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# **TRADOC Family Readiness Group Handbook**



**2015**

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*Victory Starts Here!*

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# Getting Started

Starting a Family Readiness Group (FRG) can be a large undertaking, especially when you do not know where to begin. This guide is designed for newly appointed leaders and those interested in starting a FRG where there is currently no FRG in place.

It is important to understand what a FRG is and is not. AR 608-1, Appendix J describes a FRG as “a command-sponsored organization of Soldiers, civilian employees, family members (immediate and extended) and volunteers belonging to a unit. FRGs will provide mutual support and assistance, and a network of communications among the family members, the chain of command, and community resources (AR 608-1, J-1.b.).” A FRG is not a babysitting service, taxi service, financial institution, professional counseling agency, or another military organization.

## Steps to Take

- Obtain an appointment letter from the Company Commander designating you as the FRG Leader (see appendix B). Discuss with your Commander his or her expectations and any other information they may be able to provide. Ask for a list of all spouses and family members in the unit, including phone numbers, mailing addresses and e-mail addresses.
- Register your FRG with Army Community Services (ACS) and attend the required training (see appendix C). At the training you will receive a copy of the *FRG Leader's Handbook*, as well as other important information to assist you in your new role as FRG Leader. Register as a volunteer with the Army Volunteer Corps Coordinator at ACS (see appendix D).
- Obtain “Army FRG Operations,” *Personal Affairs: Army Community Service*, AR 608-1 Appendix J.
- Set a date to host an informal planning session to discuss the future of the FRG. Make contact with the spouses in the unit. A phone call would be an ideal way to do this; however, an e-mail or letter will work as well. Take this time to verify that contact information is correct and invite all family members to attend. Some spouses may choose not to be contacted. Do your best to ease their fears and concerns and express their importance in the FRG. If they still do not want to be contacted, explain what this will mean and that you will need them to complete a "Statement of Complete Non-Participation" form (see appendix E). This form also needs to be signed by the FRG Leader, Soldier and Commander.

## Prior to Informal Planning Session

- Review your notes about what the Commander wants to have happen; write down some notes about what you'd like to see happen in the unit; and, check out the FRG website at <http://www.armyfrg.org/skins/frg/home.aspx> for more information and ideas.
- Print a flyer announcing the informal meeting and its purpose; post it in a central area and have it announced at formations.
- If the social roster you've received from the Commander has e-mail addresses, start a distribution list for e-mail. Be sure to keep e-mail addresses private. Options include separating by platoon or whether they are living in or out of the area. Use your distribution list to invite all spouses to the informal gathering to plan the future of your FRG. Make it fun, and be sure to let them know you want their opinion and their expertise for this session.
- If you only have mailing addresses for family members, send out a letter of introduction. Encourage them to send you their e-mail address and other contact information.
- Print off position descriptions for Treasurer, Hospitality Chairperson, Secretary, Phone Tree volunteers, etc. (see appendix H).
- Get labels for nametags from the Company supply office which can be printed on your computer. Have the unit's name and the title "FRG Member" at the bottom to show there is no rank at the meeting. You may consider using first names only.
- Create a sign-in sheet for the meeting, and include check boxes for volunteer interests.
- Coordinate with ACS and Child Development Services (CDS) if child care is needed.

## Hosting the Informal Planning Session

- Place nametags and some pens at the front table to be sure everyone receives one. Invite people to come in, grab a drink and take a seat.
- Introduce yourself as the FRG leader. Provide some background and biographical information and what, if any, FRG positions you've held.
- State your FRG's basic rules – "There is NO rank in a FRG. There is NO gossip. All ideas and opinions have validity and all will be heard." Print this out as a sign to display if necessary, to make sure everyone understands the ground rules.
- Ask each person to introduce themselves and what area of the company their Soldier works in. Ask them to give two things they'd like to see their FRG do in the future. Make notes of their suggestions.

- Pass around position descriptions and discuss the positions with FRG members. Do not ask for commitments now, just ask that they keep the volunteer positions in mind and let them know the term of service required, six months vs. one year, etc.
- Pass around the sign-in sheet for people to write down their information. Collect their names, e-mail addresses, mailing addresses, phone numbers and have a section where they can check off any interests they may have for volunteer positions – treasurer, fundraising, hospitality, event planning, etc. Ask them to place a star (\*) in the box if they are interested in heading up this activity or being on the committee and a check mark if they are willing to volunteer for this committee, as needed.
- Thank them for attending the informal planning session and let them know you will be in touch soon regarding the date of your first FRG meeting.
- Send all attendees a follow-up e-mail to establish contact and thank them again for their participation and attendance at the planning session. Send an e-mail to family members who did not attend with a synopsis of meeting discussions and outcomes.

### Before Your First FRG Meeting

- Set a date for the meeting and reserve the room you need. You may need to discuss the date with your Unit Commander to make sure there are no activities or field exercises planned for that evening. Many units have a date assigned to them based on the availability of the FRG building or other meeting rooms. If this date conflicts with your Commander's time frame, you may need to adjust your meeting day or use another location on post. When planning meetings, review the Unit's training calendar and keep in mind school breaks, holidays, etc.
- Find a speaker for the meeting, if necessary. Having a speaker takes some of the pressure off the FRG Leader of having to do the entire meeting alone, including researching a topic, finding handouts and bringing visual aids. Encourage your Commander to be the guest speaker and introduce him/herself at your first meeting.
- Notify your FRG members of the meeting date, time and location. Include a brief note about the speaker or subject of the meeting, and whether child care or food/snacks/potluck will be provided. Also, provide a map or directions to the location, even if it's in the Company area. Many spouses may not know how to get to the Company area, so be clear in your directions, including where to park and what door to enter through.
- Prepare a flyer with information about the meeting and have the 1SG/CDR post it in a central area. You may also print out small postcard sized handouts for Soldiers to take home with them.

- Create a sign-up list if you decide to have a potluck and have it posted at least one week in advance of the meeting. Keep in mind you don't have to have a full meal. Consider a themed event such as just desserts, everything chocolate or even cookies and milk.
- Attend your Higher Headquarters Steering Committee meeting to learn about the information you need to present at your upcoming meeting. Take good notes and collect handouts.
- Create an agenda for the meeting and a sign-in sheet.
- Make copies of the agenda and any handouts from the Steering Committee meeting.
- Prepare a checklist of what to bring to the meeting. Don't forget name tags and pens.
- Prepare and print interest surveys.
- Send an e-mail reminder two days before the meeting that includes the location. Encourage spouses to carpool to the meeting.

### Hosting Your First FRG Meeting

- Ensure that the meeting has a purpose and is short and to the point. Allow for a question and answer session at the end. Once the meeting is over, invite people to stay for some refreshments and chatting. By putting the “socializing” at the end of the meeting, people on a tight time schedule can come for the informational portion and leave at the end.
- Put the sign-in sheet, nametags and interest surveys prominently at the front of the room. Invite everyone who enters to sign in, pick up and complete a survey, put on a name tag and mingle until the meeting begins.
- Pass out agendas, calendar and any handouts. Include a FRG member information sheet to make sure you have everyone’s contact info. If there are any changes, ask them to provide them to you after the meeting.
- Introduce yourself and give a brief biographical sketch of yourself.
- Conduct an icebreaker or name game so everyone will get to know each other better.
- Follow your agenda, highlighting important upcoming events. Introduce your speaker, if you have one.
- Get feedback from the group on what they would like to see the FRG do (ex: what types of social activities, if any? How often? What types of speakers? etc.).
- Pass around the previously used volunteer opportunities sign-in sheet for people to review their interests in volunteering and for new people to sign up.
- Solicit questions for the Commander and FRG Leader.
- Collect all forms and surveys before people leave.
- Thank everyone for attending.

- At the completion of the formal portion of the meeting, encourage attendees to socialize and enjoy the provided refreshments.

### After the First FRG Meeting

- Send out a recap e-mail to all FRG members on your distribution list, including your agenda, calendar, any upcoming events and any handouts you may have electronically. Thank the FRG members for attending and providing input.
- Keep one copy of the agenda and all handouts along with the sign-in sheets for your FRG's Continuity Book (see "Create a Continuity Book", pg. 14).
- Send any extra agendas, handouts and calendars to be put out in the unit areas for Soldiers to browse through.
- Review all names of those interested in volunteering for different positions. Discuss the volunteers with the Company Commander and invite the selected volunteers to be the committee chairs or phone tree POCs, etc. Try to find positions for all who volunteer.
- Once you've appointed some key individuals, begin preparing the Standard Operating Procedures (SOP) for your group (see appendix F).
- Review the interest surveys and select a meeting theme for the next meeting that several members liked, or base it on an upcoming holiday.
- Fill out the remainder of your FRG annual meeting calendar with other themes and events that interested your members; add in holiday themes (see appendix G).

# FRG Regulations Made Easy

## Commander's Program:

- FRGs will be established at the company level with battalion and brigade levels playing an advisory role.
- FRGs will appeal to all service members, civilians, and Family members. They will also provide guidance on Family Programs.
- Commanders will seek FRG leaders who will energize and motivate officer and enlisted corps Families.
- FRGs have essential activities:
  - FRG member meetings
  - FRG staff and committee meetings
  - Newsletters
  - Updated Family rosters
  - Family Readiness information
  - Telephone tree
  - E-mail distribution lists
  - Educational briefings for FRG members

## Volunteers:

- Volunteers in leadership and key roles must in-process through the local ACS.
- Commanders are required to provide oversight of all volunteers in the same manner as employees.
- Volunteers must have a job description.
- Volunteer work hours will be reported monthly to the post Army Volunteer Corps Coordinator (AVCC).
- Volunteers can receive recognition for official awards using unit APF funds.
- Volunteers can be reimbursed for incidental expenses (child care, long distance telephone calls, mileage, and other expenses supporting the official FRG mission).

## Newsletter:

- Must have SOP on preparation, printing and distribution of FRG newsletter (see appendix O).
- Commanders decide how frequently newsletter is published.
- Can include unofficial information if it doesn't exceed 20% of the printed space and doesn't increase costs to the government.
- Newsletters can't include personal wanted/for sale advertisements.

- Must state whether it contains only official information or both official and unofficial information. If contains both types of information, it must include the following statement: *“The inclusion of some unofficial information in this FRG newsletter has not increased the costs to the Government, in accordance with DOD 4525.8-M.”*
- Official mail through the unit can be used to mail official newsletters.
- Must be printed in black and white only and be no more than 10 pages total (20 pages of content printed double-sided).

### Treasurer:

- Treasurer must not be the FRG Leader, Unit Commander or a deployable Soldier.
- Treasurer and alternate Treasurer must be on appointment orders by the Commander.
- Must provide informal fund reports to the Unit Commander, and FRG leader monthly.
- Must provide an annual report on the FRG informal fund activity to the first colonel (O6) commander no later than 30 days after the end of the calendar year.
- Must maintain the fund ledger showing earmarks for the funds.
- Must keep all receipts for 3 years.

### Informal Fund:

- Commanders can authorize one fund; it must be a non-interest bearing account under the FRG’s name (never an individual's name).
- FRGs must apply for an Employer Identification Number (EIN) with the IRS.
- FRG informal funds cannot be mixed with appropriated funds, unit MWR funds, or the unit’s cup and flower fund.
- Authorized uses of the informal fund include: a FRG newsletter with mostly unofficial information; and, purely social activities such as parties, social outings, volunteer recognitions and picnics.
- Unauthorized uses of the informal fund include: augmenting the Unit’s informal fund (i.e. cup and flower fund); purchasing items/services that are authorized to be paid for with APF; purchasing traditional military gifts (Soldier’s farewell gift); and funding the unit ball.
- If the FRG has an informal fund, it must have an Informal Fund SOP (see appendix R).
- Informal fund must be approved by the unit Commander and a majority of the FRG members and signed, at a minimum, by the FRG leader, the fund custodian, and the alternate fund custodian.

- If the FRG has an informal fund, it must have a Treasurer and an alternate Treasurer.
- Informal fund cap is \$10,000 per calendar year from all sources (including fundraising, gifts, and donations).
- Informal funds can only be maintained for a specific purpose consistent with the purpose and authorized uses of the informal fund.
- The FRG informal fund ledger must show earmarks for the funds.
- Commanders can accept up to \$1,000 for unsolicited gifts or donations of money or tangible personal property to be contributed to the informal fund.

## Fundraising:

- FRGs may not fundraise off a military installation.
- FRGs may not solicit funds (donations, gifts) from an individual or organization on behalf of the unit or FRG.
- Additional restrictions will vary by installation. Check with your installation's Commercial Solicitation Officer.
- FRGs can "fundraise from its own community members or dependents and from all persons benefitting from the Army organization (AR 608-1, J-7, d.(1))."
- Fundraisers must be approved by the Commander.

# Volunteers

## Volunteer Positions

- Preview the list of names of family members interested in volunteering for key positions. Discuss with the Commander who will be offered what position within each committee. After this discussion, contact the family member to offer them the position. Provide them with a copy of their position description. Position descriptions for the following positions are included in appendix H:
  - FRG Senior Advisor
  - Company FRG Leader
  - Informal Fund Custodian & Alternate (herein referred to as Treasurer) (appointed in writing by Unit Commander)
  - FRG Recorder (Secretary)
  - Battalion FRG Recorder
  - Newsletter Editor
  - Newsletter Reporter
  - Activities Coordinator
  - Publicity Chairperson
  - Fundraising Chairperson

- FRG Historian
  - Hospitality Chairperson
  - FRG Key Caller Committee Chairperson
  - Key Callers
- Once you have a few key people, others will join as they see the progress the FRG is making.
  - Keep things moving along with positive reinforcement, thank you notes and public recognition at FRG meetings. Thank you notes may be hand delivered at FRG meetings or mailed to the individual.
  - Send volunteers to training through the Army Community Services program on post. They have specific classes for CARE teams, fundraising, phone tree/rosters and secretary duties, among others.
  - Keep track of volunteer hours using DA Form 4162 (see appendix I) so they can be formally recognized for their efforts. The hours are reported to the local Volunteer Coordinator on post. This is also helpful when a volunteer wants to use this information on a resume or is being given an award.
  - When asking for volunteers:
    - Ask the person directly
    - Make the position sound exclusive: "I have a really important position within the FRG that I need to fill, would you be available to assist me?"
    - Provide a time frame of position term (six months, one year). This lets the volunteer know it won't be an indefinite amount of time.
  - When asking for extra volunteers for a one-time event, contact the person directly to ask for a time commitment of one hour and give some time slots available. This will help narrow down specific individuals rather than blindly asking for help and getting no response. People are more apt to commit to a one-time event when they know it has a definite start and ending time.

## Volunteer Recognition

Everyone likes to be appreciated for a job well done – including our volunteers! Volunteer recognition does not need to be formal, public or expensive. However, if you chose to do so, you may use DA Form 1256 to present a volunteer with a Certificate of Appreciation (see appendix J). For more information, see AR 672-20, Section 9. Below is a list of informal recognition ideas which can be used to distinguish your FRG volunteers:

- ✓ Send cards for achievements or special days (birthday, new arrivals, anniversary, promotion, graduation, etc).
- ✓ Consider a Volunteer Spotlight in your FRG newsletter.

- ✓ Send a handwritten thank you note on a card with the unit's crest. Remind him/her how important their efforts are to the unit. Keep a notecard on file for each volunteer containing notes of their accomplishments and improvements.
- ✓ Send an e-mail message/e-mail card.
- ✓ Say "Thank You" and name your volunteers and what they've done during an FRG meeting.
- ✓ Ask volunteers for their input (suggestions/improvements) about a program, meeting, guest speakers, etc.
- ✓ Personalize the recognition – provide a gift that is meaningful for the individual volunteer rather than getting everyone the same thing.
- ✓ Give volunteer certificates, plaques, pins, etc. (be sure names are spelled correctly).
- ✓ Provide educational resources for volunteers to utilize (videos, pamphlets, books, articles, etc). Encourage them to attend on-post FRG training. You will get a more skilled volunteer and affirm their importance.
- ✓ Ask effective volunteers to recruit another volunteer who is "just like them." You are recognizing them and building your volunteer team.
- ✓ Always remember your volunteer's name.
- ✓ Request a volunteer to teach a skill to your other FRG volunteers.
- ✓ Provide useful and effective orientation to each volunteer position – make sure they have a job description, know your contact information and know about the unit.
- ✓ Recognize and share innovative suggestions.
- ✓ Be patient and empathetic.
- ✓ Recognize the impact of the number of hours contributed to the unit. Keep track of their volunteer hours and ensure they are entered in the Volunteer Management Information System (VMIS) (see page 13 for more information). Make sure to provide their information to the Army Volunteer Corps Coordinator (AVCC) at Army Community Services (ACS) for recognition at the annual Volunteer Recognition event.
- ✓ Keep lines of communication open with your volunteers. Be available for one-on-one conversations with your volunteers.
- ✓ Make sure each volunteer is a good fit for their role. If the volunteer is not happy, they won't continue to volunteer.
- ✓ Praise volunteers in public – especially in front of family and friends.
- ✓ Be pleasant and appreciative.
- ✓ Recognize personal issues, schedules and needs.

## Ideas for a Volunteer Care Kit

- Candle – present a candle with a card saying "You light the way" or "No one can hold a candle to you."
- Light bulbs – "You light the way, thanks for your glowing enthusiasm!"
- Flashlight – "Your vision is our guiding light!"
- Permanent Marker – "You've made a lasting and permanent contribution to the unit!"
- Lucky Charm Cereal – "We're so LUCKY to have you!"
- 100 Grand candy bar – "Volunteers are priceless!"
- Payday candy bar – "Volunteers don't receive a salary because they're worthless... it's because they're priceless!"
- Gold chocolate coins – "Volunteers are worth their weight in gold!"
- Andes Mints/Peppermint Patties – "Your service is worth a mint!"
- Ruler/Tape Measure – "It's easy to measure the difference you've made in our unit – you're amazing!"
- Candy Watch – "Thanks for the time you've given to our group!"
- Shirt – "We know you'd give the shirt off your back...so here's an extra one for the next time you give your all!"
- Plant – "We grow luckier every day you're with us!"
- Safety Pin – "A safety pin to remind you that you are bright and sharp and utterly indispensable!"
- Lifesavers – "Each of us are unique and diversity makes us better. You are a lifesaver!"
- Heart sticker – "Your caring heart reaches out to our Soldiers and Families!"
- Band-Aids – "You always know how to fix people's boo-boos!"
- Coin – "A reminder that you are not alone – you can always call for help!"
- Paper Bill – "Shows the contribution that volunteers make to our FRG through their donation of time!"
- Mini box of raisins – "Thanks for raisin' the tough standard!"
- Cupcakes – "You take the cake!"
- Hot cinnamon buns – "Thanks for working your buns off!"
- Post it Notes – "A noteworthy accomplishment!"
- Fresh berries or jam – You are berry special!"
- Seed packet – "Thanks for the great idea you planted!"
- Paper clip – "Thanks for holding things together!"
- Volunteer "Thank You" bag -
  1. A mint: Because you are worth a "mint"
  2. A Band-Aid: to aid us as we attend to our community
  3. A Candy Kiss: because everyone needs a daily TLC

4. A Life-Saver: because you are always willing to help us
5. A Rubber Band: to bind us together as we work toward a common goal.

## Volunteer Management Information System

### “Quick Reference”

## Registration Fact Sheet

Go to [www.myarmyonesource.com](http://www.myarmyonesource.com). You must establish an account on the site before you can register as a volunteer.

1. If you are already registered and have a user name and password, skip to #3. If not, click on “**Register**” in the upper right corner of the top menu bar, and then click on “**Join Now!**” to complete the registration form. Where it asks for your community be sure to select the installation where you are located. Use an e-mail address that you check regularly and select a username and password that is easy for you to remember; there are no special requirements for the password.
2. Log in to the site with your username and password.
3. To locate volunteer opportunities: click on “**Volunteer Tools**” in the top right corner of the page; select your state from the map, and then the Community (Garrison), Organization Group, and Organization you are interested in. This will filter the positions. The “Organization” will allow you to select your unit and will show all of the positions for that unit. Click on the position(s) you are interested in: FRG Leader, POC (Key Caller), Treasurer, etc... and click “**apply**”.
4. You will then review your profile; if all information is still correct, click “**submit.**”
5. Once you apply, an e-mail will come to the administrator allowing them to authorize you for that position. Once you have been authorized, you will be able to start entering your volunteer hours by clicking the “**volunteer tools**” icon.

## Provide Ongoing Support

A great way to provide ongoing support to your members is to provide them with the resources they will need in advance. Provide them with:

- A listing of all unit phone numbers and POCs (can be created in Word, Publisher or any desktop editing program).
- Create magnet business cards with unit’s name; Orderly Room numbers; FRG Leaders contact info; time and date of regular monthly meetings.

- Provide a list of phone numbers where they can find needed information themselves. This information is often produced by ACS or Family Morale, Welfare and Recreation (FMWR) (see appendix K).

This will prevent the FRG leader from answering easy questions about services offered on post.

## Create a Welcome Packet

This packet of information will be given to the Soldier when they in-process and will welcome both single and married Soldiers into your unit (see appendix K). The packet should include:

- Post Map (usually provided by the PX)
- Table of Resource Agencies Quick Reference
- Disaster Assistance and Referral Resources
- Local Hospital Information
- Health Clinic Information
- Military Housing Office Information
- School Liaison Services Information
- Chapel Services Information
- Who Do I Call For? Information
- Welcome letter
- Unit newsletter
- Survey (one for single and one for married Soldiers); should be completed and turned in the day of in-processing with S-1. If it is taken home, you probably won't see it again.
- FRG brochure
- Add the link for your local community resource guide from your HPO

Ask the Commander to create a system where the FRG Leader is informed via e-mail when a new Soldier in-processes or when Soldiers leave the Company.

## Create a Continuity Book

Also called a Management Book, this book is a collection of vital information that you collect during your term as a FRG Leader. It will be passed to future FRG Leaders and provide historical data. Consideration should be made to include what information will be useful to the FRG Leader in assuming his/her new duties and responsibilities. It may be collected in a 3-ring binder (recommended) or any other organizational tool that works for you. Without it, your successor will be forced to relearn the very same

lessons and information you discovered during your term as FRG Leader. Use labeled dividers and tabs to easily identify sections.

It should include, but is not limited to:

- **Duties and Responsibilities** – Copy of job description for the FRG Leader position. Include information such as how much time you spend weekly on FRG related tasks, a list of weekly and monthly responsibilities, and a list of all meetings and functions you attend regularly as the FRG Leader.
- **Chain of Concern** in the FRG, to include a listing of committee chairs and their contact information and the phone tree.
- **Appointment orders** for each position. Include the FRG Leader, Treasurer and alternate Treasurer appointment orders and copies of FRG training completed.
- **References** – This section lists the publications you find useful in effectively performing your duties as Leader.
- **Common Tasks** – This is a key section of the continuity book. It provides step-by-step instructions on how to accomplish key common tasks for a FRG Leader. This can be done with worded instructions or through pictures and diagrams, such as flow charts. If the steps are already listed in unit SOPs, simply refer to the appropriate section of the document. If paperwork must be filled out as part of common tasks, enclose properly completed examples of them.
- **Meeting minutes/agendas** from the previous year.
- **Financial Information** – This section should be complete and current with written appointment orders for the FRG Treasurer and alternate FRG Treasurer, copies of all financial statements, financial reports, copies of all receipts for purchases, deposit/withdrawal slips, the FRG Fund Ledger or FRG Check Register, monthly treasury report (signed by Commander or Rear Detachment Commander) and information on fundraising, including past fundraising, report of monies spent and earned and planned future fundraisers.
- **Important Phone Numbers** – Telephone numbers that you have found to be particularly useful. These can be numbers within the organization but are more often numbers that are outside of it (Red Cross, ACS, CDC, etc.).
- **Published Schedules** – A schedule of upcoming near-term events to orient your replacement to the flow of activities in the unit (meetings, events, functions, training events, etc.).
- **Long Range Calendar of Events** – A calendar highlighting upcoming events throughout the year. This allows your replacement the opportunity to start planning for future activities.
- **Lessons Learned** – This section should include copies of In-Progress Reviews (IPRs) and After Action Reports (AAR) completed by the FRG (see appendix L).

- **Company FRG Standard Operating Procedures (SOP)** signed by the Company Commander.

## The FRG Phone Tree

### What is a Phone Tree?

Volunteer Key Callers will act as the Point of Contact (POC) for 7 – 10 families for the FRG. They will call people in times of alert, announce FRG meetings or activate the roster to make sure it is working properly. They are also who members will call instead of the FRG leader for routine questions. It is important these individuals be reliable and can maintain confidentiality. They must be able to provide accurate information and to keep accurate records of calls. Check with your local ACS for training on this position. For a sample phone tree roster, see appendix M.

### How Does the Phone Tree Work?

The FRG Leader calls the phone tree chairperson (or each of the Point of Contacts (POCs) to relay FRG information. The phone tree chairperson, in turn, calls each POC and passes on the message. If the phone tree chairperson is unable to reach any POC, he or she calls the next person on the branch, which fills in as the POC until the POC returns. When all calls are completed, each POC calls the phone tree chairperson or FRG Leader and reports the outcomes of the calls.

When family members call their POCs, the process is reversed. If a POC can't answer a question or concern, the POC calls the phone tree chairperson or FRG Leader. In any event, the POC logs every call on the phone tree log form (see appendix N). The POC logs and reports any significant event or information up the chain, as well. Phone trees can be built according to platoons, arranged geographically by the location of families, or divided up alphabetically.

Always stress the importance of the Privacy Act. Print the following on all phone trees and rosters:

FOR OFFICIAL USE ONLY

FOR OFFICIAL USE ONLY

"This roster will not be released or distributed outside the Department of Defense. In addition to the sponsor's name, unit and address, this roster contains information subject to the provisions of the Privacy Act of 1974: spouse's name, home address and home telephone number. This information will not be released outside the Department of Defense without the written consent of the individual concerned. Dissemination within the Department of Defense (includes family program) is limited to those individuals who require the information for the performance of official duties. This roster

will not be furnished to commercial enterprises or representatives thereof for purposes of solicitation."

### **Benefits of an Effective FRG Phone Tree**

- Monthly or more frequently contact reduces social isolation and helps new spouses build friendships. It reassures family members that there is a functioning communication system in place for them when they need it. Regular contact enhances their sense of belonging and provides information they need, including news about upcoming FRG events.
- It gives families a secure feeling that there is someone to talk to during family emergencies.
- Spouses can express concerns to their POCs, who can provide them self-help information, or pass those concerns to a higher level for resolution. POCs should be careful that they don't only contact the families to ask spouses to help with FRG projects. POCs need to express genuine concern for the family's well-being.
- Run well, the phone tree will be used exclusively for official purposes, not for someone's personal agenda (especially not for commercial purposes). When this rule is followed faithfully, spouses learn to welcome calls from their POC and to call them readily when they need information or help.
- A good working relationship between the POC and assigned families can help improve quality of life and morale. Leaders – both military and volunteer – who know their Soldiers and spouses develop a greater understanding of their needs, which makes them better leaders and makes military life more enjoyable for the Soldier and his/her family.
- The Soldier witnesses a consistent level of support and enjoys peace of mind when he/she is deployed. In turn, the Soldier can focus on the mission and be safer during his/her tour of duty.

### **Tips for Key Callers or POCs**

- There are no ranks in the FRG. They are designed to communicate with and support one another and their families.
- You must set up boundaries for yourself and your family in providing assistance to members in your group. Do not neglect your own family because you feel obligated to help.
- The Army and local community have helping agencies. They maintain staff and funds specifically for the kind of problems you may encounter. Your responsibility is to refer people to these agencies when help is needed beyond what you can provide. Maintain a sheet with agencies and phone numbers. Do not hesitate to use the resources available to you.

## Confidentiality Responsibilities

It is your duty and obligation as a “Key Caller” to keep the personal matters of each call or contact in the strictest confidence. As a helper and a resource to families in the unit, your first responsibility as a “Key Caller” must be to guarantee any person who contacts you the freedom to discuss matters in a private and psychologically safe environment. Psychological safety includes the understanding that anything discussed will not be passed on or shared in any form with anyone else.

Of course, there are exceptions. You should have a clear understanding of what situations the Chain of Command expects to be reported to them. This information should first be discussed with commanders at unit Spouse meetings, as confidentiality does not cover certain areas. If the person you are talking to begins to discuss topics that threaten or endanger themselves or others (like suicide, child abuse, neglect, sexual abuse, assault) or topics such as disclosure of secure information to others, participation in a criminal activity, etc., you are obligated to report this to the appropriate authority. As a “key” spouse, remind the individual that such disclosure obligates you to report the incident – you have no choice. You must be honest with them. Report the incident and let the appropriate authorities handle it. If you are unsure about whether a specific situation falls outside the confidentiality areas or what must be reported to the command, excuse yourself and contact your unit or battalion coordinator for advice. Then, contact the person making the disclosure with the accurate information.

Many times you will be asked to make a referral call to an agency or military resource. You can pass along pertinent information (name and situation details) to a third party or agency provided you first have the permission of the person involved.

Finally, protect and destroy obsolete social rosters and contact information sheets as soon as they are no longer necessary. **Destroy such material by shredding or burning. Never throw such papers in the trash.**

## Sample Phone Call

“Hello Mary, this is (your name). How are you? Is now a good time to talk? I wanted to call to say hello and give you some basic information. I am your contact person for the \_\_\_\_\_ FRG. Your husband/wife works with mine. I’m the person you contact if you have any concerns or questions while your spouse is in the field or deployed. In the meantime, I will be contacting you when I need to pass along unit information. What is the best time of the day or evening to call you? (Write down information)

I also want you to know that I will keep our conversations confidential, so do not be afraid to ask questions or express any concerns. It must be said that the only time I cannot keep our talks private is if something is said that may threaten or endanger yourself or others. On a more positive note, I want to invite you to become involved in the FRG as much as you'd like to be. Your ideas and suggestions are welcome; in fact we need them. Lastly, my phone number is \_\_\_\_\_. Please feel free to call me if I can help. Bye for now.”

### **Please DO ....**

- Try more than once if there is no answer the first time
- Be pleasant when you call
- Verify their address and e-mail to update the roster
- Answer questions with accurate information. Do not speculate. If you do not know the answer, say so and get back to them with the correct information.

### **Please Do NOT....**

- Take it personally if a caller is rude or obnoxious
- Call before 9am or after 9pm, unless it is an emergency
- Feel guilty if you are unable to help them; refer them to the appropriate resource. This is often the best help!
- Go beyond your limits in providing support

## **CARE Team (CAstualty REsponse Team)**

A CARE Team consists of trained volunteers who will go into the home of a Soldier's Family during a tragedy. This could include the loss or injury of the Soldier or a Family member. The CARE Team will assist for the first few days after the notification by answering the phone and door; maintaining a log of visitors, phone calls and deliveries; helping care for children; providing meals and pet care; maintaining the house and chores; and, providing support to the Family.

Carefully choose responsible individuals in your FRG to serve on this team. Volunteers must be able to assist a family on a moment's notice. They must be discreet and able to maintain privacy. Contact ACS Mobs/Deployment to coordinate CARE Team training.

If your unit is not deploying, this may be an outreach of your Hospitality Committee where you may provide meals for new parents or those who have suffered a loss.

**NOTE: A CARE Team will only go into the home on the request and willingness of the Family. The CARE Team will do only those things the spouse/family has given them permission to do.**

## CARE Team Facts

The CARE Team:

- Provides emotional, in-home and familiar support to surviving Family members **when requested**
- Is NOT a part of the official notification process
- Is a pre-established group of trained volunteers
- Offers a variety of short-term assistance to Families of critically injured or deceased Soldiers
- Offers assistance to Soldiers who have a Family member who becomes critically ill, injured or dies.

The CARE Team is activated:

- After the official notification has been made by the Casualty Notification Officer (CNO)
- After the Command Support Team (CST) has visited the Family (the CST will notify the CARE Team Leader of potential need for assistance)
- **ONLY** upon the request of the Family (the CST will notify the CARE Team Leader)

## CARE Team Box

Prepare a kit to take with you. It is recommended items be kept in a clear Tupperware container and be ready at all times.

The kit should include:

Plastic flatware (spoons, forks, knives)	Dishwashing liquid
Storage bags – gallon size	2 Dishcloths
Tall kitchen garbage bags	Name tags
Paper plates	Bottled water
Bathroom tissue	Coffee
Box of tissues	Take out menus
Pocket tissue packs	Coloring books/crayons
Napkins	One phone card (obtained from unit)
Plastic cups	The CARE Team box should contain 2 binders, one for current rosters and one to be used as a log for meals, phone calls and notes.
Index cards (4x6 ruled)	
Plain cards with envelopes	
Package of pens	
Sanitizing wipes/spray cleaner	

# Newsletters

## Creating a Newsletter

Your unit may want to start a newsletter to send home to families. The Commander should decide how often the newsletter is published. This will provide information on some of the unit's activities, the FRG activities and provide the Commander a moment to address the families.

There are two types of newsletters a FRG can create:

**Official newsletter** related to command mission with essential information that the Commander believes Families should have to be better informed. Official information relates to unit mission and readiness.

**Unofficial newsletters** contain non-mission related information such as personal information (birth or adoption announcements, birthdays), accomplishments by Soldiers or Family members, FRG member job changes, promotions, awards, FRG fundraisers or recipes.

Newsletters are authorized to be printed using government paper and printing supplies as long as they are official newsletters. If the FRG chooses to create unofficial newsletters they may do so using Informal Fund monies as long as the majority of the FRG votes in favor of using funds for this purpose. The newsletter must state whether it contains official, unofficial or both types of information.

Newsletters may be distributed using the Army or installation Post Office, e-mail and/or posted on the unit or FRG website. Keep in mind not all families have access to a computer, making mailing a newsletter essential for the Families. Keep in mind when e-mailing newsletters that not everyone has Word or Publisher capabilities. You may need to convert the newsletter to a PDF format so that everyone can access the newsletter electronically.

FRGs who decide to create a newsletter must have a Newsletter SOP (see appendix O). All newsletters should be approved by the Commander prior to distribution.

## FRG Newsletter Cheat Sheet

All FRG Newsletters MUST:

- Include a note or letter from the unit commander.
- Be printed only in black and white. Newsletters may be produced and e-mailed in color, but if printed using government resources, they may only be printed in black and white.

- Be printed double-sided.
- Be no longer than ten (10) pages total (20 pages of content printed double-sided).
- Be reviewed and approved by the Commander. If the Commander is deployed, the acting Commander may do so; ensure you get a copy of his/her “assumption of command” orders.

The following MAY be included in your FRG Newsletter without limitations (up to the 10 page maximum):

- Scheduled unit events: training and deployment schedules, ceremonies, etc.
- Unit points of contact and chains of concern.
- Chaplain-sponsored events that are part of the Command Master Religious Program.
- Educational information (budgeting classes, clinic hours, OPSEC reminders, articles from JAG, etc).
- Significant Soldier accomplishments (but not including promotions or awards).

The following MAY be included in your FRG Newsletter, but may not exceed 20% of the total printed space, may not be excessive, and may not increase the mailing costs:

- Information about upcoming social events (farewells, playgrounds, etc.).
- Information about/announcement of FRG fundraisers.
- Information about/announcement of FRG activities (Easter Egg Hunt, Christmas Parties, etc).
- Announcements of birthdays, anniversaries, births, etc.
- Announcements of Solder promotions and awards.
- Information about charitable private organizations.

The following may NEVER be included in your FRG Newsletter:

- Single page advertisements for specific FRG/unit events.
- Single page advertisements for private organization events.
- Personal WANTED/FOR SALE advertisements.
- Commercial advertisements (home sales, local business sales, etc).
- Information about political events, fundraisers, elections, etc.
- Information that would reflect negatively on the unit, the Army, or DoD.

# Establishing a FRG Informal Fund Bank Account

If you plan on doing fundraising, your FRG Treasurer will need to open a bank account, as follows:

- If the unit decides to maintain funds, a Treasurer and alternate Treasurer must be on appointment orders signed by the unit Commander (see appendix B). These orders are good for one year; any change of personnel (change of command or change in volunteer) requires the orders to be redone. The Treasurer **MUST NOT** be the Commander, FRG Leader or a deployable Soldier.
- Ensure bank account is established according to AR 608-1 Appendix J.
- Obtain an authorization letter from your Unit Commander to open a non-interest bearing business bank account under the unit FRG's name and unit mailing address (see appendix P). Most FRGs use a bank or credit union on post. Provide a copy of your Command signed authorization letter and appointment letter.
- Apply for an Employee Identification Number (EIN). This ensures the IRS has your Informal Fund registered as a Tax-Exempt Non-Profit Organization. This number should remain with the FRG as long as it maintains funds. To obtain an EIN, fill out an Application for Employer Identification Number (IRS Form SS-4) (see appendix Q). You can also apply for the EIN online at: [http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Apply-for-an-Employer-Identification-Number-\(EIN\)-Online](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Apply-for-an-Employer-Identification-Number-(EIN)-Online).
- Order checks in FRG's name with unit mailing address.
- Request signature card for verification of authorized check signing. Checks require 2 signatures.
- Prepare Informal Fund Standard Operating Procedures (SOP) (see appendix R). This SOP covers how the FRG will spend any monies that are raised or donated to the FRG. A majority of the FRG must vote on the Informal Fund SOP. It then must be signed by the Commander, FRG Leader, Treasurer and alternate Treasurer (at a minimum).
- Prepare Budget Standard Operating Procedures (SOP) (see appendix S). This SOP provides procedures on funding for FRG mission essential activities.
- Establish a Treasurer's Notebook; see below for more information.

## Treasurer's Notebook

- Maintain copies FRG Checking Account Authorization Letter; EIN application form (IRS Form SS-4); and, copies of appointment letter for Treasurer and alternate Treasurer.
- Keep copies of all receipts and bank statements for three years in the notebook.
- Create a check register using Excel, Quicken or other software program.

- All monies kept in the FRG Informal Fund must be earmarked for specific use.
- Create a system for each transaction to be recorded (checks, deposits, withdrawals). Use a receipt form to explain the transaction; tape the store receipt or deposit/withdrawal slip to the form and annotate who authorized any expenses.
- Many groups find it beneficial to vote once a year on certain programs, such as baby gifts, refreshments for FRG meetings or buying a gift card as a door prize at FRG meetings. These are ongoing programs where the expenses should be the same amount and budgeted in advance.
- As other expenses arise, the FRG will vote at the meeting for these needs, which would include one-time activities such as Easter parties, Christmas parties, and/or mailing care packages to deployed Soldiers or Welcome Home/Deployment parties. A budget will be drawn up and the members will vote on costs. It may be beneficial to have the committee present 2 or 3 various themes and expense levels within the themes in order to give members options.  
**All FRG informal funds are owned by the FRG and any use of the funds must be voted on by its members.**
- A monthly Treasurer report, as well as a quarterly statement of financial progress should be turned in to the FRG Leader and Commander (see appendix T).
- An annual audit must be turned in to the first O-6 in the chain of command no later than 30 January each year. The audit shows all expenses, income and remaining balance for the FRG Informal Fund. These audits are sometimes done by the Treasurer, or even the unit Chaplain. Ask the Commander whom he/she wants to perform the audit. See sample audit forms in appendix U.
- Refer to Informal Fund SOP for more details. See example in appendix R.

## Fundraising

### Create a Fundraising Calendar

- Decide what money needs to be raised to pay for programs in your FRG, any parties and money needed for deployment. The deployment costs could include paying for child care during FRG meetings, sending a care package to deployed Soldiers, hosting a farewell party and a welcome home party. See sample “Volunteer Child Care Coupon” in appendix S, enclosure 2.
- Use a budget sheet to determine how much will need to be raised during the course of the year to offset these costs.
- Brainstorm several ideas on ways to raise money. Ideas include garage sales, selling items in front of the PX, hosting a hot dog sale, letters to Santa, etc. You may be limited on your post on where you can host events, what types of food

you can handle without certifications or other factors. You will learn more about fundraising as part of the FRG leader's course.

- Some installations require FRGs to complete a Fundraiser Request Form prior to having a fundraiser (see appendix V).
- Check with your local Commercial Solicitation Officer to find out the rules and regulations regarding fundraising at your installation.
- FRGs are **NOT** allowed to fundraise off post!!
- Establish a calendar of events for your unit. Plan any fundraisers, the cost to hold the event and how much you hope to make. Spread fundraisers over the year to prevent burn out.
- Create a sign-up sheet with blocks of time for people to volunteer at these events.
- When selling items or tickets, use a sign-out sheet that states the member is financially responsible for these items and will return any unsold items along with money raised.

### Fundraising Ideas\*

- Christmas gift wrapping at the PX
- Luncheons in Unit area
  - Tacos
  - Themed event – Mexican, Italian, etc.
  - Breakfast burritos (done in morning after P.T., returning to work)
- Piggyback Case Lot Sales at Commissary with Hotdog sale
- Car Wash
- Unit T-shirts
- Bake sale
- Piggyback MWR events
- American Tradition baskets
  - 100% Guarantee will sell first 25 baskets
  - 1-800-404-9965 or [www.americantraditionsbaskets.com](http://www.americantraditionsbaskets.com)
  - 3 ½ week timeframe to receive baskets from time of order
  - Recommends selling baskets for \$10-15 more than cost
  - Will send sample baskets with laser lids (should be returned when done)
- Southern Charm – custom afghans, pillows, totes
  - 1-877-312-1472 or [www.southernchr.com](http://www.southernchr.com)
  - No obligation, free sample
- Unit/Installation Cookbooks
  - 1-800-445-6621 or [www.morriscookbooks.com](http://www.morriscookbooks.com)
  - Just collect the recipes, sort and forward to the company
  - Pricing depends on amount ordered, number of recipes submitted, and cookbook style

- Art Sale
  - Have unit children produce great art and have a show. Parents and friends buy back their budding artists' masterpieces.
  - Or have Art Contests with unit children drawing a picture for a particular theme, and auction off the winning design(s).
- Rose Sale – Valentine’s Day
  - 1-877-701-7673 or [www.globalrose.com](http://www.globalrose.com)
  - Charlotte Red rose is a good choice
  - Expect to lose some heads off the stems – tear off petals and sell as bag of rose petals (buy bags in wedding department at Wal-Mart)
  - Order water tubes wholesale from local florist
  - Order plastic sleeves wholesale from local florist – have used tissue paper and curling ribbon as alternative
  - Arrange flowers to arrive day before sale
  - Store roses in empty refrigerator in 5-gallon buckets of water (for stems) until day of sale.
  - Offer free delivery for deployed Soldiers
- Auction (Silent or Live)
  - Ask for contributions of unique items (see list below). Display the items (or their description) prior to the event. Hold the auction at the FRG meeting. Ask for items such as:
    - homemade toys or art
    - hand-knitted sweater
    - a ride on someone's sailboat
    - a prime parking space at work
    - a half or whole day off from work
    - a picnic lunch prepared by your team members
    - childcare for a “couples night out”
    - other items such as collectibles or sports memorabilia
- Boston Butt Fundraiser
  - Contact Commissary about purchasing Boston Butts (be sure to call several weeks in advance).
  - Contact someone to cook the Butts – suggestions of folks to ask:
    - Boy Scouts
    - Veterans of Foreign Wars
  - Orders can be taken in advance so that only what's sold is cooked.

\* The above companies are provided for informational purposes only and are not endorsed by any entity of the US Government.

## Virtual Family Readiness Group (vFRG)

The vFRG allows units to provide some of the FRG functions online, and to provide 24 hour access and posting of information, calendars, newsletters, and other information to meet the needs of geographically dispersed units and families across all components of the Army, to include the Soldier's parents and other family members. It provides a secure means of communication for family members, and commanders can post updates on deployed units. The Unit Commander (Rear Detachment Commander when deployed) controls and approves all content and users, who must be registered to access the information, and manages postings to the web site. The vFRG is established at the Battalion level, but may include separate pages for each company. For further information on setting up, updating, online training, or tech support contact the vFRG site (<http://www.armyfrg.org>) click on "site tools" on top tool bar and then click on "create an FRG" on the drop down menu. FRGs are encouraged to use the vFRG for their web sites, as it is a secure site. For a sample vFRG SOP, see appendix W.

## **APPENDIXES**

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## **Appendix A Resources**

ARs and DA Forms are available at <http://www.apd.army.mil>. DoD Forms and publications are available at <http://www.dtic.mil/whs/directives/forms/index.htm>. Army FRG publications are available at <https://www.armyfrg.org/skins/frg/home.aspx>.

AR 1-100  
Gifts and Donations

AR 530-1  
Operations Security

AR 600-20  
Army Command Policy

AR 600-29  
Fund-Raising Within the Department of the Army

AR 608-1, Appendix J  
Army Community Service: Army Family Readiness Groups Operations

AR 672-20  
Incentive Awards

DA Form 1256  
Incentive Award Nomination and Approval

DA Form 4162  
Volunteer Service Record

DD Form 2793  
Volunteer Agreement

DoD Instruction 4525.08  
DoD Official Mail Management

DoD Instruction 5500.7-R  
Joint Ethics Regulation (JER)

SF 1034  
Public Voucher for Purchases and Services Other Than Personal

SF 1164  
Claim for Reimbursement for Expenditures on Official Business

U.S. Army Family Readiness Group Leader's Handbook

**Appendix B  
Appointment Letter**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR

SUBJECT: Appointment of (*Name of Position*)

1. This is to confirm your appointment as (position) of (unit) Family Readiness Group for a period of one year (or whatever time period your FRG has agreed upon) beginning (date).
2. Your activities as (position) must be in accordance with AR 600-20, AR 608-1 Appendix J, and the Joint Ethics Regulation. Your Point of Contact on my staff is (name of individual, if a liaison is appointed).
3. Please accept my sincere thanks for volunteering for this position, a most important duty for our Family Readiness Group.

(Commander's Signature Block)

Copy furnished:

**Appendix C  
FRG Registration Letter**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR

SUBJECT: Family Readiness Group Registration

1. Request registration of \_\_\_\_\_ Unit \_\_\_\_\_. This FRG has my approval to exist and operate as a Family Readiness Group on \_\_\_\_\_.
2. The activities of the organization and its fund will be conducted IAW the provisions of AR 600-20, Chapter 5-10, The Total Army Family Action Plan; AR 608-1, Appendix J, Army Family Readiness Group Operations; and the Joint Ethics Regulation.
3. The purpose of the organization is to help family members meet the challenges of military life by providing a communication link for information and referral, by planning special events and programs, and generating small amounts of funds to support these activities.

4. The officers are:

a. Leader \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

b. Co-Leader \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

c. Secretary \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

d. Treasurer \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

5. Unit Point of Contact \_\_\_\_\_ Phone \_\_\_\_\_  
E-mail \_\_\_\_\_

Commander's Signature Block

**Appendix D  
DD Form 2793, Volunteer Agreement**

VOLUNTEER AGREEMENT FOR			
<input type="checkbox"/> APPROPRIATED FUND ACTIVITIES		<input type="checkbox"/> NONAPPROPRIATED FUND INSTRUMENTALITIES	
<b>PART I - GENERAL INFORMATION</b>			
1. TYPED NAME OF VOLUNTEER <i>(Last, First, Middle Initial)</i>			2. YEAR OF BIRTH
3. INSTALLATION		4. ORGANIZATION/UNIT WHERE SERVICE OCCURS	
5. PROGRAM WHERE SERVICE OCCURS		6. ANTICIPATED DAYS OF WEEK	7. ANTICIPATED HOURS
8. DESCRIPTION OF VOLUNTEER SERVICES			
<b>PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES</b>			
9. CERTIFICATION			
<p>I expressly agree that my services 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 and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services I will be providing.</p>			
a. SIGNATURE OF VOLUNTEER			b. DATE SIGNED (YYYYMMDD)
10.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE		c. DATE SIGNED (YYYYMMDD)
<b>PART III - VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES</b>			
11. CERTIFICATION			
<p>I expressly agree that my services 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 and liability for tort claims as specified in 10 U.S.C. Section 1588(d)(2). 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, and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I am offering.</p>			
a. SIGNATURE OF VOLUNTEER			b. DATE SIGNED (YYYYMMDD)
12.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE		c. DATE SIGNED (YYYYMMDD)
<b>PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR</b>			
13. AMOUNT OF VOLUNTEER TIME DONATED			
a. YEARS <i>(2,087 hours=1 year)</i>	b. WEEKS	c. DAYS	d. HOURS
14. SIGNATURE			15. TERMINATION DATE (YYYYMMDD)
16.a. TYPED NAME OF SUPERVISOR <i>(Last, First, Middle Initial)</i>	b. SIGNATURE		c. DATE SIGNED (YYYYMMDD)

**Appendix E**  
**Statement of Complete Non-Participation**

**Statement of Complete Non-Participation**

I, \_\_\_\_\_ DO NOT wish to be contacted regarding ANY Family Readiness Group or \_\_\_\_\_ unit functions such as fundraisers, meetings, socials, Company or Battalion gatherings, newsletters, as well as e-mails regarding installation activities/events.

I understand that by signing this statement of “complete” non-participation that I will not receive any information from the FRG in reference to any of the events listed above, as well as information pertaining to Pre-Deployment, Deployment or Re-Deployment.

I understand that this notice may be rescinded at any time if I so choose. I must contact the FRG Leader and the Commander or Rear Detachment Commander (RDC) to re-establish contact with the FRG.

I understand that I will not be contacted for any reason or with any information at all by the FRG. I will only be contacted by the unit in the event there is a specific incident pertaining to my Soldier that has come through official military channels.

\_\_\_\_\_  
Spouse Signature

\_\_\_\_\_  
Soldier Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

\_\_\_\_\_  
FRG Leader

\_\_\_\_\_  
Commander/RDC

**Appendix F**  
**FRG SOP Sample**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR (NAME OF UNIT) FAMILY READINESS GROUP

SUBJECT: Family Readiness Group (FRG) Standard Operating Procedures (SOP)

1. References.
  - a. AR 608-1, Army Community Service Center
  - b. DoD 5500.7-R, Joint Ethics Regulation.
2. Purpose. Provide procedures for operating a Family Readiness Group.
3. Scope. This SOP applies to the *(name of unit)* Family Readiness Group, which is comprised of all Soldiers, civilians, volunteers and family members assigned to the unit.
4. Responsibilities.
  - a. Battalion Commander will:
    - (1) Develop a Family Readiness Program.
    - (2) Provide information, assistance and referrals to Soldiers and family members.
  - b. Company Commander will:
    - (1) Establish an effective FRG.
    - (2) Appoint a FRG Leader and fund custodian (treasurer), in writing, in accordance with AR 608-1, Appendix J.
    - (3) Review FRG financial reports and ensure compliance with the income and assets limitations prescribed by AR 608-1, Appendix J.
    - (4) Authorize checking account for FRG Informal Funds, in writing, in accordance with AR 608-1, Appendix J.

(5) Provide a FRG Informal Fund SOP that must be voted on by a majority of the FRG members. The Informal Fund SOP must be signed at a minimum by the Commander, FRG Leader and Fund Custodian.

(6) Provide a Budget SOP that specifies the appropriated fund (APF) support available for FRG mission activities. In addition, this SOP should describe the procedures and request forms required for the FRG leader and FRG volunteers to obtain command approval for purchases and reimbursement.

c. Family Readiness Liaison (FRL) will:

(1) Serve as a link between the FRG and Command.

(2) Coordinate family assistance information.

(3) Be able to identify appropriate resources and provide accurate up-to-date information to help solve family related problems.

d. FRG Leader will:

(1) Organize and operate the FRG, with unit support.

(2) Establish a working FRG phone tree and routinely test and update the roster.

(3) Maintain an Emergency Spousal Notification Form for each spouse within the unit and make available for update routinely.

(4) Provide the commander with feedback to ensure that the FRG is working efficiently and effectively.

(5) Comply with provisions AR 608-1, Appendix J and other applicable law.

(6) Review and become familiar with relevant Department of the Army and unit policies and regulation related to Family Readiness Groups.

e. FRG Fund Custodian will:

(1) Administer the FRG Informal Fund, to include effective accounting practices.

(2) Account for all money that comes into and is disbursed from the fund.

(3) Maintain documentation that memorializes the accounting of funds, to include the source of money coming into the fund and money that is disbursed.

(4) Provide reports to the unit commander on a monthly basis, upon change of command, change of custodian, and whenever there is a suspicion of irregularity. Annual reports will be provided to the first O-6 in the unit chain of command. Report

should summarize the fund's financial status to include current balance, total amount earned, and how funds were spent.

(5) Comply with provisions of AR 608-1, Appendix J and other applicable law.

f. Soldiers will:

(1) Keep the chain of command informed of any changes in family status (marriage, birth, divorce, death, etc).

(2) Keep appropriate deployment documents (such as family care plans and required emergency data) updated.

(3) Ensure that information regarding the FRG is provided to family member(s).

(4) Support and encourage family members to support programs, services and activities designed to maintain and enhance the quality of life and well-being of all members of the FRG.

5. Officers. The officers of the (*Name of unit*) FRG shall be (*names of positions to include a FRG Leader, Co-Leader (optional) and fund custodian*) to be appointed by the commander in writing in accordance with AR 608-1, Appendix J. The FRG Leader(s), with member and unit support, will organize and operate the FRG, and provide the commander with feedback to ensure the FRG is working efficiently and effectively.

6. FRG Meetings. The FRG meetings will be held quarterly, as a minimum, or more frequently as decided by the commander at a location and time determined by the FRG leader and commander. Purposes of the meetings include, but are not limited to:

a. Planning and coordinating future FRG activities and functions.

b. Distributing important command information about upcoming training events, and distributing updated calendars and similar information.

c. Welcoming new family members.

d. Reviewing the FRG fund status.

e. Build unit *esprit de corps*.

7. FRG Fund. The FRG fund is considered an informal fund under AR 600-20 Army Command Policy and AR 608-1, Appendix J. The fund is controlled by AR 608-1, Appendix J, DoD 5500.7-R the Joint Ethics Regulation, and other applicable laws (such as the federal tax law). The command will appoint, in writing, a volunteer family member to serve as the fund custodian. The use of funds is limited to expenses consistent with the purpose and functions of the fund, and is intended to be used for the

benefit of the entire organization and not one individual. FRG funds ordinarily may not be used to:

a. Duplicate what other agencies provide, such as establishing a loan fund or emergency food locker when other agencies, such as Army Community Service (ACS) and Army Emergency Relief, already have programs established.

b. Augment cup and flower funds or provide traditional military gifts, such as Soldier farewell gifts, which are not related to family readiness.

8. FRG Training. The FRG Leader(s), Newsletter Chairperson, Fund Custodian and Key Callers (POCs) are required to attend FRG training offered by ACS. Training should occur within 6 months of their appointment to the position. The unit commander will decide frequency and times to conduct other FRG training; when a unit is alerted for deployment, formal FRG training is mandatory.

9. FRG Newsletter. The FRG may publish a newsletter, as decided by the commander, as one aspect of the outreach program and communication system. A Newsletter SOP must be established by the unit.

a. Newsletter may contain official and unofficial information. When the FRG seeks to produce or mail newsletters using government funds and equipment, the identification of official and unofficial information is important. Official information relates to command and mission essential information that the commander believes families should be better informed about. Generally, official information includes:

(1) Information related to unit mission and readiness, including family readiness, training schedules, upcoming deployments, and unit points of contact.

(2) Information that is educational in nature and designed to promote informed, self-reliant Soldiers and families, such as information on the military community, how to budget, and where to find medical care and legal assistance.

(3) Information about Soldiers and families that promote unit cohesion and helps strengthen the ongoing esprit among family members within the unit, such as significant accomplishments by Soldiers or family members.

b. Appropriated funds may be used to print and mail FRG newsletters if all information is official, mission related, and approved by the commander. FRG newsletters containing primarily official information and incidental unofficial information may be published using government printing and equipment. Appropriated funds may not be used, however, to mail unofficial information. Non-appropriated funds or FRG generated funds should be used to mail newsletters containing unofficial information.

c. FRG newsletters printed using government equipment must be published in black ink only and should be limited to a maximum of 10 pages (20 pages double-sided).

10. Rosters. FRGs will generate rosters to assist in the timely communication of essential information. Release of information contained on the FRG rosters will be controlled by the Freedom of Information Act and the Privacy Act.

COMMANDER'S NAME  
Rank, Branch, Component  
Commanding

**Appendix G  
Sample FRG Annual Plan**

**FRG Annual Plan**

	<b>FRG Business</b>	<b>FRG Planning</b>	<b>Fun for All</b>	<b>Educating Soldiers &amp; Families</b>	<b>Supporting Volunteers</b>	<b>Fundraising</b>
<b>January</b>	Create a year-long plan for the FRG with input from members. Unit Announcements / FRG & Community Info / Welcome & Farewells	Motor pool hot food fundraiser / February: Black History Month, Valentine's Day, Super Bowl, President's Day	Bingo, Cartoon Guess Who, etc.	Have the Post Archaeological Center come speak.	Check out the FRG Leader classes offered by ACS.	Submit Request for Fundraising Approval for motor pool hot food sale
<b>February</b>	Make plans and form committees for Easter party. Unit Announcements / FRG & Community Info / Welcomes & Farewells	March: Women's History Month, Poison Prevention Week, St. Patrick's Day	Make Valentines for friends and family. Women's history coloring pages	Couples dance class in honor of Valentine's Day - Unit Chaplain	AFTB Level I - Great for newer military spouses.	Hot Food Sale in the Motor Pool
<b>March</b>	Reports for Easter party. Unit Announcements / FRG & Community Info / Welcomes & Farewells	April: Volunteer Recognition, Month of the Military Child, Earth Day, PCS season coming soon	St. Patrick's Day Potluck	Be Red Cross Ready by hosting a Red Cross briefing.	Review crisis scenarios with key volunteers and POCs. Make a game out of it.	
<b>April</b>	Unit Announcements / FRG & Community Info / Welcomes & Farewells	Bowling party. May: Asian-Pacific Heritage month, Teacher's Day, Cinco de Mayo, Military Spouse Day, Mother's Day, Armed Forces Day, Last Day of School, Memorial Day	Easter Party	Relocation Readiness Program Overview to include the Lending Closet.	National Volunteer Month - call ACS to find what volunteers activities are scheduled. Send your volunteers thank you cards / small gift.	Brainstorm with your volunteers for a unique fundraiser.
<b>May</b>	Make plans and form committees for unit organizational day. Unit Announcements / FRG & Community Info/Welcomes & Farewells	Plan crafts for next FRG Mtg. June: Flag Day, Father's Day, Summer fun, vacation and traveling.	Bowling Party	Summer vacation planning on a budget. Call Tickets and Tours.	Enjoy some downtime!	
<b>June</b>	Org day reports. Unit Announcements / FRG & Community Info/Welcomes & Farewells	Motor pool fundraiser. July: 4th of July, picnics, summer safety for families.	Hobby / Craft Class: stamping, scrapbooking, etc.	ACS can give financial management classes.	Speak with your command about planning a unit volunteer recognition ceremony at some point in the year.	Submit Request for Fundraising Approval for motor pool food sale

## FRG Annual Plan

	<b>FRG Business</b>	<b>FRG Planning</b>	<b>Fun for All</b>	<b>Educating Soldiers &amp; Families</b>	<b>Supporting Volunteers</b>	<b>Fundraising</b>
<b>July</b>	Unit Announcements / FRG & Community Info / Welcomes & Farewells	Plan summer craft for kids. August: Back to school, Labor Day.	Org Day	Employment Readiness Program Overview. Those PSCing will love it!	Ask about a community resource tour. Great info for all!	Sale in the motor pool featuring lemonade and cool treats.
<b>August</b>	Make plans and form committees for Halloween / Fall party. Unit Announcements / FRG & Community Info / Welcomes & Farewells	Plan Back to School Picnic. September: Hispanic Heritage Month, Grandparents Day, Patriot Day.	Summer crafts for kids	AFAP (Army Family Action Plan) Overview.	Attend CSC, a monthly meeting with nearly all community information.	
<b>September</b>	Halloween / Fall party reports. Unit Announcements / FRG & Community Info / Welcomes & Farewells	October: Columbus Day, voter's registration, Halloween / Fall	Back to School Picnic	Ask ACS to give an overview of the classes Family Advocacy Program offers.	Bake cookies or brownies for the FRG Meeting and let everyone know how much you and the unit appreciate their participation.	Submit Request for Fundraising Approval for doing a Haunted House.
<b>October</b>	Make plans and form committees for Holiday party. Unit Announcements / FRG & Community Info / Welcomes & Farewells	November: Thanksgiving, voter's registration and elections.	Halloween / Fall Party	Community Resources Class - AFTB		Unit Haunted House
<b>November</b>	Reports for Holiday party. Unit Announcements / FRG & Community Info / Welcomes & Farewells	Baked goods for Single Soldiers in barracks. December: Christmas, Hanukkah, Kwanzaa, PSC gift wrapping at PX.	Thanksgiving Social	Ask the National Military Family Association rep to give an overview and talk about upcoming scholarships.	Have your key volunteers attended POC training.	Watch for information on how to get your slot for the PX Gift Wrap.
<b>December</b>	Annual FRG Financial Reports due by 30 Jan. Unit Announcements / FRG & Community Info / Welcomes & Farewells	FRG Downtime - Relax and Enjoy! Encourage FRG members to enjoy the holidays and their families. January: Annual FRG Plan, MLK Day.	Holiday Party, ornament / cookie swap	FRG Downtime!	Send holiday cards for your key volunteers.	Gift Wrap at the PX

**Appendix H**  
**Sample FRG Volunteer Opportunity Position Descriptions**

**FRG Volunteer Opportunity**

**POSITION TITLE:** FRG Senior Advisor (a.k.a. Senior FRG Leader, Battalion FRG Leader)

**SUPERVISOR:** Battalion Commander and/or Brigade FRG Senior Advisor

**OBJECTIVE:** Organize battalion level FRG Structure

**DESCRIPTION OF DUTIES:**

- Supports the commander's family readiness goals.
- Acts as advisor to commander on FRG matters.
- Serves as battalion FRG Leader and advisor to company-level FRG Leaders.
- Gathers and disseminates information on activities at the battalion level and above.
- With commander guidance, prepares and tracks battalion FRG APF budget.
- Acts as liaison between battalion and unit-level FRGs.
- Serves on battalion FRG steering committee; may chair the committee, as well.
- Supports the commander's family readiness goals.
- Determines other key steering committee volunteer personnel and delegate duties and job descriptions. Serves as an interface between families, Soldiers, and the deployed unit.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

**SUPERVISION AND EVALUATION:**

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

**TIME REQUIRED:** 10 to 20 hours per week.

**QUALIFICATIONS:** Knowledge of family readiness programs, unit structure and procedures.

**POSITION'S TERM:** One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: Company FRG Leader

SUPERVISOR: Company Commander

OBJECTIVE: Supervises the committees, groups and functions for a FRG consisting of Soldiers, civilians and volunteers assigned to the unit and their families (immediate and extended) for morale, cohesion, communication, unit cooperation and the well-being of company personnel and their families.

### DESCRIPTION OF DUTIES:

- Supports the commander's family readiness goals.
- Provides overall leadership of the FRG in accordance with AR 608-1 Appendix J.
- Schedules, plans, and conducts company Family Readiness Group meetings.
- Delegates FRG responsibilities to select volunteers in order to promote participation in FRG activities and accomplishment of FRG objectives.
- Acts as a liaison between battalion and company level FRGs.
- Identifies needs or unique problems of unit families.
- Tracks FRG appropriated fund budget.
- Serves as a member of the battalion-level steering committee.
- Acts as a company FRG spokesperson for communicating family members' concerns and ideas to the company commander and battalion level FRG.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 6 to 8 hours per week. Schedule dependent on deployed status and other scheduled activities.

QUALIFICATIONS: Knowledge of family readiness programs, unit structure & procedures.

TRAINING: Classes provided through ACS and Reserve Component Family Programs.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

### FRG Volunteer Opportunity

POSITION TITLE: Treasurer/Informal Fund Custodian and Alternate

SUPERVISOR: FRG Leader

OBJECTIVE: Serves as custodian for the FRG informal fund

#### DESCRIPTION OF DUTIES:

- Keeps accurate records of all FRG informal fund income, expenditures and funds on hand following the policies listed in AR 608-1, Appendix J.
- Sets up bank account in the name of the FRG with unit mailing address, if one does not exist.
- Makes deposits, writes checks and reconciles monthly bank statement; keeps and files all receipts.
- Prepares monthly reports on informal fund financial status for the commander and FRG meeting.
- Turns in annual report to unit and first O-6 Commander in the chain of command.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

#### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 2 to 4 hours per month.

QUALIFICATIONS: Basic knowledge of accounting desired; Knowledge of banking procedures; Good math skills; well-organized.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: FRG Secretary/Recorder

SUPERVISOR: Company FRG Leader

OBJECTIVE: To record accurate information during company FRG meetings.

### DESCRIPTION OF DUTIES:

- Attend all company FRG meetings and steering committee meetings and take detailed notes.
- Record attendance at meetings.
- Write and type meeting minutes and forward to the FRG Leader for approval.
- Have meeting minutes prepared and copies available at the next FRG meeting and steering committee meeting.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 3 to 4 hours per month.

QUALIFICATIONS: Good grammar skills; must be able to take accurate, detailed notes. Computer knowledge required.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: Battalion FRG Recorder

SUPERVISOR: Senior Advisor

OBJECTIVE: To record accurate information during battalion FRG steering committee meetings.

### DESCRIPTION OF DUTIES:

- Attend all battalion steering committee meetings and take detailed notes.
- Record attendance at meetings.
- Type up meeting minutes and forward to the Senior Advisor for approval.
- Have meeting minutes prepared and copies available at the next steering committee meeting.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 3 to 4 hours per month.

QUALIFICATIONS: Good grammar skills; must be able to take accurate and detailed notes. Computer knowledge required.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: FRG Newsletter Editor

SUPERVISOR: FRG Leader

OBJECTIVE: Editor for monthly newsletter

### DESCRIPTION OF DUTIES:

- Organize a volunteer newsletter staff (reporters, writers, editors, typists, illustrators, collators, mailers).
- Oversee gathering of information from all sources; organizing, writing and editing of material; typing or word processing; final editing and layout.
- Provide advance copy to Commander/Rear Detachment Commander or designee to review all official Army information prior to printing.
- Submit camera-ready copy to unit for reproduction; arrange for collating, stapling, labeling and mailing.
- Solicit feedback and monitor effectiveness of process.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: Approximately 10 to 12 hours per month.

QUALIFICATIONS: Typing, spelling, grammar skills and ability to write concisely.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: FRG Newsletter Reporter

SUPERVISOR: FRG Newsletter Editor

OBJECTIVE: To provide accurate articles of interest for the FRG newsletter.

### DESCRIPTION OF DUTIES:

- Provide a least one article per month for the FRG Newsletter.
- Coordinate article assignments through FRG Newsletter Editor.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 3 to 4 hours per month.

QUALIFICATIONS: Good grammar skills; able to work independently or with little supervision; computer knowledge required; must be reliable.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: Activities Coordinator

SUPERVISOR: Senior Advisor and/or Company-Level FRG Leader

OBJECTIVE: Development of an activities calendar.

### DESCRIPTION OF DUTIES:

- Solicit ideas and/or interests through newsletter, at coffees and newcomer orientations, and at pre-deployment briefings.
- Coordinate location, date, and time with FRG leadership.
- Establish committees for each activity.
- Recruit other workers through all publicity channels and motivate them.
- Be familiar with the unit training schedule (timing is essential).
- Coordinate financial needs with treasurer and FRG leadership.
- Coordinate publicity with newsletter editor and publicity coordinators.
- Good photography skills and access to a camera or video recorder.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 6 to 10 hours per month.

QUALIFICATIONS: A creative mind and good photography skills.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: Publicity Chairperson

SUPERVISOR: FRG Leader

OBJECTIVE: To inform all Soldiers and family members of FRG of ongoing and upcoming activities.

### DESCRIPTION OF DUTIES:

- Inform new members of the purpose and structure of the FRG.
- Communicate with FRG leader(s).
- Disseminate information through FRG Leader, newsletter, flyers, mailings, public announcements at meetings, unit bulletin boards.
- Get word out using organized unit support structures.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 2 to 4 hours per week.

QUALIFICATIONS: A friendly, outgoing personality; computer skills.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: Fundraising Chairperson

SUPERVISOR: FRG Leader

OBJECTIVE: Coordinate fundraising events to ensure that funds are available for the group's activities.

### DESCRIPTION OF DUTIES:

- Prepare fundraising request forms and process for approval.
- Recruit volunteers and delegate work.
- Determine and coordinate requirements and logistics.
- Develop work schedules.
- Keep steering committee informed.
- Work with treasurer to account for funds.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 1 to 2 hours per week.

QUALIFICATIONS: Ability to recognize needs and interests and generate interest in others; ability to organize.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: FRG Historian

SUPERVISOR: FRG Leader

OBJECTIVE: To document functions, activities and events.

### DESCRIPTION OF DUTIES:

- Attend FRG functions, activities and events to take photos.
- Submit purchase request forms for supplies thru FRG Leader.
- Coordinate with someone to take videos of special FRG events.
- Assemble a scrapbook of the various events, including activities sponsored by the FRG.
- Bring up-to-date scrapbook to all FRG meetings to share with FRG.
- Gather photos, videos, and details about FRG events to send to the Soldiers in the field during long deployments.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 6 to 10 hours per month.

QUALIFICATIONS: A creative mind and good photography skills.

POSITION'S TERM: One-year commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: Hospitality Chairperson

SUPERVISOR: FRG Leader

OBJECTIVE: Welcome new members into the FRG and promote *esprit de corps* within the FRG membership.

### DESCRIPTION OF DUTIES:

- Coordinate FRG welcome for inbound families and farewell for outbound families.
- With input from FRG members, develop a plan (card, flowers, meals, etc.) to acknowledge significant life events such as marriages, births, deaths, or illnesses in the family. Encourage FRG members to inform the Hospitality Chairperson or Leader when such events occur.
- Encourage FRG members to support one another during times of crisis.
- Recruit volunteers and delegate tasks/responsibilities as needed.
- Be aware of regulations and guidance concerning FRG funds, specifically what funds may or may not be used for.
- Prior to providing voluntary service, complete Volunteer Service Record (DA Form 4162) and Volunteer Agreement for APF/NAF (DD Form 2793).
- Record and submit volunteer hours on a regular basis, IAW installation policy.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

RECOMMENDED QUALIFICATIONS: Strong communication and interpersonal skills; organizational skills; and, ability to work as a member of a team.

TIME REQUIRED: 2 to 4 hours per month.

TRAINING: Highly recommended to attend FRG Leader Training (12 hours) provided through Army Community Service; CARE Team Training provided through Army Community Service; and ongoing training as needed.

POSITION'S TERM: One-year commitment.

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: FRG Key Caller Committee Chairperson

SUPERVISOR: FRG Leader

OBJECTIVE: Provide personal contact to keep FRG spouses informed

### DESCRIPTION OF DUTIES:

- Prepares the unit phone tree and e-mail list from the unit alert roster and information from First Sergeant and FRG questionnaires.
- Recruits and assigns key callers, at least one per platoon or, alternately, enough to assign five to eight families each.
- Coordinates regularly with FRG leader and welcome committee chairperson, and updates rosters with new families.
- Supervises testing of the FRG phone tree as requested while troops are home and twice monthly while deployed.
- Passes important information to key callers for families.
- Fields calls from key callers with questions or reports of incidents.
- Reports any significant incidents to FRG leader or commander.
- Reviews key callers' phone logs, reports, and volunteer time logs.
- Prepares monthly reports and submits to FRG leader.
- Maintains confidentiality and discourages rumors and gossip.
- Keeps an accurate log of calls received, made, and their results.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 2 to 4 hours per week.

QUALIFICATIONS: Good telephone/communication skills; knowledge of community resources and crisis intervention; concern and empathy for others; calm under stress.

TRAINING: Provided by Army Community Service, FRG Leader or Reserve Component Family Programs.

POSITION'S TERM: 6 month commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

## FRG Volunteer Opportunity

POSITION TITLE: Key Caller (a.k.a. Telephone Contact Person)

SUPERVISOR: FRG Leader

OBJECTIVE: Supports approximately 7-10 families in the company by checking with them on a regular basis and disseminating information.

### DESCRIPTION OF DUTIES:

- Talks to assigned spouses on a regular basis (at least every two weeks during deployments). These contacts can be made over the phone or in person. Documents contacts made with family members to include: name, time, concern, referrals made and follow-up.
- Makes personal contact with new people in their support branch to explain the key caller's role, answer any questions about the FRG, and make them feel welcome.
- Attends all FRG meetings and pre-deployment briefs.
- Informs FRG Leader of significant problems and actions taken.
- Passes messages down to each member of the support branch. Notifies FRG Leader if unable to contact a family member after several attempts.
- Helps to stop rumors during phone calls.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

### SUPERVISION AND EVALUATION:

Primary supervision is by the \_\_\_\_\_. Evaluation is to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

TIME REQUIRED: 2 to 3 hours per month normally; 10 hours per month during deployments and extended exercises.

QUALIFICATIONS: A friendly, caring attitude; reliability, understanding, and enthusiasm for the unit FRG program.

TRAINING: Provided by Army Community Service, FRG Leader or Reserve Component Family Programs.

POSITION'S TERM: 6 month commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of \_\_\_\_\_.

Name: \_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

# Appendix I

## DA Form 4162, Volunteer Service Record

VOLUNTEER SERVICE RECORD	
For use of this form, see AR 608-1; the proponent agency is OACSIM.	
<b>PRIVACY ACT STATEMENT</b>	
<b>AUTHORITY:</b>	5 USC Section 301, Department Regulations; 10 USC Section 3013, Secretary of the Army; and Army Regulation 608-1, Army Community Service Center.
<b>PRINCIPAL PURPOSE:</b>	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.
<b>ROUTINE USES:</b>	None. The "Blanket Routine Uses" set forth at the beginning of the Army's Complications of System of Records Notices apply to this system.
<b>DISCLOSURE:</b>	Voluntary. However, failure to provide the requested information may exclude you from participating in the Army Community Service Volunteer Program.
<b>INSTRUCTIONS:</b> 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	



**Appendix J**  
**DA Form 1256, Incentive Award Nomination and Approval**

<b>INCENTIVE AWARD NOMINATION AND APPROVAL</b>					
For use of this form, see AR 672-20; the proponent agency is Office of the Deputy Chief of Staff for Personnel.					
<b>PART 1 - TO BE COMPLETED BY OPERATING OFFICE</b>					
1. EMPLOYEE'S NAME (Last, First, MI)		2. ORGANIZATION (No abbreviations)			
3. PRESENT POSITION, TITLE, GRADE AND SALARY		4. POSITION HELD DURING PERIOD COVERED IN NOMINATION (if other than that shown in item 3)			
5. TYPE OF AWARD RECOMMENDED					
ALL NOMINATIONS WILL BE JUSTIFIED AND INCLUDE THE DOCUMENTATION REQUIRED BY DA PAM 672-20.					
<b>a.</b>	<b>HONORARY</b>		<b>b.</b>	<b>MONETARY</b>	
<input type="checkbox"/>	DECORATION FOR EXCEPTIONAL CIVILIAN SERVICE	<input type="checkbox"/>	COMMANDER'S AWARD FOR CIVILIAN SERVICE	<input type="checkbox"/>	QUALITY STEP INCREASE
<input type="checkbox"/>	MERITORIOUS CIVILIAN SERVICE AWARD	<input type="checkbox"/>	ACHIEVEMENT MEDAL FOR CIVILIAN SERVICE	<input type="checkbox"/>	PERFORMANCE AWARD \$
<input type="checkbox"/>	SUPERIOR CIVILIAN SERVICE AWARD	<input type="checkbox"/>	CERTIFICATE OF ACHIEVEMENT	<input type="checkbox"/>	SPECIAL ACT/SERVICE AWARD \$
<input type="checkbox"/>	OTHER (Specify)			<input type="checkbox"/>	ON-THE-SPOT CASH AWARD \$
c. PERIOD OF SERVICE TO BE RECOGNIZED (MO/YR - MO/YR)				<input type="checkbox"/>	TIME OFF AWARD
6. NOMINATING					
<b>a.</b>	TYPED NAME AND TITLE	<b>b.</b>	SIGNATURE	<b>c.</b>	TELEPHONE NUMBER
				<b>d.</b>	DATE
					AREA CODE: (    )
<b>PART II - TO BE COMPLETED ONLY FOR AWARDS FORWARDED TO HQDA (DAPE-CPL)</b>					
7. INDICATE IF NOMINATION IS CONSISTENT WITH PARAGRAPH 2-2 IN AR 672-20 (Check Yes or No, if no, explain on separate attached page)					
<input type="checkbox"/>	Yes	a. TYPED NAME EQUAL EMPLOYMENT OPPORTUNITY OFFICER	b. SIGNATURE	c. DATE	
<input type="checkbox"/>	No				
<input type="checkbox"/>	Yes	d. TYPED NAME CIVILIAN PERSONNEL OFFICER	e. SIGNATURE	f. DATE	
<input type="checkbox"/>	No				
<b>PART III - TO BE COMPLETED BY LOCAL INCENTIVE AWARDS COMMITTEE - RECOMMEND</b>					
8. <input type="checkbox"/> APPROVAL <input type="checkbox"/> DISAPPROVAL <input type="checkbox"/> OTHER					
<b>COMPLETE FOR MONETARY AWARDS RECOMMENDED</b>					
AMOUNT RECOMMENDED	TANGIBLE MONETARY BENEFITS	INTANGIBLE BENEFITS	ESTIMATED FIRST YEAR SAVINGS \$		
\$	\$				
<b>PART IV TO BE COMPLETED BY APPROPRIATE APPROVING AUTHORITY (IES)</b>					
ACTION LEVEL	APPROVED <small>(if monetary, indicate amount)</small>	DIS- APPROVED	ADDITIONAL CASH AWARD	SIGNATURE, TITLE AND DATE	
9. LOCAL COMMITTEE CHAIRPERSON					
10. INSTALLATION COMMANDER OR DESIGNATED REPRESENTATIVE					
11. MAJOR COMMAND REVIEW COMMITTEE					
12. COMMANDER OF MAJOR COMMAND OR DESIGNATED REPRESENTATIVE					
13. DEPARTMENT OF THE ARMY INCENTIVE AWARDS BOARD					

**Appendix K**  
**Sample Welcome/Information Packet**

**Table of Resource Agencies Quick Reference**  
**(SAMPLE - FORT RUCKER)**

**Army Community Services:** ACS is designed to assist commanders in supporting Soldiers and their families by identifying individuals and community needs, issues and coordinating resources to meet those needs and issues. Ft. Rucker has an ACS program, staffed by highly trained human services professionals and volunteers to provide information and assistance to Soldiers and family members. You'll find a friendly smile and an understanding of your situation as an Army family member. Located in Bldg. 5700, Room 390 & 193. 255-3817

The following programs are offered:

The Army Emergency Relief (AER)	255-2341
Exceptional Family Member Program (EFMP)	255-9277
Employment Readiness Program	255-3949
Information, Referral & Follow-up Program	255-3817
Relocation Readiness Program (RRP)	255-3161/2887
Family Advocacy Program (FAP)	255-3898
Army Volunteer Corp (AVCC)	255-3949
Financial Readiness Program	255-9631/2594
Unit Service Coordinator Program (USC)	255-9637
Army Family Team Building (AFTB)	255-2382
Army Family Action Plan (AFAP)	255-2382

**Alcohol & Substance Abuse Program (ADAPCP):** ADAPCP provides counseling and referral services to persons with drug or alcohol related problems. The services are extended to active duty military personnel only at Lyster Army Health Clinic. Services are available for Soldier, their dependents, retired military personnel and their dependents. ADAPCP is located on the 2<sup>nd</sup> floor of Lyster Army Health Clinic. Their phone number is 255-7509.

**American Red Cross:** A Volunteer Program at Lyster Army Health Clinic is designed to support and to supplement the hospital staff. Volunteers are recruited, trained, and assigned areas in relation to the needs of this medical facility. The leadership and success of this program is totally in the hands of volunteers. More volunteers are always needed. If you have some spare time and think you might like to volunteer, please contact the Red Cross Office. Services such as CPR training, babysitting classes are available. Located in Room 104. Phone is 255-7215

**Chaplain:** Religious, spiritual, moral and ethical concerns, personal counseling, family crisis intervention are situations you would normally turn to your minister for help, or in other unique or peculiar situations when you are unsure of which direction to turn. Telephone number for Main

Post Chapel is 255-3140/2050, Chapel of Wings 255-9221, and the Family Life Chaplain 255-3903.

**Claims:** The Claims office at Ft. Rucker handles all claims caused by activities of the Army and claims by military personnel for the loss, damage, or destruction of their personal property. Located in Bldg. 5700 Room, the office is open 1230-1600 Monday – Thursday, 1230 – 1500 Friday. Their telephone number is 255-3323.

**Commissary:** Located in building 1031 beside the Main PX, the commissary is open to all military personnel and their family members, active and retired. Offering low-cost shopping for a complete line of groceries, including fresh and processed meats, delicatessen (which offers cold meats and cheese sliced to order) and produce. The store is open Tuesday – Friday 1000 – 1900, Sat 0900-1800, Sunday 1000-1700. Phone: 255-9720/2137.

Deli/Bakery 255-1091/3826. Produce 255-9711

**Health Benefits:** The Health Benefits Advisor's office is located in Lyster Army Health Clinic. Hours of operation: 0730 – 1615. Phone: 255-7233/7023. Appointments: 255-7000.

**Legal Services:** The legal assistance branch provides legal services for service members, family members, retired personnel and their eligible family members. The office is staffed by attorneys and legal specialists who are available to assist you with a variety of legal problems or questions. These include: Adoption, Change of Name, Child Custody, Civil Rights, Consumer Landlord/Tenant Affairs and Survivor Benefits. Be sure to bring all pertinent documents with you to the office located in building Bldg. 5700 Rm 325. *Hours of operation: Telephone number is 255-3482.*

**Main Exchange Facilities:** Located in the Hutton Plaza Shopping center, Bldg. 9214. Phone is 503-9044. The Main Exchange stocks brand name clothing, cookware, sporting goods, computers, cameras, DVDs, music, toys and hardware. Hours: Mon-Sat, 0900-2000; Sun, 1000-1800. Phone: 503-9044.

Other AAFES services:

***Post Theater:***

Hours: Thurs. – Sun, 1900; occ. showings at 1400. Visit [AAFES.com](http://AAFES.com) for listings.

***Beauty Shop:*** Bldg. 9214.

598-4315

Hours: Mon-Fri, 0900-1800; Sat, 0900-1700.

***Barber Shop:*** Bldg. 9214.

598-4484

Hours: Mon-Sat, 0900-1800; Sun, 1000-1700.

***Home and Garden; Toyland:*** Bldg. 9214. Hours: 503-9044, ext. 251/252

Hours: Mon-Sat, 0900-2000; Sun, 1000-1800.

<b><i>Watch Repair and Trophy Shop:</i></b> Bldg. 9214. Hours: Mon-Fri, 0900-1730; Sat, 0900-1700.	598-2541
<b><i>Concession Barber Shop:</i></b> Bldg. 6600. Hours: Mon-Fri, 0900-1730; Sat, 0900-1300.	598-2498
<b><i>Mini Mall Shoppette:</i></b> Bldg. 6600. Hours: Mon-Fri, 0500-2400; Sat-Sun, 0600-2200.	503-9338
<b><i>Military Clothing Sales Store:</i></b> Bldg. 6600. Hours: Mon-Fri, 0830-1800; Sat, 0900-1600; Sun, 1100-1700.	255-3313
<b><i>Alteration Shop:</i></b> Bldg. 6600. Hours: Mon-Fri, 0900-1730; Sun, 0900-1400.	598-1204
<b><i>Class Six:</i></b> Bldg. 2906. Hours: Mon-Sat, 0900-1900; Sun, 1100-1800.	503-9044, ext. 283
<b><i>U-Haul and Rent All:</i></b> Bldg. 2906. Hours: Mon-Fri, 0800-1630; Sat, 0800-1300.	598-3017
<b><i>Triangle Shoppette:</i></b> Bldg. 22305. Hours: Mon-Sat, 0630-2100; Sun, 0900-2000.	503-9044, ext. 277
<b>Ft. Rucker Food Locker:</b> Bldg. 8453	255-3272
<b>Pay Inquiry:</b> 255-9963	

## Disaster Assistance and Referral Resources

(Sample – Fort Rucker)

- Army Community Service (ACS)**  
Soldier Service Center, Building 5700, Novosel, Rm 390  
Fort Rucker, Al 36362  
(334) 255-3817/9888/3815                      Hours: 7:30 am – 4:15 pm  
(866) 272-6981                                      ACS Hotline (connects to Post SDO after hours)
  
  - Army Emergency Relief (AER)** (food vouchers, rent/initial deposit, limited clothing items)  
Soldier Service Center, Bldg. 5700, Novosel, Rm 390  
Fort Rucker, Al 36362  
(334) 255-2341/3817                              Hours: 7:30 am – 4:15 pm  
(877)-565-7647                                      24/7 Emergency Assistance
  
  - Lending Closet** (basic household items: dishes, pots/pans, coffee pots, highchair, rollaway beds)  
Soldier Service Center, Bldg. 5700, Novosel, Rm 193  
Fort Rucker, Al 36362  
(334) 255-3161                                      Hours: 7:30 am – 4:15 am  
(334) 470-7470                                      24/7 Emergency Assistance
  
  - Chaplain**  
(334) 255-3100                                      After Hours
  
  - Family Advocacy (FAP)**  
Soldier Service Center, Bldg. 5700, Novosel, Rm 390  
Fort Rucker, Al 36362  
(334) 406-7347                                      After Hours
- Enterprise/Coffee County:**
- American Red Cross (ARC)**  
711 W. Crawford Street  
Enterprise, Al 36360  
(334) 347-2461                                      24/7 Emergency Assistance  
1-877-272-7337
  
  - Salvation Army Dale County**  
174 Andrews Avenue  
Ozark, Al 36360  
(334) 445-3070
  
  - Salvation Army Coffee County**  
1919B East Park Avenue (Hwy 84 traveling to Level Plains on left)  
Enterprise, Al 36360  
(334) 393-8244

**Christian Mission (Main Office)**      POC:  
481 Geneva Hwy  
Enterprise, AL 36360  
(334) 393-2607

**VFW (Veterans of Foreign Wars)**      POC:  
(Soldiers, Reservists, National Guard and Veterans)  
(334) 389-5434

**FEMA**  
Call 1-800-621-FEMA (3362) or go to [www.fema.gov](http://www.fema.gov) to obtain a case number: # \_\_\_\_\_

NOTES:

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# Who Do I Call For? Information Sample – Fort Rucker

Ft. Rucker

## The Nature of my Problem is....

October 15, 2009

Marital Family	Abuse Neglect	Parenting Childcare	Healthcare	Financial Legal	Other
<p><b>Family Advocacy</b> Bldg. 5700 Rm 390 334-255-3898</p>	<p><b>Domestic Abuse Sexual Assault Hotline</b> 1-800-799-7233</p>	<p><b>Child and Youth Services</b> Bldg. 5700 Rm 160 Registration 334-255-9638</p>	<p><b>Lyster Army Health Clinic</b> Appointments 334-255-7000 1-800-261-7193</p>	<p><b>Financial Readiness</b> Bldg. 5700 Rm 390 334-255-9631/2594</p>	<p><b>On-Post Vehicle Registration</b> Bldg. 5700 Rm 160 334-255-3168</p>
<p><b>Family Life Center</b> Bldg. 8939 334-255-3692</p>	<p><b>Victim Advocate</b> Bldg. 5700 Rm 390 334-255-9644/7029</p>	<p><b>Child Development Center</b> 334-255-2262/1631/1322</p>	<p><b>Patient Representative</b> 334-255-7229</p>	<p><b>Pay Problems</b> Refer to Rear Detachment</p>	<p><b>Utilities Clearing House</b> Bldg. 5700 Rm 190 334-255-3554</p>
<p><b>Installation Chaplain</b> 334-255-2989</p> <p><b>Main Post Chapel</b> 334-255-3922</p> <p><b>Wings Chapel</b> 334-255-2989</p>	<p><b>Domestic Abuse Safe Shelter</b> House of Ruth (Dothan) 334-793-2232 1-800-650-6522</p>	<p><b>Youth Center</b> 334-255</p> <p><b>Middle School/Teen Program</b> Bldg. 2806 334-255-9108</p>	<p><b>TriCare Information and Referral</b> 1-800-444-5445</p> <p><b>Health Benefits Advisor</b> 334-255-7233</p>	<p><b>Army Emergency Relief</b> Bldg 5700 Rm 390 334-255-2341</p>	<p><b>Soldier Service Center</b> Bldg. 5700 334-255-3329</p>
<p><b>Military OneSource</b> 1-800-464-8107 <a href="http://www.militaryonesource.com">www.militaryonesource.com</a> user ID: army password: onesource Available 24/7</p>	<p><b>Alabama Child Protective Services</b> (334) 242-9500</p> <p><b>Dale County Family &amp; Child Services</b> 334-445-4900</p>	<p><b>Ft. Rucker Schools</b> Elementary 334-598-4408 Primary 334-598-4473</p>	<p><b>Pharmacy</b> 334-255-7178 Automated Phone-in Refill 334-255-7671 1-87521623</p>	<p><b>Legal Assistance</b> Room 185 334-255-3482 Claims 334-255-2517</p>	<p><b>I.D. Cards</b> Bldg. 5700 Rm 160 334-255-2437/9040/1857</p>
	<p><b>Army Substance Abuse Program</b> Bldg 301 334-255-7509</p>	<p><b>School Liaison</b> Bldg. 5700 Rm 390 334-255-9812</p>	<p><b>After Hours Nurse Line</b> 1-866-346-7672</p>	<p><b>Tax Center</b> Room 185 334-255-2937/2938</p>	<p><b>Army Lodging</b> Bldg 308 Reservations 334-598-5216</p>
 <p><b>Military OneSource</b> 1-800-464-8107</p>					
<p><b>Army Community Services</b> <u>Bldg. 5700 Rm 390</u> <u>334-255-3817</u></p>					
<p><b>Emergency Numbers</b></p> <p>Police / Fire / Ambulance 911 Poison Control Center 1-800-222-1222 Red Cross Messages 1-877-272-7337 Military Police (desk) 334-255-2222/3215</p>					

**Appendix L  
After Action Report**

After Action Report

Event:

Date:

Place Event Held:

Event Organizer

Approx. Number in Attendance:

Please provide as many details as possible in response to the following categories.

**Food:**

Menu:

Recommendations/Lessons Learned:

**Decorations:**

What decorations were used?

Where did the decorations come from?

Where will the decorations be kept after the event?

POC for decorations? (Include contact information)

Recommendations/Lessons Learned:

**Activities:**

What activities were used & age groups?

What supplies were necessary for the activities? (Include where supplies were obtained and any costs).

Recommendations/Lessons Learned:

**Rental equipment** (list equipment, where rented from, any contact information, and costs)

Recommendations/Lessons Learned:

**Setup** (Includes equipment needed to host event, where equipment obtained from – to include POC and contact information, arrangement of equipment, etc.) Please include diagram on back of form.

Did this work well?

Recommendations/Lessons Learned:

**Expenditures:** (Please itemize expenditures)

Item	Cost/Donation

**Recognition:** To whom or what recognition was given for sponsors or donors? (Letter of appreciation for a business, individuals, etc...)

**Appendix M  
Family Readiness Key Caller Phone Tree Roster**

**FAMILY READINESS KEY CALLER PHONE TREE ROSTER**

FRG Leader's Name		FRG Co-Leader's Name	
Phone		Phone	
Email		Email	
HQ PLATOON (Key Caller's name) (phone number)		3rd Platoon (Key Caller's name) (phone number)	
1st Platoon (Key Caller's name) (phone number)		Out of Town List (Key Caller's name) (phone number)	
2nd Platoon (Key Caller's name) (phone number)			
Spouse #1 Phone	Spouse #1 Phone	Spouse #1 Phone	Spouse #1 Phone
Spouse #2 Phone	Spouse #2 Phone	Spouse #2 Phone	Spouse #2 Phone
Spouse #3 Phone	Spouse #3 Phone	Spouse #3 Phone	Spouse #3 Phone
Spouse #4 Phone	Spouse #4 Phone	Spouse #4 Phone	Spouse #4 Phone
Spouse #5 Phone	Spouse #5 Phone	Spouse #5 Phone	Spouse #5 Phone
Spouse #6 Phone	Spouse #6 Phone	Spouse #6 Phone	Spouse #6 Phone

Under the provision of the Privacy Act of 1974, Title 5, Section 3012 and Title 10, USA EO 9397, principle use of this information for official use only. Use of this information otherwise is a violation of the individual's privacy. Roster is not releasable to outside agencies and will be destroyed upon receipt of the next updated roster.

Rear Detachment Commander:  
Phone number(s):

BN FRG Leader's Name:  
Phone number(s):

Appendix N  
Phone Tree Log Forms

# Key Caller Contact Forms

## Information and Call Log Sheet

Name: \_\_\_\_\_ Sponsor's Name/Rank: \_\_\_\_\_

Address: \_\_\_\_\_

Housing:  On Post  Off Post Housing Area: \_\_\_\_\_

Phone Home: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

E-Mail Home: \_\_\_\_\_ Work: \_\_\_\_\_

Place of Employment: \_\_\_\_\_

Usual work hours/days: \_\_\_\_\_

Call at Work:  Anytime  Critical information only

Family in the area?  Yes  No

Best time and form of communication: \_\_\_\_\_

Who would most likely know your whereabouts if you go out of town?

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Birthday: \_\_\_\_\_ Anniversary: \_\_\_\_\_

Children:

<u>Name</u>	<u>Age</u>	<u>Birthday</u>	<u>Comments</u>
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Pets(s): \_\_\_\_\_

<b>Contact NAME:</b>	<b>Home Phone #: Work Phone #:</b>
	<b>Cell Phone #:</b>
	<b>OTHER:</b>
	<b>Email:</b>
<b>NOTES:</b>	



**Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_ **FRG meeting reminder**

\_\_\_\_\_ **Fundraiser/event reminder**

\_\_\_\_\_ **Greeting/introduction**

\_\_\_\_\_ **Other**

**NOTES:**



**Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_ **FRG meeting reminder**

\_\_\_\_\_ **Fundraiser/event reminder**

\_\_\_\_\_ **Greeting/introduction**

\_\_\_\_\_ **Other**

**NOTES:**



**Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_ **FRG meeting reminder**

\_\_\_\_\_ **Fundraiser/event reminder**

\_\_\_\_\_ **Greeting/introduction**

\_\_\_\_\_ **Other**

**NOTES:**



**Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_ **FRG meeting reminder**

\_\_\_\_\_ **Fundraiser/event reminder**

\_\_\_\_\_ **Greeting/introduction**

\_\_\_\_\_ **Other**

**NOTES:**

## Key Caller Emergency Question Checklist

### BIRTH

Condition of Mother: \_\_\_\_\_

Condition of Baby: \_\_\_\_\_

Location of Birth: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Time of Birth: \_\_\_\_\_

Red Cross Notified? YES NO Sex: GIRL BOY

Name: \_\_\_\_\_ Weight: \_\_\_\_\_ Length: \_\_\_\_\_

Immediate needs: \_\_\_\_\_

### CAR ACCIDENT

Location of accident: \_\_\_\_\_

Medical assistance needed? YES NO

Medical assistance obtained? YES NO

MPs notified? YES NO

Immediate needs: \_\_\_\_\_

### FINANCIAL EMERGENCY

Nature of problem: \_\_\_\_\_

Do you have enough food? YES NO

Have you contacted AER? YES NO

Immediate needs: \_\_\_\_\_

### SERIOUS ILLNESS OR INJURY

Who is ill or hurt (relationship)? \_\_\_\_\_

Where are they? \_\_\_\_\_

Nature of Illness: \_\_\_\_\_

Prognosis: \_\_\_\_\_ Red Cross notified? YES NO

Immediate needs: \_\_\_\_\_

### DEATH

Who died (relationship)? \_\_\_\_\_

Where did death occur? \_\_\_\_\_

Cause of death: \_\_\_\_\_

Date of death: \_\_\_\_\_ Red Cross notified? YES NO

Funeral arrangements (date, time, location): \_\_\_\_\_

Immediate needs: \_\_\_\_\_

**Appendix O  
Newsletter SOP**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR (NAME OF UNIT) FAMILY READINESS GROUP

SUBJECT: Family Readiness Group Newsletters - Standing Operating Procedures (SOP)

1. References.
  - a. DOD 4525.8, DoD Official Mail Management
  - b. AR 608-1, Army Community Service
2. Purpose. Provide procedures for publishing and distributing FRG newsletters.
3. Scope. This SOP applies to the *(name of unit)* Family Readiness Group, which is comprised of all Soldiers, civilians, volunteers and family members assigned to the unit.
4. Responsibilities.
  - a. Unit Commander, or designated representative, will:
    - (1) Ensure the FRG has access to supplies and equipment needed to produce and distribute the FRG newsletter.
    - (2) Prepare one article, at a minimum, for each FRG newsletter providing a command update to the unit's FRG members.
    - (3) Ensure the Newsletter editor receives an updated mailing roster for the FRG monthly.
    - (4) Review and approve the FRG newsletter prior to publication, ensuring it meets the requirements listed in references (a) and (b).
  - b. The FRG Leader will:
    - (1) Appoint a volunteer newsletter editor to publish and distribute the newsletter. Additional volunteers may be selected to assist with development and distribution.
    - (2) Ensure the volunteer newsletter staff completes the required paperwork to be classified as a statutory volunteer, and that volunteer hours are submitted monthly.

(3) Provide the editor with current information and articles of interest to Soldiers and families, including materials received from the FRG Steering Committee meetings.

(4) Ensure the newsletter letter receives a current mailing and e-mail roster for FRG members monthly.

c. The newsletter editor will:

(1) Prepare a (monthly/quarterly) newsletter for the unit's FRG members following the policies established in references (a) and (b).

(2) Prepare the newsletter for mailing.

(3) Maintain a list of FRG members' e-mail addresses to use for distributing the newsletter.

(4) Provide an electronic copy of the newsletter to the unit's vFRG system administrator for posting on the unit's vFRG.

## 9. Newsletter Content.

a. The dissemination of timely, accurate information is one of the essential tasks of the FRG. The most important advantage of a unit newsletter is its effect on the morale of Soldiers and families. A well designed and written newsletter, especially during long deployments, can bring welcome news about the FRG and give families and Soldiers a good feeling about themselves and the unit. It's another way of communicating as a unit family—one of the essential ingredients.

b. The newsletter editor will ensure the newsletter content is primarily official, mission related information. Official, mission related information refers to:

(1) Information related to unit and Soldier and family readiness, such as information on FRG activities in support of field exercises and deployments and FRG meetings

(2) Information on military benefits, entitlements or services and activities that are educational in nature and designed to create informed, self-reliant service members and their families, such as articles provided by (*Army Community Service/Reserve Component Family Programs*), the Chaplain's office, Finance Battalion, American Red Cross or other military or community agency.

(3) Information regarding activities for service members and families that promote unit cohesion and help strengthen the ongoing esprit among family members within the unit, such as command-sponsored Organizational Day activities and Memorial Day Services.

c. Unofficial information may be included in the newsletter, provided it does not exceed 20% of the printed space used for official information; it does not increase printing and mailing costs to the Government; and, it does not include personal wanted/for sale advertisement. Unofficial information includes information on FRG social events, personal information such as birth announcements or marriages, recipes, or fundraising events.

d. The newsletter must contain one of the following statements: “This newsletter contains official information only” or “This newsletter contains official and unofficial information.” Newsletters containing official and unofficial information must also include the following statement: “The inclusion of some unofficial information in this FRG newsletter has not increased the cost to the Government, in accordance with DOD 4525.8.”

e. Newsletters containing unofficial information that exceeds 20% of the printed space or increases the printing and mailing costs of the newsletter or includes personal for sale/want ads must be mailed using the FRG informal fund.

f. Copyright Law.

(1) The newsletter content must comply with 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, and photographs — 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 provide protection from copyright infringement.

(2) Some material falls into the category of “public domain;” for example, facts discovered in the course of research. This kind of information may be used as long as it is rewritten in the writer’s own words.

(3) Under the “fair use” rule of copyright law, limited use of someone’s work may be used 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 educational purposes. For more information, check the U.S. Copyright Office at [www.copyright.gov](http://www.copyright.gov).

## 10. Mailing the Newsletter.

a. If the newsletter is to be mailed, the bottom half of the last page should be reserved for addressing information. The unit’s return address is placed in the upper left hand corner of the page and is the only authorized return address.

b. Third class mail is used for mailing 200 copies or more of a newsletter. The newsletters must be counted, bundled, and sorted by ZIP code.

c. The unit mail POC must prepare a PS Form 3602. This form and the newsletters are taken to DOIM Postal/Distribution Branch for mailing. The Postal Manager must see one unstapled copy of the newsletter.

d. First class mail is used for mailing less than 200 copies of a newsletter. Newsletters must be placed in regular US Army envelopes with the unit address in the upper left-hand corner. The Postal Manager must see one unsealed copy of the newsletter. Envelopes are metered at the Army postal branch.

11. Files. Hard and soft copies of the SOPs will be maintained by the Commander, Rear Detachment Commander, FRG Leader, FRG Secretary, and FRG Treasurer.

12. The point of contact for this SOP is *POC Name, Title, Phone Number, e-mail address*.

COMMANDER'S NAME  
Rank, Branch, Component  
Commanding

**Appendix P**  
**Checking Account Authorization Letter**

Letterhead

Office Symbol

[Date]

Bank Name

ATTN: New Business Accounts

Bank Address

City, State, Zip

SUBJECT: Authorization to establish a noninterest bearing checking account for the  
\_\_\_\_\_ Family Readiness Group (FRG) Fund

Dear New Accounts Manager:

This letter is to authorize the following named individuals to open an ordinary business checking account:

In the name of \_\_\_\_\_ FRG Fund

Mailing Address: c/o \_\_\_\_\_, address, city, state, zip

The following individuals are authorized signatories:

Name	SSN	Title
_____	XXX-XX-XXXX	FRG Treasurer
_____	XXX-XX-XXXX	Alternate Treasurer
_____	XXX-XX-XXXX	FRG Leader
_____	XXX-XX-XXXX	Special Events Chair

If there are any questions, please contact \_\_\_\_\_ at (555) 555-5555. Thank you for your assistance.

Sincerely,

Commander's Signature Block

# Appendix Q

## IRS Form SS-4, Application for Employer Identification Number

Form <b>SS-4</b> (Rev. January 2010) Department of the Treasury Internal Revenue Service	<b>Application for Employer Identification Number</b> (For use by employers, corporations, partnerships, trusts, estates, churches, government agencies, Indian tribal entities, certain individuals, and others.) <b>▶ See separate instructions for each line. ▶ Keep a copy for your records.</b>	OMB No. 1545-0003 <b>EIN</b>	
Type or print clearly.	1 Legal name of entity (or individual) for whom the EIN is being requested		
	2 Trade name of business (if different from name on line 1)	3 Executor, administrator, trustee, "care of" name	
	4a Mailing address (room, apt., suite no. and street, or P.O. box)	5a Street address (if different) (Do not enter a P.O. box.)	
	4b City, state, and ZIP code (if foreign, see instructions)	5b City, state, and ZIP code (if foreign, see instructions)	
	6 County and state where principal business is located		
	7a Name of responsible party	7b SSN, ITIN, or EIN	
	8a Is this application for a limited liability company (LLC) (or a foreign equivalent)? <input type="checkbox"/> Yes <input type="checkbox"/> No	8b If 8a is "Yes," enter the number of LLC members ▶	
8c If 8a is "Yes," was the LLC organized in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No			
9a <b>Type of entity</b> (check only one box). <b>Caution.</b> If 8a is "Yes," see the instructions for the correct box to check.			
<input type="checkbox"/> Sole proprietor (SSN) _____ <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (enter form number to be filed) ▶ _____ <input type="checkbox"/> Personal service corporation <input type="checkbox"/> Church or church-controlled organization <input type="checkbox"/> Other nonprofit organization (specify) ▶ _____ <input type="checkbox"/> Other (specify) ▶ _____			
<input type="checkbox"/> Estate (SSN of decedent) _____ <input type="checkbox"/> Plan administrator (TIN) _____ <input type="checkbox"/> Trust (TIN of grantor) _____ <input type="checkbox"/> National Guard <input type="checkbox"/> State/local government <input type="checkbox"/> Farmers' cooperative <input type="checkbox"/> Federal government/military <input type="checkbox"/> REMIC <input type="checkbox"/> Indian tribal governments/enterprises <input type="checkbox"/> Group Exemption Number (GEN) if any ▶ _____			
9b If a corporation, name the state or foreign country (if applicable) where incorporated	State	Foreign country	
10 <b>Reason for applying</b> (check only one box)			
<input type="checkbox"/> Started new business (specify type) ▶ _____ <input type="checkbox"/> Hired employees (Check the box and see line 13.) <input type="checkbox"/> Compliance with IRS withholding regulations <input type="checkbox"/> Other (specify) ▶ _____			
<input type="checkbox"/> Banking purpose (specify purpose) ▶ _____ <input type="checkbox"/> Changed type of organization (specify new type) ▶ _____ <input type="checkbox"/> Purchased going business <input type="checkbox"/> Created a trust (specify type) ▶ _____ <input type="checkbox"/> Created a pension plan (specify type) ▶ _____			
11 Date business started or acquired (month, day, year). See instructions.	12 Closing month of accounting year		
13 Highest number of employees expected in the next 12 months (enter -0- if none). If no employees expected, skip line 14.	14 If you expect your employment tax liability to be \$1,000 or less in a full calendar year and want to file Form 944 annually instead of Forms 941 quarterly, check here. [Your employment tax liability generally will be \$1,000 or less if you expect to pay \$4,000 or less in total wages.] If you do not check this box, you must file Form 941 for every quarter. <input type="checkbox"/>		
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%;">Agricultural</td> <td style="width:33%;">Household</td> <td style="width:33%;">Other</td> </tr> </table>			Agricultural
Agricultural	Household	Other	
15 First date wages or annuities were paid (month, day, year). <b>Note.</b> If applicant is a withholding agent, enter date income will first be paid to nonresident alien (month, day, year) . . . . . ▶			
16 Check <b>one</b> box that best describes the principal activity of your business.			
<input type="checkbox"/> Construction <input type="checkbox"/> Rental & leasing <input type="checkbox"/> Transportation & warehousing <input type="checkbox"/> Accommodation & food service <input type="checkbox"/> Wholesale-agent/broker <input type="checkbox"/> Real estate <input type="checkbox"/> Manufacturing <input type="checkbox"/> Finance & insurance <input type="checkbox"/> Other (specify) <input type="checkbox"/> Wholesale-other <input type="checkbox"/> Retail			
17 Indicate principal line of merchandise sold, specific construction work done, products produced, or services provided.			
18 Has the applicant entity shown on line 1 ever applied for and received an EIN? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," write previous EIN here ▶ _____			
Third Party Designee	Complete this section <b>only</b> if you want to authorize the named individual to receive the entity's EIN and answer questions about the completion of this form.		
	Designee's name	Designee's telephone number (include area code) ( )	
	Address and ZIP code	Designee's fax number (include area code) ( )	
Under penalties of perjury, I declare that I have examined this application, and to the best of my knowledge and belief, it is true, correct, and complete.		Applicant's telephone number (include area code) ( )	
Name and title (type or print clearly) ▶		Applicant's fax number (include area code) ( )	
Signature ▶	Date ▶		

## Do I Need an EIN?

File Form SS-4 if the applicant entity does not already have an EIN but is required to show an EIN on any return, statement, or other document.<sup>1</sup> See also the separate instructions for each line on Form SS-4.

IF the applicant...	AND...	THEN...
Started a new business	Does not currently have (nor expect to have) employees	Complete lines 1, 2, 4a-8a, 8b-c (if applicable), 9a, 9b (if applicable), and 10-14 and 16-18.
Hired (or will hire) employees, including household employees	Does not already have an EIN	Complete lines 1, 2, 4a-6, 7a-b (if applicable), 8a, 8b-c (if applicable), 9a, 9b (if applicable), 10-18.
Opened a bank account	Needs an EIN for banking purposes only	Complete lines 1-5b, 7a-b (if applicable), 8a, 8b-c (if applicable), 9a, 9b (if applicable), 10, and 18.
Changed type of organization	Either the legal character of the organization or its ownership changed (for example, you incorporate a sole proprietorship or form a partnership) <sup>2</sup>	Complete lines 1-18 (as applicable).
Purchased a going business <sup>3</sup>	Does not already have an EIN	Complete lines 1-18 (as applicable).
Created a trust	The trust is other than a grantor trust or an IRA trust <sup>4</sup>	Complete lines 1-18 (as applicable).
Created a pension plan as a plan administrator <sup>5</sup>	Needs an EIN for reporting purposes	Complete lines 1, 3, 4a-5b, 9a, 10, and 18.
Is a foreign person needing an EIN to comply with IRS withholding regulations	Needs an EIN to complete a Form W-8 (other than Form W-8EC), avoid withholding on portfolio assets, or claim tax treaty benefits <sup>6</sup>	Complete lines 1-5b, 7a-b (SSN or ITIN optional), 8a, 8b-c (if applicable), 9a, 9b (if applicable), 10, and 18.
Is administering an estate	Needs an EIN to report estate income on Form 1041	Complete lines 1-6, 9a, 10-12, 13-17 (if applicable), and 18.
Is a withholding agent for taxes on non-wage income paid to an alien (i.e., individual, corporation, or partnership, etc.)	Is an agent, broker, fiduciary, manager, tenant, or spouse who is required to file Form 1042, Annual Withholding Tax Return for U.S. Source Income of Foreign Persons	Complete lines 1, 2, 3 (if applicable), 4a-5b, 7a-b (if applicable), 8a, 8b-c (if applicable), 9a, 9b (if applicable), 10, and 18.
Is a state or local agency	Serves as a tax reporting agent for public assistance recipients under Rev. Proc. 80-4, 1980-1 C.B. 581 <sup>7</sup>	Complete lines 1, 2, 4a-5b, 9a, 10, and 18.
Is a single-member LLC	Needs an EIN to file Form 8832, Classification Election, for filing employment tax returns and excise tax returns, or for state reporting purposes <sup>8</sup>	Complete lines 1-18 (as applicable).
Is an S corporation	Needs an EIN to file Form 2553, Election by a Small Business Corporation <sup>9</sup>	Complete lines 1-18 (as applicable).

<sup>1</sup> For example, a sole proprietorship or self-employed farmer who establishes a qualified retirement plan, or is required to file excise, employment, alcohol, tobacco, or firearms returns, must have an EIN. A partnership, corporation, REMIC (real estate mortgage investment conduit), nonprofit organization (church, club, etc.), or farmers' cooperative must use an EIN for any tax-related purpose even if the entity does not have employees.

<sup>2</sup> However, do not apply for a new EIN if the existing entity only (a) changed its business name, (b) elected on Form 8832 to change the way it is taxed (or is covered by the default rules), or (c) terminated its partnership status because at least 50% of the total interests in partnership capital and profits were sold or exchanged within a 12-month period. The EIN of the terminated partnership should continue to be used. See Regulations section 301.6109-1(j)(2)(iii).

<sup>3</sup> Do not use the EIN of the prior business unless you became the "owner" of a corporation by acquiring its stock.

<sup>4</sup> However, grantor trusts that do not file using Optional Method 1 and IRA trusts that are required to file Form 990-T, Exempt Organization Business Income Tax Return, must have an EIN. For more information on grantor trusts, see the Instructions for Form 1041.

<sup>5</sup> A plan administrator is the person or group of persons specified as the administrator by the instrument under which the plan is operated.

<sup>6</sup> Entities applying to be a Qualified Intermediary (QI) need a QI-EIN even if they already have an EIN. See Rev. Proc. 2000-12.

<sup>7</sup> See also Household employer on page 4 of the instructions. **Note.** State or local agencies may need an EIN for other reasons, for example, hired employees.

<sup>8</sup> See Disregarded entities on page 4 of the instructions for details on completing Form SS-4 for an LLC.

<sup>9</sup> An existing corporation that is electing or revoking S corporation status should use its previously-assigned EIN.

**Appendix R  
Informal Fund SOP**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR (NAME OF UNIT) FAMILY READINESS GROUP

SUBJECT: Family Readiness Group (FRG) Informal Fund Standard Operating Procedures (SOP)

1. References:

- a. AR 600-20, Command Policy
- b. AR 608-1, Army Community Service
- c. AR 600-29, Fundraising within the Department of the Army
- d. AR 1-100, Gifts and Donations
- e. DOD 5500.7-R, Joint Ethics Regulations

2. Purpose. Provide procedures for managing the FRG Informal Funds.

3. Summary. The FRG informal fund is for the benefit of the *(name of unit)* FRG members only and is established exclusively for charitable purposes and to provide support to Soldiers and family members as they adapt to Army life. It is not a business and is not being run to generate profits. It is not an instrumentality of the United States Government.

4. Scope. This SOP applies to the *(name of unit)* Family Readiness Group, which is comprised of all Soldiers, civilians, volunteers and family members assigned to the unit.

5. Commander/Rear Detachment Commander Authorizations:

- a. I authorize the FRG to maintain one informal fund.
- b. I designate a fund custodian (treasurer) to be *Name of person*, and an alternate, to be *Name of person*.
- c. I authorize the opening of one FRG informal funds bank account and designate *Name of authorized person* and *Name of authorized person* to sign checks drawn on the account.

d. I am *requiring/not requiring* the FRG informal fund to be bonded.

e. All fundraising requests must be presented to me, with a complete plan on why the funds are needed, and for what purpose. In no event will fundraising be authorized if the informal fund account has reached the annual income cap of \$10,000 or the account balance is \$10,000.

6. FRG Leader acknowledges: I acknowledge that the FRG informal fund SOP has been approved by the unit commander and a majority of the FRG members and signed by me, the fund custodian (treasurer), and the alternate fund custodian on *DATE*.

7. FRG Treasurer and Alternate acknowledge:

a. I will manage the FRG Informal Fund, and ensure that all deposits and expenditures are accurate, timely, and comply with all Army policies, including AR 608-1, and the Joint Ethics Regulations.

b. I understand that I may be personally liable for any loss or misuse of FRG informal funds.

c. I have established a non-interest bearing bank account under the FRG's name, as approved by the Commander. *(Or it was established on DATE, and has since been ratified by the Commander on DATE).*

d. I am responsible for preparing an informal fund report for the unit commander at the end of each month. The report will summarize the informal fund's financial status, to include current balance, total income, and an itemized list of expenditures along with an explanation showing how the expenditures are consistent with the purpose of the FRG informal fund as established in this SOP.

e. I will prepare an annual informal fund annual report for the unit commander and *Brigade commander (or first O6 in the unit's chain of command)*. The annual report will summarize the informal fund's financial status at the end of the calendar year, to include current balance, total income, and an itemized list of all expenditures made during the year, along with an explanation showing how the expenditures were consistent with the purpose of the FRG informal fund as established in this SOP. The annual report is due to the *(Brigade commander)* no later than 30 January of each year.

8. Procedures. The FRG formally agrees on the use of the FRG funds.

a. The FRG's informal fund purpose and function are to provide support and recognition to FRG members during the deployment cycle. The funds are to be used to provide meals and refreshments at FRG meetings, to fund FRG family social events, and family special events such as newcomer welcome gifts and baby showers. The use of FRG informal funds is to support the entire FRG family, and is not for Unit social events whereby the entire family is normally not included. *(Note: This is a sample only. The FRG members must develop the purpose and use of funds sentence.)*

b. All expenditures must be consistent with the provisions listed in this SOP, Army values, and AR 608-1, Appendix J.

c. FRG informal funds may not be deposited or mixed with appropriated funds, unit MWR funds, unit informal funds (cup and flower funds), or any individual's personal funds.

d. Estimated costs for future planned events will be earmarked within the ledger.

e. The FRG has been provided this SOP annually on *DATE*, and has approved its contents by a majority vote.

## 9. Informal Fund Account Management.

### a. Expenditures.

(1) The FRG volunteer officers are *NAME*, *NAME*, and *NAME*. (Identify every officer by name and the dates they started volunteering for the FRG).

(2) FRG officers (leader, co-leader, secretary, and treasurer/alternate) must approve all expenditures of FRG Funds in advance.

(3) The treasurer will pay all expenditures with a check, when possible. The Treasurer/alternate and one other FRG volunteer officer will sign all checks, (i.e., leader, co-leader, treasurer, secretary).

(4) A written receipt will be maintained for two years for all expenditures.

(5) The treasurer/alternate will list all checks and subtract them from the check register balance immediately after writing the check.

### b. Deposits.

(1) The treasurer or alternate will deposit all income received within one business day of receipt.

(2) Deposit receipts will be maintained for two years.

(3) The treasurer will reconcile the checking account with the bank statement within three days of receipt. A second FRG volunteer officer, *NAME* or the alternate, *NAME*, will also reconcile and initial the bank statement.

(4) Errors identified will be resolved immediately. The Treasurer will report any errors that he/she cannot resolve to the FRG Leader.

c. Statements. The Treasurer will prepare a financial statement monthly for each FRG meeting and for the commander, or upon request, following the procedures listed in reference (b).

10. Fundraising Requests. Note: Unit Commanders should be able to document that they have established the FRG infrastructure as required IAW AR 608-1, Appendix J, prior to authorizing their FRGs a fundraising event. Unit Commander certifies prior to approving FRG informal fundraising that:

a. Volunteer support for the FRG is identified and volunteers have been registered IAW AR 608-1.

b. Volunteer position descriptions are on file, volunteers are trained or subject to a training schedule.

c. The FRG Budget SOP has been established for the FY and has been reviewed with FRG officers.

d. FRG meetings are regularly scheduled (whether quarterly, semi-annually, or monthly, depending upon deployment); meetings are well attended by both enlisted and officer families.

e. Command has scheduled the following classes for FRG members through ACS: *NAME, CLASS and DATE*

f. FRG newsletters have been published and distributed on *DATE, DATE, and DATE*.

g. Families requiring additional support have been identified.

h. Resources have been deployed to assist those families which require additional support (ACS, ASAP, SWS, AER, etc).

i. The FRG informal fund has not received a total of \$10,000 this calendar year, nor is the balance approaching \$10,000.

j. Fundraising request must be for a specific purpose. Raising funds to purchase meals and refreshments for use at FRG meetings may be authorized. Raising funds to alleviate the costs of the Unit Ball for enlisted personnel is not authorized for the FRG informal fund.

k. Fundraisers may take place on the Garrison only.

l. Fundraising dates should not conflict substantially with CFC fundraising dates.

m. Fundraising requests must go through the servicing legal office and ethics counselor prior to being approved.

n. Once the Unit Commander approves the FRG informal fund request to fundraise, normal Garrison Commander rules regarding the processing of all fundraising requests must be followed.

11. FRG Fund Cap.

a. Gross annual receipts (income) for the FRG Informal Fund cannot exceed \$10,000 from all sources, i.e. fundraising, gifts, and donations.

b. The Informal Fund balance should not exceed \$10,000 at any one time. However, if the fund balance does exceeds \$10,000, then no additional income from fundraising, donations or gifts will be accepted until the balance falls under \$10,000 after the additional income has been added. Also, the FRG will start spending money to bring it below the mandated fund cap.

c. Donations/Gifts. The Unit Commander may accept donations of money or tangible goods valued at \$1,000 or less into the FRG informal fund account following consultation with the servicing ethics counselor.

d. Offers of gifts and donations for military family support over \$1,000 should be referred to the Garrison Commander, for possible acceptance into the garrison's FRG Supplemental Mission Activity.

12. Files. Hard and soft copies of the SOPs will be maintained by the Commander, Rear Detachment Commander, FRG Leader, FRG Secretary, and FRG Treasurer.

13. The point of contact for this SOP is *POC Name, Title, Phone number, e-mail address*.

COMMANDER'S NAME  
Rank, Branch, Component  
Commanding

**Appendix S  
Budget SOP**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR (NAME OF UNIT) FAMILY READINESS GROUP

SUBJECT: Family Readiness Group (FRG) Budget Standard Operating Procedures (SOP)

1. Reference: AR 608-1, Army Community Service Center
2. Purpose. Provide procedures for funding FRG mission essential activities.
3. Summary. The FRG is a unit commander's program formed in accordance with AR 600-20 and AR 608-1, Appendix J. FRG mission-essential activities are supported using the unit's appropriated funds (APF), excluding BA11/OPTempo. While APF support is authorized, the FRG's annual budget depends upon availability of funds. FRG mission-essential activities authorized APF support may not be supported with Non-Appropriated Funds (NAF), with the exception of some volunteer expenses, and they may not be augmented with private money. Normal fiscal law rules and the Joint Ethics Regulation prohibitions against the misuse of Government resources apply to the FRG budget.
4. Scope. This SOP applies to the *(name of unit)* Family Readiness Group, which is comprised of all Soldiers, civilians, volunteers and family members assigned to the unit.
5. Mission essential activities authorized appropriated fund (APF) support:
  - a. Government office space and equipment.
  - b. Paper and printing for FRG newsletter and rosters.
  - c. Army and installation post offices and official mail for official newsletters.
  - d. Government vehicles in support of official mission-essential activities. (Social events are not mission essential activities).
  - e. Travel and training expenses for FRG statutory volunteers.
  - f. Reimbursement of FRG statutory volunteer expenses.
  - g. Childcare for command-sponsored training.
  - h. Childcare, education, and other youth services for Armed Forces members who are assigned to duty or ordered to active duty in conjunction with a contingency operation.
6. Statutory Volunteer Reimbursable Expenses. Only volunteers properly processed IAW AR 608-1 may be provided reimbursement for the following incidental expenses incurred while supporting the FRG official mission.

a. Child Care. Each FRG statutory volunteer is authorized to be reimbursed for childcare, as funding permits, to participate in FRG meetings, steering committee meetings or training. The unit will not fund childcare for volunteer participation in social or fundraising events.

b. Reimbursement for transportation expenses, with previous written approval from the Commander.

c. Official telephone calls. The FRG senior advisor, FRG leader, co-leader, treasurer and key callers will be reimbursed for official long-distance telephone calls with previous written approval from the Commander.

d. Other. All other expenses must be approved by the commander or designated representative in advance in writing.

7. All requested FRG appropriated fund support requires Commander approval. This authority may be delegated to the *(Rear Detachment Commander, S1, or Unit Government Purchase Card holder.)*

8. Family Readiness Group Leader shall:

a. Prepare or approve all FRG and statutory volunteer requests for APF support.

b. Maintain a copy of all FRG APF purchase requests.

c. Ensure the FRG volunteer leaders and statutory volunteers are aware of required procedures for accessing APF support.

9. Procedures.

a. Supplies, space and equipment.

(1) The FRG Leader will coordinate FRG APF support with the Family Readiness Liaison, or S1.

(2) All requests for APF support will be submitted on an FRG Purchase Request Form (Encl 1).

(3) All supplies, room rentals and other APF support must be purchased using the unit's Government Purchase Card. All purchases will follow appropriate Department of Defense (DoD) and Army Financial Management regulations. Reimbursements for personal purchases will not be approved.

b. Statutory Volunteer Reimbursable Expenses.

(1) Childcare.

(a) Statutory volunteers must arrange their own childcare with the installation Child and Youth Services (Child Development Center or Youth Services).

(b) Each volunteer must submit a Volunteer Childcare Coupon (Encl 2) that has been signed by the unit commander's designated representative to the childcare provider when picking up the child.

(c) Child and Youth Services will invoice the unit monthly for childcare services. The invoice will include copies of Volunteer Childcare Coupons that substantiate the childcare charges.

(d) The Government Purchase Card (GPC) holder will certify the invoice and pay the bill using the GPC.

(e) *(optional)* If the childcare center does not accept the GPC, the unit can pay the invoice using a SF 1034, Public Voucher for Purchases and Services Other Than Personal (Encl 3).

(f) All exceptions to this policy must be approved in advance by the unit commander.

## (2) Local Travel/Transportation.

(a) Statutory volunteers are required to request a government vehicle for all official local travel. Reimbursement of personal travel expenses will be authorized only with proof that a government vehicle is not available.

(b) Volunteers must submit a completed Standard Form 1164, Claim for Reimbursement for Expenditures on Official Business (Encl 4), to the commander or designated representative for reimbursement of travel/transportation expenses.

## (3) Official Long Distance Phone Calls.

(a) When possible, long distance phone calls will be made from a unit telephone, Family Readiness Center, or Yellow Ribbon Room.

(b) Volunteers must submit a completed Standard Form 1164, Claim for Reimbursement for Expenditures on Official Business (Encl 4), to the commander or designated representative for reimbursement of official long-distance phone calls. A copy of the phone bill(s), showing the charges, must be attached to the request for reimbursement.

10. Files. Hard and soft copies of the SOPs will be maintained by the Commander, Family Readiness Group Deployment Assistant, Rear Detachment, FRG Leader, FRG Secretary, and FRG Treasurer.

11. The point of contact for this SOP is (POC Name, Title, Phone Number, e-mail address).

COMMANDER'S NAME  
Rank, Branch, Component  
Commanding

ENCL 1: FRG Purchase Request Form

ENCL 2: Volunteer Childcare Coupon

ENCL 3: SF 1034, Public Voucher for Purchases and Services Other Than Personal

ENCL 4: SF 1164, Claim for Reimbursement for Expenditures on Official Business

Enclosure 1  
FRG Purchase Request

### FRG PURCHASE REQUEST

Name of Unit: \_\_\_\_\_ Date of Request: \_\_\_\_\_

FRG Treasurer: \_\_\_\_\_ Phone Number: \_\_\_\_\_

<u>Item(s) Needed</u>	<u>Quantity Required</u>	<u>Cost for Each Item</u>	<u>Total Cost</u>
1 _____			
2 _____			
3 _____			
4 _____			
5 _____			

These expenses are reimbursements of FRG volunteer incidental expenses.  
(Invoice attached)

Vendor's Address: \_\_\_\_\_

Vendor's Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

Vendor's E-mail Address: \_\_\_\_\_

Date Items are needed: \_\_\_\_\_

FRG Leader's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

I approve the purchase of item(s) with the unit's portion of the Supplemental Mission Account Intended for FRGs. I have determined that it clearly supplements an established mission of the FRG and appropriated funds are not authorized for this purchase (unless the volunteer reimbursement block is checked).

Commander's Name: \_\_\_\_\_ Unit: \_\_\_\_\_

Date Signed: \_\_\_\_\_

\_\_\_\_\_  
Commander's Signature

FMD Process:

Date Paid: \_\_\_\_\_ Actual Cost: \_\_\_\_\_

Petty Cash paid to \_\_\_\_\_

Reimbursement to \_\_\_\_\_

Purchased with GPC \_\_\_\_\_

Enclosure 2

Volunteer Child Care Coupon

**(Name of Unit FRG) Volunteer Child Care Coupon**

The following statutory volunteer provided volunteer service for the *(name of unit)* on the dates and times shown. Child care costs incurred during this period, including 15 minutes transportation time before and after the service, will be paid by *(name of unit)*.

Volunteer's Name (please print): \_\_\_\_\_

Date of Service: \_\_\_\_\_ Volunteer Time: \_\_\_\_\_ to \_\_\_\_\_

Number of Children: \_\_\_\_\_ Ages of children: \_\_\_\_\_

Children's names: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Unit Representative – Printed Name

\_\_\_\_\_  
Unit Representative – Signature

-----

**(Name of Unit FRG) Volunteer Child Care Coupon**

The following statutory volunteer provided volunteer service for the *(name of unit)* on the dates and times shown. Child care costs incurred during this period, including 15 minutes transportation time before and after the service, will be paid by *(name of unit)*.

Volunteer's Name (please print): \_\_\_\_\_

Date of Service: \_\_\_\_\_ Volunteer Time: \_\_\_\_\_ to \_\_\_\_\_

Number of Children: \_\_\_\_\_ Ages of children: \_\_\_\_\_

Children's names: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Unit Representative – Printed Name

\_\_\_\_\_  
Unit Representative – Signature

Enclosure 3  
SF 1034, Public Voucher for Purchases and Services Other Than Personal

Standard Form 1034 Revised October 1987 Department of the Treasury 1 TFM 4-2000		<b>PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL</b>				VOUCHER NO.
U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION		DATE VOUCHER PREPARED		SCHEDULE NO.		
		CONTRACT NUMBER AND DATE		PAID BY		
		REQUISITION NUMBER AND DATE				
<b>PAYEE'S NAME AND ADDRESS</b>				DATE INVOICE RECEIVED		
				DISCOUNT TERMS		
				PAYEE'S ACCOUNT NUMBER		
				GOVERNMENT B/L NUMBER		
SHIPPED FROM		TO		WEIGHT		
NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES <i>(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)</i>	QUANTITY	UNIT PRICE COST      PER	AMOUNT (1)	
(Use continuation sheet(s) if necessary) <b>(Payee must NOT use the space below)</b>					<b>TOTAL</b>	
PAYMENT: <input type="checkbox"/> PROVISIONAL <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL <input type="checkbox"/> PROGRESS <input type="checkbox"/> ADVANCE		APPROVED FOR = \$ _____ BY <sup>2</sup> _____ TITLE _____	EXCHANGE RATE = \$1.00	DIFFERENCES _____ _____ _____ Amount verified, correct for payment (Signature or initials) _____		
Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.						
_____ (Date)		_____ (Authorized Certifying Officer) <sup>2</sup>		_____ (Title)		
ACCOUNTING CLASSIFICATION						
PAID BY \$	CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY	CHECK NUMBER	ON (Name of bank)		
	CASH	DATE	PAYEE <sup>3</sup>			
1. When stated in foreign currency, insert name of currency. 2. If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title. 3. When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which he signs, must appear. For example: "John Doe Company, per John Smith, Secretary", or "Treasurer", as the case may be.				PER	TITLE	

Previous edition usable

NSN 7540-00-900-2234

**PRIVACY ACT STATEMENT**

The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.





**Appendix T**  
**Quarterly Statement of Financial Progress**

QUARTERLY STATEMENT OF FINANCIAL PROGRESS  
 FOR THE PERIOD \_\_\_\_\_  
 FRG NAME \_\_\_\_\_

1) Income

a) Fundraising/Sales \$ \_\_\_\_\_  
 b) Donations \$ \_\_\_\_\_  
 c) Other \$ \_\_\_\_\_

Total Income for the Period \$ \_\_\_\_\_

2) Expenses

a) Child care \$ \_\_\_\_\_  
 b) Awards/Recognition \$ \_\_\_\_\_  
 c) Refreshments \$ \_\_\_\_\_  
 d) Reproduction/Postage \$ \_\_\_\_\_  
 e) Parties/Decorations \$ \_\_\_\_\_  
 f) Other \$ \_\_\_\_\_

Total Expenses for the Period \$ \_\_\_\_\_

3) Net Income or Net Loss (+/-) \$ \_\_\_\_\_

4) Reconciliation

a) Beginning Balance \$ \_\_\_\_\_  
 b) Add income for this period \$ \_\_\_\_\_

Total Income \$ \_\_\_\_\_

c) Subtract expenses for this period \$ \_\_\_\_\_

TOTAL AVAILABLE FUNDS \$ \_\_\_\_\_

\_\_\_\_\_  
 Signature (Treasurer)

\_\_\_\_\_  
 Signature (FRG Chairperson)

Reports due 30 Jan, 30 Apr, 30 Jul, 30 Oct

Copy Furnished to: Army Community Service  
 ATTN: Family Readiness Group Advisor  
 Installation Name, State, Zip

**Appendix U  
Informal Fund Audit Forms**

**FRG Informal Funds Audit**

Unit Information

Unit: \_\_\_\_\_ FRG Leader: \_\_\_\_\_  
 \_\_\_\_\_ FRG Treasurer: \_\_\_\_\_  
 Date: \_\_\_\_\_ Auditor: \_\_\_\_\_  
 \_\_\_\_\_ Witness: \_\_\_\_\_  
 Type of Audit: Monthly Quarterly Annual Special (list reason): \_\_\_\_\_

Reason for Audit: FRG Initiated Command Initiated Other: \_\_\_\_\_

Evaluation

Description	Yes	No	In Process (Supported)	Other (See Notes)	N/A
All checkbooks and extra boxes of checks are accounted for					
An accurate ledger is being maintained for the account					
Receipts, invoices, and other supporting documents are present and match the ledger entries					
No monthly bank statements are missing					
Tax ID documentation is present					
Monthly treasurer's reports are written and available for review					
FRG treasurer maintains an informal fund/treasurey binder					
FRG has an informal fund SOP in place					
FRG has a current budget					
FRG has budget SOP in place					
FRG treasurer is on appointment orders					
Treasurer is a registered VMIS volunteer & tracks volunteer hours					
Funds are not "stale" - account has activity on at least a quarterly basis in support of the membership					

Additional Comments:



**Appendix V**  
**Request to Hold Fundraising Event**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR

SUBJECT: Request to Hold Fundraising Event

1. The \_\_\_\_\_ Family Readiness Group requests permission to conduct an event on \_\_\_\_\_. The following information is provided pertaining to this request:

- a. Type and Purpose of Event/Fundraiser:
- b. Date(s) of Event:
- c. Time(s) of Event:
- d. Location(s):
- e. Fees Charged/Donation:
- f. How Event will be Conducted:
- g. Liability Insurance Obtained for Event? Yes / No (attach copy)
- h. Will a Hold Harmless Agreement be signed by each individual participating in the event so \_\_\_\_\_ and the US Government will not be held liable for any injuries sustained in this event? Yes / No (attach copy)

2. Point of contact is: (name, phone number, e-mail address).

(Signature of Requester)

**Appendix W**  
**vFRG SOP**

Letter Head

Unit Office Symbol

Date

MEMORANDUM FOR (NAME OF UNIT) FAMILY READINESS GROUP

SUBJECT: vFRG Sample Standard Operating Procedure (SOP)

1. References.

- a. AR 600-20, Command Policy
- b. AR 530-1, Operations Security (OPSEC)
- c. AR 608-1, Army Community Service Center, Appendix J - Army Family Readiness Group Operations

2. Purpose. To define procedures for the use and operation of the command's vFRG web system.

3. Summary. The vFRG web system was developed to assist commands in communicating with Soldiers, civilian employees, and family members, both immediate and extended. It is a forum to provide timely, accurate information in a secured environment to authorized membership.

4. Scope. This SOP applies to all personnel within the command to include all volunteers for the command's Family Readiness Group (FRG).

5. Definitions.

a. Membership – Soldiers, civilian employees, immediate and extended family members.

b. Immediate Family Members – Spouse and children.

c. Extended Family Members – Parents, siblings, and other loved ones designated by the Soldier.

d. Webinar - Training conducted with visual instruction from a computer with broadband internet conductivity and verbal instructions given through a dial-in teleconference.

## 6. RESPONSIBILITIES.

a. The Battalion Commander/Rear Detachment Commander will:

(1) Provide supervision and oversight of the command's vFRG web system.

(2) Approve content to be posted on the command's vFRG web system, after ensuring it meets operations security guidance.

(3) Appoint a system administrator(s) to maintain the vFRG, preferably a Soldier or civilian employee, such as the S6, not a volunteer. The following factors should be considered when appointing a system administrator:

(a) Time requirement.

(b) The skills and knowledge level required.

(c) An understanding of Operations Security (OPSEC) and its applicability to content management.

(d) Availability of resources required (i.e. computer with broadband internet conductivity).

(e) Ability to interact with and take direction from command staff.

(f) Ability to convey command approved information to subscribers.

b. System Administrator(s) will:

(1) Complete the following System Administrator training programs within two weeks of appointment.

(a) vFRG Content Administrator Orientation. This online training, available at [www.armyfrg.org](http://www.armyfrg.org), contains self-paced modules that provide system administrators with the tools required to get started in updating and maintaining the unit's vFRG web system.

(b) System Administrator's Webinar Train-the-Trainer Course. This interactive course provides a combination of instruction via your computer and verbal instruction given through a teleconference. The webinar training schedule is posted on the Army FRG home page at [www.armyfrg.org](http://www.armyfrg.org).

(2) Review and approve/disapprove requests for access to the vFRG.

(3) Post, review, and release approved content on the vFRG web system.

(4) Post items and ordering and payment information to vFRG Store after it is received from the Store POC.

c. Family Readiness Group Leaders, or designated volunteer, will:

(1) Provide content for command's web system to the vFRG system administrator, such as FRG newsletters, FRG calendar of events and information on new policies, resources for families, and community events.

(2) Monitor the vFRG Forum and provide answers to the questions submitted.

(3) Market the vFRG resources to the unit's families through e-mail, flyers and newsletters.

(4) Act as a liaison between family members and command for questions and concerns regarding the vFRG web system.

(5) Assign a vFRG Store POC for monitoring store operations. Note: This can be the Fundraising Chairperson or another FRG member. The use of the vFRG Store adheres to current fundraising policies.

(6) Ensure vFRG Store POC provides pictures and a description of items to display in the vFRG store to the system administrator. The FRG contact for receiving and sending orders and payments must be included.

d. OPSEC Officers and Public Affairs Officers (PAO) will:

(1) Conduct routine reviews of the command vFRG web system. At a minimum, these reviews will be conducted on a quarterly basis for adherence to Army guidelines.

(2) Direct the system administrator to immediately remove information deemed to be a possible security risk.

e. Soldiers will:

(1) Authorize family members (immediate and extended) and other loved ones (i.e., fiancée) access to the vFRG (Encl 1).

(2) Review and update the access list on a periodic basis or as needed.

f. Subscribed Users (Membership) will:

(1) Agree not to share or release any information on the vFRG to an unauthorized person. The information on the vFRG is for authorized users only. Sharing this information with others could create a risk to Soldiers or their families.

(2) Protect logon ID and password and report any compromises to the system administrator.

7. Procedures.

a. Site Development. Only one command site will be developed at the Battalion level. If requested by the company commander, the system administrator will develop separate pages for each company and link them to the battalion's home page.

b. Subscriber Authorization.

(1) The system administrator will check for new subscribers to the vFRG web system on a daily basis.

(2) Access to the unit's vFRG will be limited to Soldiers and civilian employees assigned to the unit (permanently or temporarily) and their family members (immediate and extended) and other loved ones authorized by the Soldier. The System Administrator will validate each subscriber to the vFRG prior to granting vFRG access approval by authenticating the subscriber through Unit Alert Roster, DEERS, or AKO. Family members will not be granted access without the permission of the Soldier or civilian employee.

(3) The system administrator will notify subscribers via e-mail the status of their request.

(4) The subscriber will cancel a subscriber's account immediately upon request of the commander/rear detachment commander, Soldier or subscriber.

c. Update vFRG Content. The vFRG content will be reviewed and updated on a weekly basis at a minimum. Old content will be deleted and new content posted. Content that is not appropriate for posting includes:

(1) Photos showing results of IED strikes, battle scenes, casualties, destroyed or damaged equipment, and access to military facilities.

(2) Information divulging command locations, mission, and logistical support.

(3) Personal information of Soldiers and their families that would comprise their security.

(4) Rumor, speculation, or gossip.

8. The unit vFRG point of contact is (POC name, phone number, and e-mail address).

COMMANDER'S NAME  
Rank, Branch, Component  
Commanding

ENCL 1: Virtual Family Readiness Group (vFRG) Access Authorization Form)



## Appendix X Family Deployment Checklist

### Family Deployment Checklist

When the unforeseen happens, it is too late to realize you need your spouse's signature, or that you don't know where things are or how important tasks are done. These problems can easily be avoided. Many of the tasks included in the checklist should be done as a routine whether your Soldier deploys or not. They are simply a matter of being prepared for anything unexpected.

True "**Family**" readiness comes from minor tasks completed well in advance rather than a sudden "crash" program begun after the unexpected happens. Being ill-prepared will only compound family worry and stress. It causes many parts of the Family Readiness Plan to be left undone.

By looking ahead and anticipating the likelihood of a deployment (or any separation), you and your loved ones can adequately plan for this separation. Remember, once your Soldier has been deployed, the responsibility for your family transfers directly to you. Ultimately, you are responsible for knowing your rights and privileges and what resources are available to you as an Army spouse.

#### Family:

- \_\_\_\_\_ Make sure unit has the complete current address and telephone number, along with the name, address, and telephone numbers of one or more people who will know where you are at all times (even if you travel or move). If you do not have a phone, list a neighbor's number.
- \_\_\_\_\_ Write down the names, addresses and telephone numbers for your Unit's Rear Detachment Commander and Chaplain, key members of your Family Readiness Group, Family Assistance Center, Guard or Reserve Family Program Coordinator and keep them handy.
- \_\_\_\_\_ Have an "In Case of Emergency" (ICE) form; make it a noticeable color such as bright pink or yellow and keep a copy with each child, on your refrigerator, in your vehicle glove box or console, and wallet. Have your name, Soldier's name, Unit Rear Detachment key names and numbers on this form.
- \_\_\_\_\_ Make sure you have a military ID card for each member of your family. Know when ID cards expire and have required forms signed by sponsor before departure.
- \_\_\_\_\_ Get the keys to your house, car, garage, safety deposit box, and personal storage company.
- \_\_\_\_\_ Take Army Family Team Building (AFTB) classes.
- \_\_\_\_\_ Get to know your community resources, services, and locations.

\_\_\_\_\_ Determine your monthly living expenses for such items as groceries, gas, clothes, child care, entertainment (such as video rentals, dining out, misc. purchases), etc.

\_\_\_\_\_ Consider opening separate checking accounts to reduce confusion on who has written checks and reduce chances of accounts being overdrawn.

\_\_\_\_\_ Determine who will use which credit cards (if you have any) to decrease the chances of exceeding limits. Also, set card limits to keep from increasing your credit card debt.

\_\_\_\_\_ Make sure your accounts are with the same bank so funds can be easily transferred if needed. Set up an allotment to ensure adequate funds are available for use.

\_\_\_\_\_ If you have children and the guardian is not your spouse, create a special Power of Attorney and ensure the guardian understands his/her responsibilities.

\_\_\_\_\_ Ensure the guardian has access to necessary funds. Consider preparing an allotment to the guardian.

\_\_\_\_\_ Ensure family members and guardian has ID's and commissary cards. Register in DEERS if necessary.

### **Important documents you should have (if appropriate):**

\_\_\_\_\_ Marriage certificate

\_\_\_\_\_ Birth certificates

\_\_\_\_\_ Insurance policies (life, home, auto)

\_\_\_\_\_ Family social security numbers (including your children's)

\_\_\_\_\_ Rental or lease papers (if appropriate)

\_\_\_\_\_ Deeds and/or mortgage papers (if appropriate)

\_\_\_\_\_ School registration papers (if appropriate)

\_\_\_\_\_ Spouse's proof of military service documents

\_\_\_\_\_ Copies of your spouse's orders and all amendments

\_\_\_\_\_ Shipping documents and/or household goods inventory

\_\_\_\_\_ Court orders for support and custody of legal dependents

\_\_\_\_\_ Copy of your most recent allotment request (if appropriate)

\_\_\_\_\_ Naturalization papers (if appropriate)—know the expiration date and prepare paperwork in advance.

\_\_\_\_\_ Divorce decree (if appropriate)

\_\_\_\_\_ Adoption papers (if appropriate)

- \_\_\_\_\_ Death certificates (if appropriate)
- \_\_\_\_\_ Get a Power of Attorney, unit mail card, and military ID card if you will have to pick up your spouse's paycheck and/or mail from the unit.
- \_\_\_\_\_ Prepare a list of outstanding payments, loans, and other obligations with due dates, amount owed, whom to pay, contact person, address and telephone numbers.
- \_\_\_\_\_ Prepare a list of investments such as securities or bonds with their value, contact person's name, address and telephone number; know how to cash these in an emergency.
- \_\_\_\_\_ Get copies of the past five years' state and federal income tax returns and everything needed for the next filing, including due dates and whom to contact for assistance in preparing the returns.
- \_\_\_\_\_ Prepare a list of military and community organizations that offer financial advice, counseling, information, and assistance.

### **Financial:**

- \_\_\_\_\_ Ensure Bank or credit union accounts are in both names with an "or" rather than an "and" between the names (checking, savings and any other accounts). Make sure deposits and withdrawals can be made with only one signature. If the account shows an "and" between your spouse's name and yours, it requires both signatures; an "or" ensures you can make deposits and withdrawals in the absence of your spouse. This can be changed only while the Soldier is here.
- \_\_\_\_\_ Take possession of appropriate bank books, ATM cards, checkbooks, credit union papers or books, credit cards.
- \_\_\_\_\_ Keep a list of automatic deposits and withdrawals or payments made to financial accounts (paycheck, insurance, loan, or bill payments).
- \_\_\_\_\_ Know how to report lost credit cards and how to request replacements. If a credit card is lost or stolen, report it immediately to the issuing company AND to credit-reporting agencies.
- \_\_\_\_\_ Have your spouse apply for a Class EE Savings Bond allotment (if desired and appropriate), and keep a copy of the signed application.
- \_\_\_\_\_ Know about savings bonds and securities owned, where they are, and how to gain access to them if needed.
- \_\_\_\_\_ Ensure spouse knows amounts due on credit cards and loans, monthly payment dates, addresses and phone numbers of credit card and loan companies.
- \_\_\_\_\_ Ensure spouse has access to myPay to review LES.
- \_\_\_\_\_ Spouse is aware of all bills that need to be paid routinely, with address and telephone number for each (rent or mortgage, car payment, telephone, electricity, appliance/furniture payments, water, credit cards, garbage

collection, all types of insurance, debt repayment, cable television, internet, dues and subscriptions, and so on).

\_\_\_\_\_ Spouse has access to copies of state and federal income tax returns for the last seven years; the name, address, and telephone number of the person or company who helped you with your return last year, along with information, forms, and tax deductible receipts for the current year.

\_\_\_\_\_ Spouse knows where to go for financial assistance in times of crisis: Army Community Services, Army Emergency Relief, Rear Detachment Commander, Family Assistance Center, Guard or Reserve Family Program Coordinator.

\_\_\_\_\_ Get the name, address, and telephone number of your landlord, mortgage company, or government housing office.

### Legal:

\_\_\_\_\_ Get the name, address, and telephone number of your military or private attorney or legal advisor.

\_\_\_\_\_ If needed, get a Power of Attorney (general or limited) giving spouse the right to sign your name and do the things you could do if you were actually present.

\_\_\_\_\_ Make sure your will and your spouse's will are up to date and valid to specify how you want your property handled and distributed in the case of death of either. Make sure to include funeral and burial information.

\_\_\_\_\_ Get copies of all insurance policies, and find out what is covered and to what extent; get contact person's name, address, and telephone number; ask whether you need a Power of Attorney to file a claim during your spouse's deployment.

\_\_\_\_\_ Secure a list of where to go for legal aid: Legal Assistance Office, Rear Detachment Commander, Family Assistance Center, Guard or Reserve Family Program Coordinator.

### Medical:

\_\_\_\_\_ Make sure you have medical cards for entire family and know how to get medical records.

\_\_\_\_\_ Make sure you have family immunization records for all members, and all shots are current.

\_\_\_\_\_ Make sure medications/allergies are known for all family members.

\_\_\_\_\_ Make sure current prescriptions for medicine and glasses or contact lenses are available.

\_\_\_\_\_ Get a list of military, community, state, and federal organizations that offer medical, mental or emotional, dental, and optical assistance

- \_\_\_\_\_ Rear Detachment Officer/ACS knows of family members with special needs, Exceptional Family Member Program (EFMP), or chronic medical condition.
- \_\_\_\_\_ Spouse has phone numbers for medical and dental services: emergency care, outpatient and inpatient medical care, pharmacy, routine or emergency dental care, and health benefits advisor for assistance with TRICARE.

### **Security/Safety:**

- \_\_\_\_\_ Request a military or local police crime prevention survey for your home.
- \_\_\_\_\_ Ensure adequate locks are on all of your doors and windows and consider adding a “peephole” to at least your front door to view prior to opening.
- \_\_\_\_\_ Place your family’s name on the Military Police Quarters Checklist (or notify the local police if you live in a civilian community) if your family will be away from home for an extended period.
- \_\_\_\_\_ Install a smoke detector (or check existing detectors) in key areas of your residence (kitchen, bedroom, living room, shop/garage).
- \_\_\_\_\_ Install a fire extinguisher (or inspect existing extinguisher) in key areas of your residence (also recommended for your automobile).
- \_\_\_\_\_ Discuss with your family alternate exits they can use to leave your home from each room in case of a fire or other emergency.
- \_\_\_\_\_ Know how to reach police, MPs, fire department, ambulance, poison information center, chaplains, help line; locate numbers by the telephone.
- \_\_\_\_\_ Spouse and older children know how to turn off electricity, water, and gas in case of an emergency.

### **Automotive:**

- \_\_\_\_\_ Prior to deployment, ensure proper periodic maintenance is up-to-date (oil change, lubrication, tune-up, fluid levels). Have oil changed, new oil and air filter installed, and car lubricated; know the mileage reading when the oil should be changed next.
- \_\_\_\_\_ Make sure all fluids are up to normal levels (oil, transmission fluid, brake and steering fluid, water); know how to check and fill them yourself (if needed) and what gasoline to use.
- \_\_\_\_\_ Make sure all vital equipment is in good condition and working order (including brakes, tires, battery, belts, hoses, headlights/high and low beams, tail lights, brake lights, turn signals).
- \_\_\_\_\_ Spouse has automobile information: warranties/guarantees in effect and from whom; correct tire pressure and how to inflate and check tires; oil to use and how to fill and check dipstick; gasoline to use; where to go for

maintenance and repair services; how to get emergency road service; where car keys and spares are located.

- \_\_\_\_\_ Review your insurance policy to make sure it provides adequate coverage (liability, medical, uninsured motorist, damage to your car and others); know the renewal date, cost of renewal, whom to contact to renew the policy (name, address, and telephone number).
- \_\_\_\_\_ Look into the renewal of state and on-post vehicle registration (year, cost, where to go, what to do).
- \_\_\_\_\_ Check your state driver's license expiration date, cost to renew, where to go, what to do.
- \_\_\_\_\_ Check your annual state automotive safety check, if required (when it expires, cost to renew, where to go, and anything that may have to be repaired or replaced to pass this inspection).
- \_\_\_\_\_ Investigate a road service policy (if desired) to provide assistance with flat tires, towing, stalled engine, being locked out of your car, and other emergencies; know what your policy covers, when it expires and has to be renewed, cost of renewal, whom to contact to renew (name, address, and telephone number); know what to do if you don't have this coverage and one of these events happens.
- \_\_\_\_\_ Take possession of automotive papers (car registration, safety inspection, tire warranties, battery guarantee, insurance policy and certificate of insurance, road service card); know where they are, what they mean, and how to use them.
- \_\_\_\_\_ Learn where to go, who to see or call when you have problems with the automobile (routine maintenance, auto repair, tires, oil changes, and lubrication).
- \_\_\_\_\_ Learn what alternative transportation is available (on post, car pools, taxis, city buses, friends) in case the family car is out of service.
- \_\_\_\_\_ Prepare a list of automotive "do's and don'ts" and hints on car care.
- \_\_\_\_\_ Create a maintenance sheet with the correct type of battery, tires, oil, etc for your vehicle(s) and when they should be serviced.