manager: _____

Local Phone Number: _____



AFAP is the primary tool to communicate the important issues facing Soldiers, Army Civilians, Families, Survivors and Retirees.

Each installation conducts issue generating and developing events that allow the community to be a part of the AFAP process.

Ensuring the voice of the Army is heard.

Individuals interested in learning more about their installation's process and how to get involved are encouraged to contact their local AFAP program manager.

AFAP provides Active and Reserve Component Soldiers, Army Civilians, Family members, Survivors and Retirees a voice in shaping their standards of living by identifying issues and concerns for Army Senior Leadership Resolution.

Issues can be submitted at the garrison Army Community Service office or to a unit Family Programs liaison.

AFAP issue online submission and routes the issue to the garrison/unit selected by the submitter for entry into the AFAP process.

ARMY FAMILY TEAM BUILDING (AFTB)



Program Manager: _____

Phone Number: _____

AFTB is a Family training and readiness program that provides participants with a better understanding of Army culture as well as the skills and resources needed to become resilient, self-sufficient and self-reliant members of the military community. AFTB provides education for those new to the military as well as to those looking to increase their leadership skills. Individual topics can be requested for meetings and unit training. Topics include:

Military Knowledge:

- Military Knowledge...What Does It Mean?
- Military Acronyms and Terms
- Chain of Command
- Customs, Courtesies, Ceremonies and Traditions
- Military Social Functions
- Military Benefits and Entitlements
- Introduction to Military and Civilian Community Resources
- Introduction to family Readiness Groups
- Military Family Preparedness
- Resiliency, Be the Bouncing Ball

Leadership Development

- Leadership Through Understanding Needs
- Examining Your Leadership Style
- Effective Communication for Leaders
- Developing Great Meetings
- Establishing Team Dynamics
- Resolving Conflict
- Supporting Others Through Coaching and Mentoring
- Virtual Meetings Tips and Techniques

Personal Growth and Resiliency:

- Learn to Communicate
- Effective Conflict Management
- Problem Solving Strategies
- Exploring Personality Traits
- Improving Personal Relationships
- Successful Team Dynamics
- Growing Through Change
- Resiliency During Crisis and Grief
- Overcoming Stress
- Winning at Time Management
- Time to Serve: The Volunteer Experience
- Heading Towards Leadership

ARMY VOLUNTEER CORPS (AVC)



Program Manager: _____

Phone Number: _____

Through dedicated service volunteers transform military installations into

communities. Volunteerism helps connect individuals to their community, increases resilience, and helps individuals develop skills for future career development.

AVC assists in connecting individuals interested in volunteering with volunteer positions in their community and matching organizations and interested volunteers. Volunteer hours are tracked through the Volunteer Information Management System (VIMS), which provides documentation of volunteer hours and training. AVC is responsible for installation volunteer recognition events.

EMPLOYMENT READINESS PROGRAM (ERP)



Program Manager: _____

Phone Number: _____

ERP assists Family members as well as Soldiers (Active/Guard/

- Hiring events (e.g., career and job fairs, employer panels)
- Training classes (resume writing, dress for success, interviewing)
- Resume assistance (includes certified Federal Resume Assistance)
- Support for Transitioning Soldiers where SFL-TAP is not available
- Skills assessment and career counseling
- Military Spouse Employment Partnership (MSEP) information (Spouses resume posting and job matching, portable careers)
- Resource computers
- Referral resources – community & national resources (states' employment offices, DOL)

FAMILY ADVOCACY PROGRAM (FAP)

Local Program Manager: _____

Local Phone Number: _____

The US Army Family Advocacy Program is dedicated to the prevention, education, prompt reporting, investigation, intervention and treatment of spouse and child abuse. The program provides a variety of services to soldiers and families to enhance their relationship skills and improve their quality of life. This mission is accomplished through a variety of groups, seminars, workshops and counseling and intervention services.

Seminars and Workshops include:

- Command and Troop Education
- Community Awareness
- Conflict Resolution
- Couples Communication Skills
- Stress Management
- Prevention Programs and Services
- New Parent Support Program
- Parent Education
- Domestic Violence Prevention
- Victim Advocate Program
- Relationship Support
- Safety Education
- Respite Care Program
- Emergency Placement Care Program
- Reporting Procedures

New Parent Support Program (NPSP)

Local Program Manager: _____

Local Phone Number: _____

NPSP delivers intensive, voluntary, strengths based home visitation services developed specifically for expectant parents and parents of children from birth to 3 years of age, to build strong, healthy military families. Through a variety of supportive services including home visits, support groups and parenting classes, the NPSP helps Soldiers and Families learn to cope with stress, isolation, post-deployment reunions and everyday demands of parenthood.

Home Visitor Services: Home visitors are Licensed Clinical Social Workers or Registered Nurses. Home visitors provide intensive home visitation to "at risk" Families as identified by the Family Needs Screener (FNS). Family Service Plans (FSP) are developed and are designed to meet the unique needs of each Family. Continual risk assessments, role modeling, education, mentoring and forming positive relationships are critical skills for positive program outcomes

Transitional Compensation (TC) Program:

Local Program Manager: _____

Local Phone Number: _____

May be implemented after "dependent-abuse offenses". TC provides temporary financial assistance to eligible Family members while they reestablish their lives after the abusive Soldier is separated from the Army for a dependent-abuse offense

Dependent-Abuse Offense: Crimes such as sexual assault, rape, sodomy, assault, battery, child abuse (to include child neglect), murder, and manslaughter, when acted out by a Soldier on his/her Family member

Transitional Compensation Benefits:

- Monthly Payments
- ID CARD
- Commissary and Exchange
- Medical and Dental Care



Victim Advocacy Program

Local Program Manager: _____

Local Phone Number: _____

IAW AR, 608-18 the primary mission of VAP is to provide comprehensive assistance and support to victims of spouse abuse

DAVAs Provide:

- Briefings on domestic violence and child abuse prevention awareness
- 24/7 crisis intervention
- Assistance in obtaining medical treatment for injuries
- Risk Assessments/Safety Planning
- Provide information on legal rights and proceedings
- Referrals to military and civilian shelters and other community resources
- Emotional support throughout the court/court-martial process
- Case Management Services

DAVAs Don't Provide:

- Clinical Triage/Assessment
- Clinical Case Management/CRC Prep
- Counseling/Treatment
- Services to/for the Offender(s), "Couple" or "Family"

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)



Program Manager: _____

Phone Number: _____

EFMP is a mandatory enrollment program based on public law and Department of Defense directives. Army Regulation 608-75 provides the directives regarding how the Army is implementing EFMP.

An Exceptional Family Member (EFM) is any Family member (child or adult) with any physical, emotional, developmental, or intellectual disability that requires special treatment therapy, education, training, or counseling.

Services Provided through EFMP:

- Assess, screen, and document special education and medical needs of Family members
- Consider special education and medical needs in assignment process
- Ensure Family members receive community support services to meet needs
- Ensure facility and program accessibility
- Provide Educational and Developmental Intervention Services
- Systems Navigation: is a community support component of EFMP
 - ✓ The primary role of a Systems Navigator is to navigate Families through the available systems of care:
 - ✓ Make Referrals to required services
 - ✓ Provide resource information pertaining to the disability or medical condition
 - ✓ Identify support groups and social activities
 - ✓ Strengthen the Family's ability to advocate for their EFM

MILITARY AND FAMILY LIFE COUNSELORS (MFLC)

Program Manager: _____

Phone Number: _____

MFLCs provide non-medical, short-term, solution-focused counseling and briefings for issues amenable to brief intervention. The counseling is psycho-educational, which teaches participants to anticipate and resolve challenges associated with the military lifestyle. The aim is to prevent exacerbation of mental health conditions that detract from military and Family readiness. Eligible recipients include Soldiers, Military Family members, DoD Civilian Expeditionary Workforce in support of combat missions.

- | | |
|---|------------------------|
| • Anger management | • Separation |
| • Conflict resolution | • Coping skills |
| • Parenting | • Homesickness |
| • Relationship Issues | • Loss and grief |
| • Deployment and reintegration concerns | • Financial counseling |
| • Relocation adjustment | |

RELOCATION READINESS PROGRAM



Program Manager: _____

Phone Number: _____

Relocation Readiness Program (RRP) – Army Community Service Center RRP assists Soldiers (AC / RA / ANG / Reserve), Civilians and their Family members with Permanent Change of Station (PCS) relocation.

Comprehensive relocation training, information, tools and support to lessen relocation-related stress and to ensure a smoother and shorter settling in process to include the following:

- Education and Training classes (e.g. pre-entry workshops, newcomers' orientation, post move, mandatory overseas orientations and cultural classes)
- Individual counseling / assistance is available to both inbound and outbound personnel and families
- Resource computers
- Referral resources – Community and national resources
- Unit Sponsorship Training upon request (also available 24/7 through the Army Career Tracker)
- Lending Closet – Items to bridge the gap between pickup and delivery of household goods

FINANCIAL READINESS PROGRAM



Program Manager: _____

Phone Number: _____

FRP assists Soldiers (AC / RC / NGB / Retirees), Civilians and their Family members with personal financial management support

ACS's FRP supports Transitioning Soldiers where SFL-TAP FCs not available .

FRP services include:

- Training classes (e.g., Spend Plan, TSP, Savings and Investing, Consumer Awareness, Credit Management, Home Buying, Insurance)
- Financial counseling (e.g., debt reduction, consumer advocacy, first-term and annual budgets)
- Resource computers
- Referral resources – Community and national resources (installation banks and credit unions, AER, Consumer Federation of America, Army OneSource, Military OneSource, BBB, Consumer Financial Protection Bureau)

MOBILIZATION, DEPLOYMENT, AND STABILITY SUPPORT OPERATIONS (MD&SSO)



Program Manager:

Phone Number:

MD&SSO acts as a community integrator and is available to all personnel on an installation regardless of status; this enhances community readiness. Services include; providing resources and referrals throughout the deployment cycle, assisting and advising commanders with Family readiness plans, assisting installation programs to align with the unit deployment cycle, Soldier readiness processing, non-combatant evacuation operations (NEO), repatriation, and emergency assistance. Preparing, connecting and empowering the Total Army Family – MD&SSO enhances community readiness and resilience for the challenges ahead.

Training Topics and Support Services include:

- Family Readiness Group Leader Training
- Family Readiness Liaison Training
- Family Readiness Support Assistant Training
- Command and Rear Detachment Command Training
- Care Team Training
- Deployment Cycle Readiness/Preparedness
- Coping with Separation
- Preparing to be Together
- Deployment and Separation Finances
- Emotional Cycle of Deployment
- Pre and Post Deployment Resiliency
- Deployment Fairs
- Emergency Family Assistance
 - Provide authoritative and accurate information
 - Continuous support and assistance during all-hazards events
 - Timely and Effective Assistance
 - Non-combatant evacuation preparation workshops
 - Assistance during repatriation



VIRTUAL FAMILY READINESS GROUP



Army FRG is a platform designed and monitored by the Army to create a virtual FRG that commanders can control and monitor. The site is secure – members must be approved and must register using their Sponsor's last four. This ensures only people who should have access do and those that should not don't while replicating the major components of an FRG:

Allows Commanders to securely communicate to the FRGs using a variety of tools:

- Forums
- News Modules
- Calendar
- Telephone Tree Administration
- Download Center
- Streaming Videos
- Frequently Asked Questions
- Links
- Unit Store
- Facebook Interface
- E-Army Family Messaging

ADPAAS | ARMY DISASTER PERSONNEL ACCOUNTABILITY and ASSESSMENT SYSTEM

MD&SSO staff are responsible for ensuring individuals who have completed an assessment asking for assistance during all-hazards event are provided timely and effective assistance. Through ADPAAS individuals can complete a needs assessment that allows and individual to assess for assistance in 19 different categories such as: temporary housing, finances, child care, mortuary affairs, medical assistance, counseling, and more. To access the ADPAAS system go to: <https://adpass.army.mil>

SURVIVOR OUTREACH SERVICES (SOS)



Program Manager:

Phone Number:

The National Defense Authorization Act of 2006 (NDAA 2006) directed all the Military Services to develop a long-term support program for Survivors of the Fallen. Survivor Outreach Services (SOS) is the Army's official program for long-term Survivor Support and integrated into the Army's casualty continuum of care (the overall casualty framework which provides comprehensive support to Survivors). SOS works closely with the Casualty Assistance Center (CAC) and the Casualty Assistance Officer (CAO) during the initial phases of Survivor support. Introduced early in the casualty process, SOS coordinates services such as grief/bereavement counseling and financial assistance. Official transfer for long-term support occurs once all CAO duties and all required actions are complete.

SOS is a "One Army" Program made up of Regular Army, ARNG and USAR staff. The "One Army" concept means that Survivors receive support by the office closest to where they reside, regardless of Army component of the deceased, or component of the staff providing service. Services are also provided regardless of the manner of death (e.g., combat, training accident, vehicle accident, suicide, illness, etc) or location of death (e.g., during deployment, at garrison, mass casualty, hospital, etc). Lastly, access to services are for as long as the Survivor desires and NOT time limited.

SOS provides support to surviving Uniformed Soldiers, Family members of Soldiers who died on Active Duty, Army National Guard (ARNG) M-Day Soldiers, United States Army Reserve (USAR) Troop Program Unit members or those designated as Prisoner of War/Missing in Action (POW/MIA). Survivors are not only primary and secondary next-of-kin, but may include other Family members and even unrelated loved ones such as fiancés and battle buddies.

The SOS program offers services that seek to build Survivor independence and resilience using a holistic, multi-agency and multi-component approach. Support Coordinators serve as the long-term support advocate for Survivors and is responsible for service delivery. They facilitate support groups, provide life skills education, assist Survivors in managing applicable life-long benefit transition milestones, connects Survivors with counseling resources, and has working relationships with local Non-Governmental Agencies to assist with other Survivor needs. Financial Counselors help Survivors by assisting with long-term financial goals, budget counseling, debt management, estate planning education, tax issues and higher education needs.

SOS is a ready resource to military units and leadership in casualty support operations. SOS and CAC staffs should be considered as a training partner in mass casualty exercises, and a go-to resource when real life events occur.

More information is available through your local SOS office. Regular Army SOS staff are a part of the Army Community Service (ACS)/Army Support Activity (ASA) Center and located in the ACS/ASA building or in a separate facility on post. ARNG and USAR staff, who may be your Survivor's closest support, are located in Armories, State Joint Forces Headquarters and Family Centers. More information on Survivor resources (including your closest Survivor Outreach Services office) is available online at www.sos.army.mil or by calling the SOS toll free # (1-855-707-2769).

It is important to recognize and understand symbols the Army has adopted to honor and recognize Survivors of Fallen Soldiers. This includes the:

Gold Star Service Banner is displayed in memory of those who paid the ultimate sacrifice. During World War I, service flags were displayed in homes, businesses, schools and churches with a Blue Star for each Family member serving in the United States Armed Forces. A gold star was stitched over the blue one to represent when that Service member died during service to our nation.

Gold Star Lapel Button presented to immediate Family members of Service Members who die while deployed during any armed hostilities in which the United States is engaged (or die from wounds sustained in theater), dating back to World War I. This includes Service Members who die while deployed in support of military operations against the enemy or during an international terrorist attack.



Lapel Button for Next of Kin of Deceased Personnel (also referred to as Next of Kin Lapel Button) presented to immediate Family members of Service Members who die while serving honorably outside of a combat theater of operations (such as illness, suicide, training accident, vehicle accident, etc). This includes Service Members who die while assigned to a Reserve or National Guard unit in a drill status. It is authorized for issue retroactive to March 29, 1973.



The Gold Star Lapel and Next of Kin Lapel Buttons are normally presented to eligible family members prior to the military funeral service. Although they are less than an inch in size, they are packed with great meaning and emotion. They are not awards. They are symbols of honor. When you see someone wearing either the Gold Star or Next of Kin Lapel Button, know that he or she has lost a loved one who selflessly served our nation.

SOLDIER AND FAMILY ASSISTANCE CENTER (SFAC)



Program Manager:

Phone Number:

Wounded Soldier and Family Hotline: 1-800-984-8523

SFAC services are tailored and responsive to the needs of the Soldier and their Families. Most services will be present in the SFAC location in order to maximize the convenience to the Soldier and their Families. Other services requiring less than a full-time presence will be brought forward to the SFAC at designated times. Still other services will be provided through priority off-site appointments coordinated by the SFAC staff. SFAC sites will provide a warm, relaxed environment where Soldiers and their Families can gather to foster physical, spiritual and mental healing. The AOS SFAC site provides links to installation SFAC web-sites. Services identified to date to be present or coordinated in the SFAC are:

- Entitlement Benefits
- Educational Services
- Transition/Employment Assistance
- Travel pay for Family members
- Substance Abuse
- Coordination of Legal and Pastoral Services
- Lodging resources
- Child Care referral
- Coordination with Army Reserve, National Guard, State and Local Agencies

MORALE WELFARE AND RECREATION (MWR)



Family and MWR programs, services and activities offer Soldiers and Families opportunities to enrich their lives culturally and creatively. Our programs relieve stress, build strength and resilience, and help the Army Family stay physically, mentally, and financially fit.

- Child, Youth & School Services
- Army Family Programs
- Soldier Programs & Community Recreation
- Family and MWR Business Initiatives
- Armed Forces Recreation Centers
- MWR Recreation Delivery to theater operations

The Army's investment in delivering the highest quality programs and services – from Family, child and youth programs to recreation, sports, entertainment, travel and leisure activities – reflects its commitment to Soldiers, Families, Civilians and Retirees.

BETTER OPPORTUNITIES FOR SINGLE SOLDIERS (BOSS)



Local Point of Contact: _____

Local Phone Number: _____

Better Opportunities for Single Soldiers (BOSS) is a dynamic Department of the Army program. Participants enhance their QUALITY OF LIFE, contribute to their community through COMMUNITY SERVICE activities, and assist in the planning and execution of their own RECREATION AND LEISURE events. The mission of the BOSS program is to enhance the morale and welfare of single Soldiers, increase retention, and sustain combat readiness. BOSS is the collective voice of single Soldiers through the chain of command which serves as a tool for commanders to gauge the morale of single soldiers regarding quality of life issues..

CHILD, YOUTH AND SCHOOL SERVICES



U.S. Army Child, Youth & School Services

Local Point of Contact: _____

Local Phone Number: _____

Child, Youth and School (CYS) Services recognizes the challenges of our Soldiers and their Families. By offering quality programs for children, youth and students, CYS supports the Army Family Covenant by reducing the conflict between mission readiness and parental responsibility.

Child, Youth & School Services (CYSS) are a wide range of quality programs to help Army Families meet their parental challenges and maintain their mission readiness. Whenever you need it and wherever you are, CYSS is prepared to make life better for Army Families.

Services include:

- Offer child care on installations and in communities
- Offer youth programs on installations and in communities through partnership arrangements
- Assist in locating child care and youth services; (e.g., Operation Military Child Care)
- Conduct outreach to schools (school liaison program)
- Child care for geographically dispersed Families

CHAPLAINS AND UNIT MINISTRY TEAMS



Chaplains perform religious support activities according to their faith and conscience and provide religious support of other faith groups by coordinating with another chaplain or qualified individual to perform the support needed. At the unit level, a chaplain and chaplain assistant form a Unit Ministry Team, or UMT, and are embedded throughout all three components of the Army -- Active, Guard and Reserve.

Program Manager: _____

Phone Number: _____

Army Chaplain services are open to all Service Members and their Families and provide the following services:

- Pastoral Counseling
- Family Life Chaplains – provide marriage counseling services

- Strong Bonds Retreats for Couples and Singles
- Conduct training
- Suicide Prevention training
- Serve as part of the Casualty Notification Team
- Serve as part of the Care Response Team
- Provide information and resources on grief and bereavement

SOLDIER FOR LIFE



Soldier for Life connects Army, governmental, and community efforts to build relationships that facilitate successful reintegration of our Soldiers, Retired Soldiers, Veterans, and their Families in order to keep them Army Strong and instill their values, ethos, and leadership within communities.

- Established on posts, camps, and stations
- Provides resources for planning during all phases of military life

<https://soldierforlife.army.mil>

Local Point of Contact:

Local Phone Number:

Virtual Center

1-800-325-4715

TRANSITION ASSISTANCE PROGRAM

The SFL-TAP process must be initiated early. Allowing Soldiers to start early provides you and the Soldier the flexibility needed to prevent a conflict between mission requirements and SFL-TAP services. It also ensures compliance with timeliness standards and promotes the program's effectiveness. As they prepare for transition, Soldiers need an average of 40 hours, spread over a 12-24 month period of time, to take advantage of SFL-TAP services.

COMPREHENSIVE SOLDIER AND FAMILY FITNESS (CSF2)



Comprehensive Soldier and Family Fitness (CSF2) is designed to build resilience and enhance performance of the Army Family — Soldiers, their Families, and Army Civilians. CSF2 does this by providing hands-on training and self-development tools so that members of the Army Family are better able to cope with adversity, perform better in stressful situations, and thrive in life.

- Family Resiliency Training
- Global Assessment Tool
- On-line self-development tools

MILITARY SPOUSE EMPLOYMENT PARTNERSHIP (MSEP)



<https://msepjobs.militaryonesource.mil/msep/>

MSEP is a part of the DoD Spouse Education and Career Opportunities (SECO) initiative which seeks to strengthen the education and career opportunities of military Spouses by providing career exploration opportunities to help them find rewarding career opportunities. MSEP is a targeted recruitment and employment solution for Spouses and companies that:

- Partner Fortune 500 plus companies with all military services.
- Provide human resource managers with recruitment solutions – military Spouses,
- Prepares military Spouses to become competitive, “job ready” applicants
- Connects military Spouses with employers seeking the essential 21st century workforce skills and attributes they possess.

MILITARY ONE SOURCE



Website: www.militaryonesource.mil

24/7 Phone: 800-342-9647

Central hub and go-to-place for the military community

Military OneSource is a confidential Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, Guard and Reserve Component members, and their families. Information includes, but is not limited to, deployment, reunion, relationship, grief, spouse employment and education, parenting and childhood, and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Confidential services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers confidential call center and online support for consultations on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support, and resources.

Military OneSource also offers confidential non-medical counseling services online, via telephone, or face to face. Eligible individuals may receive confidential non-medical counseling addressing issues requiring short-term attention, including everyday stressors, deployment and reintegration concerns, parenting, grief and loss, and marital problems as well as assistance with financial management, taxes, career services, health and wellness, and much more. This personalized support is available 24/7 no matter where you live or serve.

Military OneSource provides information, downloadables, and products in the following areas:

- Casualty Assistance
- Children, Youth, and Teens
- Crisis and Prevention
- Deployment
- Disaster Resources
- EFMP/Special Needs
- K-12 and College Education
- Morale, Welfare and Recreation
- Non-medical Counseling
- Parenting
- Relationship Health & Family Wellness
- Transition Assistance

MY CAREER ADVANCEMENT ACCOUNT (MYCAA)



The My Career Advancement Account (MyCAA) Scholarship Program is a workforce development program that provides up to \$4,000 of financial assistance to eligible military spouses who are pursuing a license, certification or Associate's degree in a portable career field and occupation.

For more information, visit <https://aiportal.acc.af.mil/mycaa>

SPOUSE EDUCATION AND CAREER OPPORTUNITIES (SECO)



The Department of Defense established the Spouse Education Career Opportunities

program to provide education and career guidance to military spouses worldwide, offering comprehensive resources and tools related to career exploration, education, training and licensing, employment readiness and career connections.

The Military OneSource SECO Career Center offers comprehensive counseling services at no cost to all eligible military spouses. Certified SECO Career Counselors offer specialty consultations six days a week by calling 800-342-9647 and can help with the following:

- **Career exploration.** Explore your career interests and skills.
- **Education, training and licensing.** Learn about education options and licensure or credential requirements.
- **Employment readiness.** Prepare to join or re-enter the workforce and sharpen your skills throughout your career.
- **Career connections.** Find network and career opportunities.

The MySECO website is a one-stop online career and education toolbox filled with valuable information, resources and interactive features. Resources include the following:

- [Research Occupations tool](#), powered by CareerOneStop, helps you find the latest government statistics on occupational wages and employment trends nationwide or in your area.
- [SECO Scholarship Finder](#) makes searching for education funding and career development opportunities fast and easy. Search for financial assistance resources and professional development opportunities offered specifically to military spouses and family members.
- [My Individual Career Plan, or MyICP](#) allows you to access interactive tools and resources designed with you in mind.
- [College Scorecard](#) finds schools that are a good fit based on factors that are most important to you—location, size, degree, major and more.
- [SECO Resume Builder](#)
- [Import your LinkedIn profile](#)

For more information visit the website at <https://myseco.militaryonesource.mil>

ADDITIONAL MILITARY AGENCIES

JUDGE ADVOCATE GENERAL (JAG)

Local Point of Contact:

Phone Number:

- Provides legal counsel
- Prepares wills, powers of attorney, and other legal documents
- Conducts information briefings for deployment related legal issues

FINANCE

Local Point of Contact:

Phone Number:

- Pay and allotment issues
- Thrift Savings Plan
- Savings Deposit Program
- Conducts information briefings on pay benefits during deployments
- Tax issues

SOCIAL WORK SERVICE

Local Point of Contact:

Phone Number:

- Family Advocacy Intervention and Treatment Services
- Mental Health Services
- Counseling
- Stress Management

BEHAVIORAL HEALTH/ MEDICAL SERVICES:

Local Point of Contact:

Phone Number:

- Briefings on health and stress issues
- Counseling services
- Mental health intervention and treatment services
- Deployment mental health screening
- Mental Health and Medical assessments and screenings
- Community Health Nurse



TRICARE

Local Point of Contact:

Phone Number:

- Health insurance and Benefit Information
- www.tricare.mil
 - On-line appointments
 - Resources
 - Insurance information
 - Referrals
 - Manage Prescriptions

ARMY SUBSTANCE ABUSE PROGRAM

Local Point of Contact:

Phone Number:

- Substance Abuse Counseling
- Employee Assistance Program (for DA Civilians)
- Risk Reduction
- Suicide Prevention

SEXUAL HARASSMENT ABUSE RESPONSE PROGRAM (SHARP)

Local Point of Contact:

Phone Number:

- Victim Advocacy for victims of sexual assault and harassment
- Restricted and Unrestricted Reporting options
- Education and Briefings

AGENCIES OUTSIDE THE NETWORK

Organizations listed are nonprofit non-federal entities and not part of the Department of Defense or any of its components and have no government status. This is not a complete list of NFEs, but only an example of agencies providing support to the Department of Defense. Listing them does not express or imply endorsement.

AMERICAN RED CROSS



Local Point of Contact: _____

Phone Number: _____

Website: <http://www.redcross.org/find-help/military-families>

The American Red Cross provides specific services for military Families:

Emergency Communication Services: When an emergency strikes Soldiers and Family members can use the American Red Cross emergency communication services to ensure those that need to know about the emergency have the information they need. Individuals needing to send an emergency message can submit a request on-line through the website or call: 877-272-7337

Financial Assistance: The American Red Cross works with AER and other service emergency relief funds to ensure that Service Members in need of emergency financial assistance are able to receive it on weekends, holidays, and after hours. The American Red Cross also provides emergency financial assistance when disaster strikes.

Information and Referral: The American Red Cross provides counseling, guidance and information, referrals, and social services for all military personnel.

Deployment Services: Before, during and after deployment the American Red Cross provides training, information and support for military members and their Families.

UNITED SERVICE ORGANIZATION (USO)



Local Point of Contact: _____

Phone Number: _____

Website: www.uso.org

The USO works to lift the spirits of US Military Members and their Families by providing services through a variety of programs offered around the world. Through the USO Service Members have been provided free phone calls home, received entertainment while forward deployed, and recorded bedtime stories for kids through the United Through Reading program. The USO offers services in the following categories:

- Deployed Troops
- Military Families
- Warrior and Family Care Programs
- Families of the Fallen
- USO Centers
- USO Events and Entertainment

NATIONAL MILITARY FAMILY ASSOCIATION (NMFA)



Program

Manager: _____

Phone Number: _____

Website: www.nmfa.org

The NMFA is a private organization that advocates for Military Families and strives to be the voice of military Families. The NMFA has been involved in legislative changes, as well as programs that have made a difference in the life of military Families. They fund RAND research projects on military life that help inform program and legislative changes. Programs offered through the NMFA include:

- Military Spouse Scholarships
- Operation Purple Camps
- Operations Purple Family Retreats
- Operation Purple Healing Adventures
- MyMilitaryLife App

H.E.R.O.E.S. CARE



Website:

www.heroescare.org

H.E.R.O.E.S. Care is a collaborative effort among well established non-governmental organizations (NGOs) designed to provide complete and proactive support for members of all branches of the military and their families through pre-deployment, deployment, family reintegration and post-deployment.

The program consists of a network of tens of thousands of trained caregivers and thousands of professional mental health care and service providers working together to provide an unprecedented system of support for military members and their families

Members of the military enroll on a voluntary basis. Each service member designates an individual to receive support during deployment as their Primary Care Receiver. This person can be any adult family member or 'significant other'. A volunteer from the local community who has been trained in care-giving and the deployment cycle is assigned to that individual. Assignments are gender matched. This Hometown Support Volunteer (HSV) stays in regular contact with the designated family member coordinating local support efforts. The HSV has direct access to affiliated organizations which can provide employment and emergency financial support. The HSV has also been trained to recognize behaviors that might indicate the need for professional mental health care. The HSV can recommend any member of the family or assigned significant other for this service. The HSV continues in the support relationship for up to two years post-deployment at the discretion of the Primary Care Receiver.

BLUE STAR FAMILIES



Website: <https://www.bluestarfam.org/>

Blue Star Families seeks to connect Military Families and communities through local chapter-based community events and by serving as a bridge between families and support and service organizations that are striving to help make military life more sustainable. Through outreach and involvement with national and local organizations, civilian communities and government entities, Blue Star Families works hand in hand to share the pride of service, promote healthier families, aid in our military readiness and contribute to our country's strength. Programs include:

- Books on Bases
- Blue Star Museums
- Operation Honor Corps
- Blue Star Theaters
- Operation Appreciation
- Military Spouse Employment Initiatives
- Blue Star Spouse networks
- Blue Star Jobs
- Fellow Programs

VETS 4 WARRIORS



Website: www.vets4warriors.com

Veteran Help-line 24/7 – 855-838-8255

The mission of Vets 4 Warriors is to provide 24/7 confidential, stigma free peer support by veterans to Active Duty, National Guard and Reserve service members, Veterans, Retirees, and their families/caregivers. Share lived experiences to create an environment of trust that demonstrates you are never alone, there is a caring, empathic voice ready to connect and follow up.

NATIONAL SUICIDE HOTLINE— VETERAN CRISIS LINE



Website: www.vets4warriors.com

Veteran Help-line 24/7 – 855-838-8255

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available.

The caring responders at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances. Some of the responders are Veterans themselves and understand what Veterans and their families and friends have been through and the challenges Veterans of all ages and service eras face.

GIVE AN HOUR

Website: www.giveanhour.org

Give an Hour™ is a nonprofit 501(c)(3), founded in September 2005 by Dr. Barbara Van Dahlen, a psychologist in the Washington, D.C., area. The organization's mission is to develop national networks of volunteers capable of responding to both acute and chronic conditions that arise within our society. Currently, GAH is dedicated to meeting the mental health needs of the troops and families affected by the post-9/11 conflicts in Iraq and Afghanistan. We provide counseling to individuals, couples and families, and children and adolescents.

Give an Hour treatment services include:

- Anxiety
- Depression
- Substance Abuse
- Post-traumatic Stress Disorder
- Traumatic Brain Injuries
- Sexual Health and Intimacy Concerns
- Loss and Grieving
- And more...

In addition to direct counseling services, Give an Hour providers are working to reduce the stigma associated with mental health by participating in and leading education, training, and outreach efforts in schools and communities and around military bases.

OPERATION HOME FRONT



OPERATION
HOMEFRONT

Website:
www.operationhomefront.net

Program Manager: _____

Phone Number: _____

By connecting the American donor community to our military families through a robust array of valued and life-changing programs that address the specific short-term and critical assistance, long-term stability and recurring support needs they experience, Operation Homefront is able to help military families overcome many of the challenges inherent in military life. The result: stronger, more stable and more secure military families. Our programs include:

Short-Term and Critical Assistance

- Financial assistance for food, utilities, home repairs, rent/mortgage payments, etc.
- Rent-free transitional housing for wounded service members

Long-Term Stability

- Mortgage-free homes awarded across the U.S.

Ongoing Family Support

- Hearts of Valor caregiver support program
- Baby showers to help new military moms welcome the newest member of the family
- Homefront Celebrations to recognize military spouses
- Holiday programs to provide meals and toys
- Backpacks filled with school supplies for military kids

MILITARY CHILD EDUCATION COALITION (MCEC)



Website: www.militarychild.org

The MCEC is focused on ensuring quality educational opportunities for all military-connected children affected by mobility, family separation, and transition through programs such as:

Parent to Parent: The MCEC Parent to Parent program empowers parents to be their child's strongest advocate on educational and social issues through MCEC Parent Workshops. More than 170,000 parents have attended these workshops since the program's beginning in 2006. In the MCEC Parent Workshops, trainers share practical ideas, proven techniques, and solid resources to support military-connected families.

Student 2 Student: The MCEC Student 2 Student (S2S) program trains civilian and military-connected high school students to establish and sustain peer-based programs in their schools to support mobile children as they transition to and from the school.

WOUNDED WARRIOR PROJECT



Website: www.woundedwarriorproject.org

The Wounded Warrior Project raises awareness and enlists the public's aid for the needs of injured service members. They help injured Service members aid and assist each other, and provide unique, direct programs and services to meet the needs of injured Service Members. Programs focus on mind, body, economics, and engagement through efforts such as:

- Combat Stress Recovery Program
- Long-term Support Initiatives
- Physical Health and Wellness Programs
- Transition Training Academy
- Warriors to Work
- Education Services
- Family Support
- International Support
- Peer Support
- International Support
- Resource Center
- Policy & Government Affairs

VETERANS OF FOREIGN WARS (VFW)



Website: www.vfw.org

The VFW seeks to foster camaraderie among United States Veterans of overseas conflicts and to serve veterans, the military and communities. The VFW is an advocate on behalf of all veterans. The VFW provides assistance in the following areas:

- Filing a VA Claim
- Separation Benefits
- Using Education Benefits
- Veterans' Scholarships
- Financial Aid

AMERICAN VETERANS (AMVETS)



Website: www.amvets.org

AMVETS has a proud history of assisting veterans and sponsoring numerous programs that serve our country and its citizens. Membership in AMVETS is open to anyone who is currently serving, or who has honorably served, in the U.S. Armed Forces from World War II to the present, to include the National Guard and Reserves.

The helping hand that AMVETS extends to veterans and their families takes many forms:

- Veterans Services
- Scholarships
- Volunteerism (AMVETS in Action)
- Advocacy
- AMVETS Against Drug and Alcohol Abuse
- AMVETS Americanism Program
- Warrior Transition Program
- AVETS Career Centers
- Healing Heroes

DISABLED AMERICAN VETERANS (DAV)



Website: www.dav.org

The DAV is dedicated to a single purpose: empowering veterans to lead high-quality lives with respect and dignity. They accomplish this by ensuring that veterans and their families can access the full range of benefits available to them; fighting for the interests of America's injured heroes on Capitol Hill; and educating the public about the great sacrifices and needs of veterans transitioning back to civilian life. DAV provides the following services:

- Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military service and provided by the Department of Veterans Affairs (VA) and other agencies of government.
- Providing outreach concerning its program services to the American people generally, and to disabled veterans and their families specifically.
- Representing the interests of disabled veterans, their families, their widowed spouses and their orphans before Congress, the White House and the Judicial Branch, as well as state and local government.
- Extending DAV's mission of hope into the communities where these veterans and their families live through a network of state-level Departments and local Chapters.
- Providing a structure through which disabled veterans can express their compassion for their fellow veterans through a variety of volunteer programs.

All information provided in this section was obtained through the "About Us" pages from each of the websites listed next to the corresponding organization.