

D R A F T

Army Regulation 608—1

Personal Affairs

Army Community Service Center

Headquarters

Department of the Army

Washington, DC

UNCLASSIFIED

SUMMARY of CHANGE

AR 608-1 Army Community Service Center

This revision:

- o Revises the Army Community Service (ACS) Accreditation Program.

- o Prescribes policies and procedures for the Office of the Installation Volunteer Coordinator and organizations accepting voluntary services.

- o Provides implementing guidance for the Family Subsistence Supplemental Assistance (FSSA) Program.

- o Updates policies for the Employment Readiness Service.

- o Requires soldiers going on unaccompanied tours to provide their family's stateside address to meet requirements of paragraph 4-26 (Services to Waiting Families) of this regulation.

- o Revises DA Form 3063 (ACS Management Report),
DA Form 4162 (Volunteer Service Record), DA Form 4712 (Volunteer Agreement for Appropriated and Nonappropriated Fund Activities),
DA Form 4713 (Volunteer Daily Time Record), DA Form 5671 (Parental Permission), DA Form 5897 (ACS Client Case Record), DA Form 5900 (ACS Group Sessions Log), DA Form 7418 (Army

Community Service (ACS) Accreditation Report) and DA Form 7419 (Army Community Service (ACS) Accreditation Checklist).

- o Rescinds DA Form 5901 (ACS Single Contact Log).

Applicability. The regulation applies to the Active Army, the Army National Guard and the U.S. Army Reserve while on active duty.

Proponent and exception authority.

The proponent of this regulation is the Assistant Chief of Staff for Installation Management. The Assistant Chief of Staff for Installation Management has the authority to approve exceptions to this regulation that are consistent with controlling law and regulation. The Assistant Chief of Staff for Installation Management may delegate this authority, in writing, to a division chief within the proponent agency in the grade of colonel or the civilian equivalent.

Army management control process.

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

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

Suggested Improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Commander, U. S.

Army Community and Family Support Center, ATTN: CFSC-FP-A, Summit Centre, 4700 King
Street, Alexandria, Virginia
22302-4418.

Committee Continuance Approval.

The Department of the Army Committee Management Office concurs in the continuance of the
installation Relocation Assistance Coordinating Committee.

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

Contents (Listed by paragraph and page number)

Chapter 1

Structure

Purpose • 1—1

References • 1—2

Explanation of abbreviations and terms • 1—3

Statutory and Department of Defense requirements • 1—4

Mission statement • 1—5

Criteria for establishing ACS center • 1—6

Eligibility • 1—7

General prohibitions against discrimination • 1—8

Service delivery model • 1—9

Chapter 2

Oversight

Section 1

Responsibilities

Assistant Secretary of the Army (Financial Management and Comptroller) (ASA(FM&C)) • 2—1

Assistant Chief of Staff for Installation Management (ACSIM) • 2—2

Commanding General, U.S. Army Community and Family Support Center (CG, USACFSC) • 2—3

The Judge Advocate General (TJAG) • 2—4

Chief of Engineers (COB) • 2—5

Commanding General, U.S. Total Army Personnel Command (CG, PERSCOM) •
2—6

Major Army commanders • 2—7

Installation/garrison commanders • 2—8

Installation volunteer coordinators • 2—9

Installation ACS directors • 2—10

Section II

Assessment and Compliance

General • 2—11

Internal review • 2—12

Strategic planning • 2—13

Section III

Record Keeping

Client internal data flow system • 2—14

Paid staff informal personnel folder • 2—15

Section IV

Reporting

General • 2—16

ACS Management Report • 2—17

Chapter 3

Management

Section I

Funding

ACS appropriated funds (APFs) • 3—1

ACS nonappropriated funds (NAFs) • 3—2

Section II

Personnel

General • 3—3

Center staffing • 3 —4

Position descriptions for paid staff • 3—5

Section III

Training

General • 3—6

Mandatory training • 3—7

Section IV

Physical Property

Standing operating procedure • 3—8

Center requirements • 3—9

Section V

Marketing

User awareness • 3—10

Marketing plan • 3—11

Chapter 4

Services

Section I

Deployment or Mobilization and Stability and Support Operations (SSOs) Readiness

Purpose • 4—1

Family assistance plan • 4—2

Predeployment or mobilization and SSOs assistance • 4—3

Deployment or mobilization and SSOs assistance • 4—4

Post deployment or mobilization and SSOs assistance • 4—5

Unit rear detachments • 4—6

Family support groups • 4—7

Materials for military operations • 4—8

OCONUS noncombatant evacuation operation (NEO) support • 4-9

Support to unaccompanied family members being evacuated or forced early return from an area outside the continental United States • 4-10

Section II

Soldier and Family Readiness

Family Advocacy Program • 4-11

Transitional compensation for abused dependents • 4—12

Emergency placement care • 4—13

Exceptional Family Member Program • 4—14

Outreach services • 4—15

Section III

Relocation Readiness

Purpose • 4—16

Relocation Assistance Coordinating Committee • 4-17

Relocation counseling • 4—18

Pre-arrival information • 4—19

Mandatory overseas orientation • 4-20

Reentry workshops • 4-21

Special workshops or support group sessions • 4—22

Post-move newcomer orientations • 4—23

Lending closet • 4-24

Services to multicultural families • 4—25

Services to waiting families • 4—26

Sponsorship support • 4—27

Section IV

Employment Readiness

Purpose • 4—28

Resource information • 4—29

Job search assistance • 4—30

Career counseling and coaching • 4-31

Employment opportunity development • 4—32

Marketing • 4—33

Section V

Financial Readiness

Purpose • 4—34

Prevention education • 4—35

Mandatory training • 4—36

Financial counseling services • 4—37

Pre-screening and counseling for the Family Subsistence Supplemental Assistance
(FSSA) Program • 4-38

Debt liquidation assistance • 4—39

Consumer advocacy service • 4—40

Consumer complaint resolution • 4—41

Emergency assistance • 4-42

Appendixes

A. References

B. Statutory and Department of Defense Requirements

C. Intake Methodology

D. Resource File Specifications

E. Army Community Service Volunteers

F. Volunteer Recognition

Glossary

Index

Chapter 1

Structure

1—1. Purpose

This regulation prescribes the policies and responsibilities for:

- a. Establishing and operating an Army Community Service (ACS) center at Army installations.
- b. Office of the Installation Volunteer Coordinator.
- c. Organizations accepting voluntary services.

1—2. References

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

1—3. Explanation of abbreviations and terms

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

1—4. Statutory and Department of Defense requirements

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

1—5. Mission statement

The mission of the ACS center is to:

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

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

1—6. Criteria for establishing ACS center

a. The installation ACS center.

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

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

(b) Authorize families to join their sponsors.

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

(2) Major Army commands can make an exception and establish an ACS center when at least one of the criteria in paragraph (1) above are met.

(3) The installation ACS center will—

(a) Have a full-time and part-time staff

(b) Have an ACS volunteer supervisor and volunteer corps. ACS volunteers are statutory volunteers authorized by Section 1588, title 10, United States Code. They must comply with all laws, regulations and guidance in Chapter 5 (Section 2) and appendix E of this regulation.

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

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

1—7. Eligibility

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

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

(2) Members of the Army National Guard (ARNG) and U.S. Army Reserve (USAR) when on active

duty and their family members, if otherwise eligible for services.

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

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

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

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

1—8. General prohibitions against discrimination

a. No qualified disabled person will, on the basis of disability, be excluded from participation in, be denied the benefit of, or otherwise subjected to discrimination under ACS (See AR 600-7).

b. ACS will make reasonable accommodation to the known physical or mental limitations of an otherwise qualified person. An exception is if the installation/garrison commander demonstrates via the chain of command to the Assistant Secretary of the Army (Manpower and Reserve Affairs) or designee that the accommodation would impose an undue hardship on ACS operations (See AR 600-7, para 3-

4). Reasonable accommodation includes but is not limited to the following:

(1) Making facilities readily available and accessible to and usable by qualified persons with disabilities.

(2) Acquisition or modification of equipment or devices, such as telecommunication device for the deaf or other electronic devices for impaired sensory, manual or speaking skills.

(3) Provision of sign-language interpreters.

(4) Wide dissemination of information on how persons with disabilities can access services.

1—9. Service delivery model

The ACS center will deliver services using the following model:

a. Centralized intake. A centralized intake (includes information and referral and crisis intervention) will be established to conduct initial interviews, assess individual

and family needs, provide information and make service referrals within the center and to external agencies (see appendix C for details).

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

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

d. Outreach.

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

(2) An active partnership will be established with commanders to provide the support units need that could include unit services strategy.

e. *Organization.* Installation/garrison commanders will determine where to organizationally place Army Family Team Building (AFTB), Army Family Action Plan (AFAP) and Installation Volunteer Coordinator (IVC).

Chapter 2

Oversight

Section I

Responsibilities

2—1. Assistant Secretary of the Army (Financial Management and Comptroller) (ASA(FM&C))

The ASA (FM&C) will-

- a. Provide financial data, advice and technical assistance to the U.S. Army Community and Family Support Center in tracking and monitoring ACS resources.
- b. Assist in providing training materials and guidance on the mandatory Sure-Pay program.

2—2. Assistant Chief of Staff for Installation Management (ACSIM)

The ACSIM is responsible for developing policy guidance to implement ACS.

2—3. Commanding General, U.S. Army Community and Family Support Center (CG, USACFSC)

The CG, USACFSC will perform the following functions for the ACSIM:

- a. Formulate ACS policy.
- b. Set professional standards for the operation of the ACS center.
- c. Ensure that soldiers, civilian employees and their families are informed of the policy in this regulation.
- d. In accordance with DODI 1342.22, develop and forward to the Assistant Secretary of Defense (Force Management and Personnel), for review and approval, a comprehensive evaluation system to measure the effectiveness of ACS centers.
- e. Implement the ACS Accreditation Program per this regulation and DA Pamphlet XXXX (Instructions for Implementing ACS, AFAP and AFTB Accreditation Programs). Use DA Form 7418 (Army Community Service (ACS) Accreditation Report) and DA Form 7419 (ACS, AFAP and AFTB Accreditation Checklist) to accredit centers.

- f. Ensure that ACS services are developed based on installation-specific needs and mission requirements.
- g. Analyze major Army command (MACOM) and installation ACS center reports and resource requirements.
- h. Coordinate and submit ACS center requirements through budget channels.
- i. Ensure ACS centers are allocated the resources required to accomplish their mission (as developed by installation commanders) in coordination with subclaimants, MACOMS and Headquarters, Department of the Army (HQDA).
- j. Ensure that ACS services and activities collaborate and coordinate with each other and with other Federal, State and civilian agencies and national non-profit organizations that provide family support and assistance services in order to use existing resources, information and services to the greatest extent possible.

- k. Submit a report on ACS centers to the Assistant Secretary of Defense (Force Management and Personnel) 15 February of each year. The ACS center report will document compliance with this regulation and provide an accounting of ACS center service contacts, funding (to include programmed and executed funds) and manpower resources (to include authorized and filled positions). The report should agree with justification material provided to Congress in support of the President's budget request.
- l. Sponsor training workshops for MACOM and installation personnel.
- m. Ensure that ACS family research and program evaluation are directed toward an increased understanding of:
 - (1) The relationship between family factors and readiness and retention.
 - (2) Factors that make a family support system effective and efficient from a command perspective as well as for individuals being served.
 - (3) The effect of the mobile military lifestyle on soldiers and their families.

- (4) Soldiers, civilian employees and their families (that is, their strengths, needs and demographic characteristics).
 - (5) The impact of mobilization and deployment on family support systems and its effect on soldiers, civilian employees and their families.
- n. Assist in developing policy guidance, assist with requirements determination and support funding necessities for transitional compensation for abused dependents.
- (1) Review application packages and complete Section IV (if claimant is eligible) of DD Form 2698 (Application for Transitional Compensation).
-
- (2) Forward approved applications and any necessary supporting documents to Defense Financial and Accounting Service—Denver Center (DFAS-DE/FRBS), 6760 East Irvington Place, Denver, Colorado 80279-6000, for payment (Facsimile numbers: DSN 926-4667 or commercial (303) 676-4667).
 - (3) Notify applicants by letter of the approval or denial of claims.
 - (4) Notify recipients by letter when it is determined that payments must cease.
 - (5) Maintain a database and accounting records.
 - (6) Develop and submit fiscal and statistical records upon request.
- o. Ensure that ACS facilities are included in AR 415-28 with a distinct code, title and description.
- p. Ensure that standards for ACS facilities are included in the Installation Status Report (ISR) Standards Booklet for ISR—I, Facilities and that the HQISR Status Summary Reports include the C-ratings by building numbers.
- q. Review and approve performance work statements when more than 50 percent of the ACS workload is proposed for conversion to contract before issuance of solicitation.
- r. Establish implementing policy and procedures for provision of voluntary services in the Army.
- (1) Outline reimbursable expenses and method for payment of claims for reimbursement.
 - (2) Establish a system to recognize and reward volunteer contributions.
 - (3) Ensure that standard procedures for investigating and/or adjudicating incidents involving employees or officers of the DOD components are used, when appropriate,

to investigate and/or adjudicate similar incidents arising from provision of voluntary services (includes voluntary service incidents involving property damage; destruction or loss; the injury or death of any person, including the volunteer; any claim against the Federal Government; or any request for an investigation by a DOD Component or other competent authority).

2—4. The Judge Advocate General (TJAG)

TJAG will provide advice, instruction, guidance and assistance for legal aspects of ACS.

2—5. Chief of Engineers (COE)

The COE will provide technical guidance on all engineer matters concerning ACS facilities.

Programming documentation for projects as defined in AR 415-15 and

AR 415-19 must be coordinated between HQDA, U.S. Army Corps of Engineers, USACFSC and appropriate MACOM and installation program and engineering personnel.

2—6. Commanding General, U.S. Total Army Personnel Command (CG, PERSCOM)

The CG, PERSCOM will issue instructions on identification card procedures for transitional compensation.

2—7. Major Army commanders

MACOM commanders are responsible for the management and operational supervision of MACOM and installation ACS centers. They will:

- a. Implement ACS policy
- b. Analyze installation ACS center reports and resource requirements.
- c. Coordinate and submit installation and MACOM ACS center resource requirements through budget

channels to HQDA.

- d. Develop a resource allocation plan.
- e. Provide adequate resource allocation to implement the installation ACS per this regulation.
- f. Ensure that installation ACS directors update the DA Form 3063 (Army Community Service (ACS) Management Report) quarterly.
- g. Report to USACFSC (CFSC-FP-A) major systemic problems affecting the delivery of services to eligible recipients.
- h. Execute the accreditation process per this regulation and DA Pamphlet XXXX (Instructions for Implementing ACS, AFAP and AFTB Accreditation Programs). Complete DA Form 7418 and DA Form 7419. Completion of DA Form 7418 and DA Form 7419 is considered a key management control.
- i. Establish ACS positions at the MACOM level to manage and provide assistance effectively to ACS centers within the command.
- j. Ensure authorization and assignment of a professional installation staff for the ACS center consistent with published guidance.

- k. Ensure that contingency plans are developed and exercised to provide for augmentation of ACS center staff during times of local and national emergency, large-scale activation or mobilization of Reserve personnel, large-scale deployment or evacuation.
- l. Sponsor training workshops for installation ACS personnel.
- m. Coordinate all pilot projects and research with USACFSC (CFSC-FP-A).
- n. Forward installation performance work statements to USACFSC (CFSC-FP-A) for review and approval when more than 50 percent of the ACS workload is proposed for conversion to contract before issuance of solicitation.

2—8. Installation/garrison commanders

Installation/garrison commanders are responsible for ACS centers. They will:

- a. Identify community needs and resource requirements to their MACOMs.
- b. Provide adequate resource allocation to implement the installation ACS center per this regulation.

- c. Ensure that ACS center personnel are aware of HQDA and MACOM resources allocated to support operations and services.
- d. Appoint ACS directors at installation level.
- e. Establish a written memorandum of agreement (MOA) and memorandum of understanding (MOU) between civilian social service agencies and ACS with guidance from the staff judge advocate.

- f. Ensure implementation of a family assistance system during deployment or mobilization and stability and support operations (SSOs).
- g. When located in a geographical region with several active duty installations, establish MOUs among the installation family centers that provide enhanced family assistance during local or national emergency, mobilization or large-scale deployment or evacuation.
- h. Provide ACS facilities that meet requirements of this regulation.
- i. Implement transitional compensation for abused dependents.
- j. Forward performance work statements through MACOM to USACFSC (CFSC-FP-A) when more than 50 percent of the ACS workload is proposed for conversion to contract before issuance of solicitation.
- k. Support the ACS accreditation process per this regulation and DA Pamphlet XXXX (Instructions for Implementing ACS, AFAP and AFTB Accreditation Programs).
- l. Ensure the IVC receives on the job training, in-service training and the opportunity to attend appropriate military and civilian conferences.

2—9. Installation volunteer coordinators

Installation volunteer coordinators will:

- a. Serve as a link between the commander, volunteer agencies, volunteers and the community.
- b. Consult with the commander on volunteer issues.

- c. Coordinate and facilitate volunteering on the installation.
- d. Monitor compliance with Chapter 5 and appendix F of this regulation.
- e. Assess changing needs of the community, volunteer trends and volunteer skills to assist organizations in developing and implementing appropriate volunteer programs.
- f. Develop standing operating procedures for the office of the IVC that include, at a minimum, recruiting, screening, referring and recognizing volunteers.
- g. Provide briefings and reports on volunteer issues to the commander, unit leaders, soldiers, spouse organizations, family readiness groups, civilian staff and community.
- h. Act as a resource to organizations utilizing volunteers.
- i. Develop a marketing plan to inform the community of services offered by the IVC, to advertise volunteer positions, promote organizations having volunteers and to recognize volunteer contributions.
- j. Update the IVC section of DA Form 3063 quarterly.

2—10. Installation ACS directors

ACS directors will:

- a. Direct and implement installation ACS center operations per this regulation.
- b. Conduct specialized needs assessment using a variety of methods (surveys, customer feedback forms, training evaluations, customer focus groups and service request forms) to identify local demographics, target risk populations and determine service emphasis.
- c. Develop and update annually a five-year plan for ACS services and resources.
- d. Conduct an annual internal review per paragraph 2-12.

- e. Execute the accreditation process per this regulation and DA Pamphlet XXXX (Instructions for Implementing ACS, AFAP and AFTB Accreditation Programs).
Complete DA Form 7419.
- f. Report community needs and ACS center resource requirements to the installation/garrison commander. These requirements will include support during deployment or mobilization and SSOs.
- g. Plan for and effectively use resources allocated to the installation ACS center.
- h. Update the DA Form 3063 quarterly.

- i. Prepare a comprehensive family assistance plan to address all levels and phases of deployment or mobilization and SSOs.
- j. Implement an ACS marketing plan with goals, objectives, strategies and an action plan to increase command, soldiers, spouse and staff awareness of center activities and benefits (includes tenant unit commanders).
- k. Conduct informational briefings to commanders (within 45 calendar days of assuming command and annually thereafter), unit leaders, soldiers, spouse organizations and civilian staff.
- l. Implement a training program for paid staff.
- m. As the accepting official, ensure that local procedures are developed for recruiting, screening, interviewing, placing, orienting, training, evaluating and recognizing volunteers within ACS.
- n. Prepare a standing operating procedure for each ACS service.
- o. Coordinate services and share the responsibility for family readiness planning with the ARNG and USAR to:
 - (1) Ensure that Reservists and their families have access to ACS services in times of active duty, local or national emergency, contingency call-up, mobilization, large-scale deployment or evacuation.
 - (2) Assist with family readiness planning during peacetime to ensure that family members are prepared to deal with the unique roles and responsibilities associated with the activation of the citizen-soldier. Share programs, training and resources with family support liaisons in the ARNG and USAR.
- o. Coordinate services with national and local governmental, civilian and non-profit organizations, as appropriate, to ensure that identified needs are met, to maximize available services and avoid duplication.
- p. Serve as advisor on family matters to commanding officers and installation commanders (includes working collaboratively with the designated senior spouse advisor).
- q. Provide professional liaison to unit family readiness groups.

Section II

Assessment and Compliance

2—11. General

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

2—12. Internal review

- a. An annual internal review process will be established to substantiate compliance with the following ACS standards in Section I (and appendixes A and B) on DA Form 7419--Recordkeeping (23000.1 and 23000.2), Reporting (24000.1), Funding (31000.1 - 31000.4), Physical Property Management (34000.1 - 34000.4), FAP Organization and Management (42001.10 and 42001.11), FAP Planning and Evaluation (42007.1), Army Medical Department EFMP (20000.10 and 20000.22), Civilian Personnel Advisory Center EFMP (40000.6) and Directorate of Public Works EFMP (50000.5). The review and completion of DA Form 7419 are considered key management controls. A copy of the completed DA Form 7419 will be provided to the appropriate installation management control office. A copy of the DA Form 7419 is available on the Army Electronic Library CD-ROM and the USAPA Web site, www.usapa.army.mil.
- b. The ACS director will conduct the internal review.
- c. Findings, recommendations and corrective actions will be maintained on file at the installation and provided to higher headquarters upon request.

2—13. Strategic planning

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

Section III

Record Keeping

2—14. Client internal data flow system

- a. The ACS will use an internal data flow system to collect client data in three separate tracks -- simple information, extended contacts (case management and counseling) and group sessions. All data gathered will be safeguarded per AR 340-21.
- b. Initial contact or request for service will occur in one of two ways: telephone or walk-in.
- (1) A simple information contact will consist of 15 minutes or less. It will be reported on DA Form 3063 under EFMP, FAP or the specific readiness area to which it applies. If it does not apply to EFMP, FAP or a specific readiness area, it will be reported as simple information under the information, referral and follow-up section of the DA Form 3063.
- (2) If a contact requires more than 15 minutes to provide service, a record will be established per AR 25-400-2 using DA Form 5897 (Army Community Service (ACS) Client Case Record). The DA Form 5897 will record worker assessment and follow-up.
- c. Each awareness briefing, education and training class, workshop or seminar conducted by ACS staff will be recorded on DA Form 5900 (Army Community Service (ACS) Group Sessions Log.)
- d. DA Forms 5897 and 5900 will be maintained as internal documents (no external requirements control symbol needed). The data from these forms will be used to complete DA Form 3063 (see Section IV of this chapter). DA Forms 5897 and 5900 are available on the Army Electronic Library CD-ROM and the USAPA web page.

2—15. Paid staff informal personnel folder

All paid staff will have an informal personnel folder on file.

Section IV

Reporting

2—16. General

DODI 1342.22 requires HQDA to provide the Assistant Secretary of Defense (Force Management and Personnel) with an accounting of ACS center service contacts, funding and manpower resources on an annual basis. DA Form 3063 will be used to collect data for that requirement. A copy of DA Form 3063 is located only on the ACS link at [http:// trol.redstone.army.mil/acslink](http://trol.redstone.army.mil/acslink).

2—17. ACS Management Report

The DA Form 3063 will be updated quarterly.

Chapter 3

Management

Section I

Funding

3—1. ACS appropriated funds (APFs)

a. ACS establishment.

- (1) The ACS center will be established and operated as an APF activity. It will be administered according to DFAS-IN-Manual 37-100-XX.
- (2) APF resource requirements for ACS will be considered with all other requirements in installation and MACOM annual Program Analysis and Resource Review submissions.
- (3) MACOM and installation ACS staff personnel will participate in budget planning. They will help to determine funding and staffing needed to operate the center.
- (4) Common Table of Allowances (CTAs) for the ACS center authorize—

- (a) Non-expendable supplies and equipment for ACS (CTA 50-909, chap 11).
- (b) Expendable and durable supplies and equipment (CTA 50-970).
- (c) Supplies and equipment for the ACS lending closet (CTA 50-970 for expendable items and CTA 50-909 for non-expendable items).
- (d) Items that have a unit cost of \$100 or less and are not listed in section II of CTA 50-970. These items are authorized for procurement through local sources (CTA 50-970, appendix A).

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

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

(7) APFs are not authorized to purchase ACS emergency food locker items or food vouchers. Local NAFs may be used in accordance with AR 215-1.

b. Management Decision Package (MDEP) resources.

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

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

c. Direct congressional appropriations. Additional resources are available for family advocacy and relocation assistance through a direct congressional appropriation allocated to the Office of the Secretary of Defense (OSD). These appropriations may

only be used to support those areas of operation. The USACFSC issues annual funding guidance for use and monitoring of OSD funds. The data elements and codes to be cited in financial transactions and used in financial records and reports are detailed in DFAS-IN Manual 37-100.

3—2. ACS nonappropriated funds (NAFs)

- a. A non-MWR Supplemental Mission NAF activity may be established as part of the installation MWR Fund under Program Code SA to serve as a part of ACS. This activity code will be used to administer the receipt of voluntary gifts and donations from private sources (AR 1-100 and AR 1-101). It will also facilitate the authorized expenditure of ACS NAFs in support of ACS services for items not authorized from APFs. NAFs may not be used for any element of expense authorized from APF. The installation MWR fund may not subsidize the supplemental NAF activity or vice versa.
- b. The purchase of ACS emergency food locker items/food vouchers is authorized from ACS NAFs. This does not preclude acceptance of these items free of charge.
- c. Grants or loans of ACS NAFs to individuals are not authorized.
- d. Accounting policy and reporting procedures are contained in DOD 7000.14.
- e. NAFs can be used for promotional items for ACS per AR 215-1, paragraph 4-11n.

Section II

Personnel

3—3. General

ACS staff discussed in this chapter refers to military and APF civilian personnel.

3—4. Center staffing

- a. The size of an installation ACS staff will be based on published Army manpower guidance. Staff size will also depend on the degree of support available from the local civilian community and

complexity and scope of services provided by the installation/garrison commander.

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

- (1) Provide an interdisciplinary approach to the delivery of direct services and the development of solutions to social and community problems.
- (2) Ensure that the services provided are coordinated, effective and of a high quality.
- (3) Provide professional, administrative and financial management expertise.

3—5. Position descriptions for paid staff

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

Section III

Training

3—6. General

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

3—7. Mandatory training

All paid staff will receive orientation training.

Section IV

Physical Property

3—8. Standing operating procedure

A standing operating procedure will be in place to control inventory of physical property such as, but not limited to, furnishings, copy machines, fax machines, audiovisual equipment, typewriters, telephone systems and so forth as required by the installation.

3—9. Center requirements

a. The ACS center will have the following physical property on-site to support services and administrative processes such as, but not limited to, sufficient telephone lines with appropriate access to Defense Service Network (DSN) for incoming and

outgoing calls, internet accessibility for all staff, audiovisual equipment, automatic data processing equipment, locking file cabinets for Privacy Act materials and filing cabinets for administrative materials.

b. The ACS center will be accessible to clients with disabilities per the Architectural Barriers Act of 1968, 42 United States Code 4151 et seq, as amended, Section 504 of the Rehabilitation Act of 1973, 29 United States Code 701 et seq, as amended, and the Americans with Disabilities Act of 1990, 42 United States Code 12101 et seq, as amended, and when possible housed in consolidated structures or collocated with community support activities, such as in and out processing. Functional space of the center will be integrated and coordinated with the interior design of entire facility. The reception area of the center will be readily visible and accessible to the entrance with adequate and comfortable seating. In addition, the reception area will be well lighted, clean and neat with reading and educational materials readily available.

c. The center will meet occupational health and safety standards (AR 385-10) and fire protection standards (AR 420-90). It will include adequate work areas for paid staff and volunteers and private areas for confidential interviewing (see Architectural and Engineering Instructions, Design Criteria for space allocations). Hours of operation will be flexible

enough for accessibility and reduction of time away from training and unit missions.

d. The ACS center will be easily identified.

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

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

Section V

Marketing

3—10. User awareness

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

3—11. Marketing plan

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

Chapter 4

Services

Section I

Deployment or Mobilization and Stability and Support Operations (SSOs) Readiness

4—1. Purpose

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

4—2. Family assistance plan

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

- a. Type of family assistance services offered to families. Minimum services will include emergency financial assistance, emergency food and shelter, crisis intervention, legal information, Defense Enrollment Eligibility Reporting System (DEERS), military medical benefits briefing, information and referrals to appropriate sources for other assistance.
- b. ACS and other agency roles and responsibilities for implementing the plan.
- c. Resource requirements (manpower and dollars) to implement the plan.
- d. Mobilization table of distribution and allowances requirements to include Individual Mobilization Augmentee personnel and retiree recalls.
- e. Requirements to accommodate any projected program needs, i.e., facilities, equipment and

communications support.

4—3. Predeployment or mobilization and SSOs assistance

Predeployment or mobilization and SSOs assistance will include:

- a. Support and assistance to unit commanders in establishing support groups caring for families.
- b. Orientations for RC units and their families that outline the assistance available upon unit activation and individual mobilization. Similar orientations should be provided to deploying emergency-essential civilians and their families.

- c. Participation in mobilization and casualty work group exercises to test program effectiveness in providing family support during deployment or mobilization and SSOs.
- d. Assistance to single parents, dual military couples and dual emergency-essential civilian couples in developing family care plans for deployment.
- e. Coordination with local and State human service assistance agencies.
- f. Coordination with State Adjutant General and appropriate USAR Regional Support Command Office as well as RC units within a 50-mile radius to identify the potential numbers of RC family members eligible for ACS assistance.
- g. Identification of families with major problems requiring special assistance and support during deployment or mobilization and SSOs.

4—4. Deployment or mobilization and SSOs assistance

During deployment or mobilization and SSOs, ACS will-

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

- b. Establish a 1-800 number to address family issues and crises.
- c. Provide assistance to family readiness groups.
- d. Assist casualty assistance officers in providing support to survivors.
- e. Provide support to waiting families.

- f. Assist deploying mobilized RC unit, USAR Regional Support Command or Army Reserve Command and State Area Command in providing family assistance to RC families.
- g. Assist commanders in providing ongoing training for designated family sponsors.
- h. Assist families in identifying resources for relocating, as applicable.
- i. Serve as a sponsor for families with special needs.
- j. Keep commanders abreast of major problems affecting families of either mobilized or deployed soldiers and civilians.
- k. Compile and maintain statistics on assistance rendered.

4—5. Post deployment or mobilization and SSOs assistance

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

4—6. Unit rear detachments

These detachments will receive training on family assistance and community resources available to support deployment or mobilization and SSOs. Also, assistance will be provided to rear detachment commanders in coordinating services for families in their units.

4—7. Family readiness groups

Commanders establish and provide support for family readiness groups (FRGs) within their units in accordance with paragraph 4-8 of this regulation and paragraph 5-10, AR 600-20. Assistance will be available in the following areas for FRGs:

- a. Training.
- b. Resource materials.
- c. Meeting facility.
- d. Homecoming and reunion activities.
- e. Information and referral.

4—8. Materials for military operations

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

4—9. OCONUS noncombatant evacuation operation (NEO) support

In OCONUS areas, assistance will be provided in conducting family readiness NEO briefings, processing families for deployment and coordinating support for families with gaining safehaven areas in accordance with local NEO plan and Annex H to Joint Plan for DOD Non-Combatant Repatriation.

4—10. Support to unaccompanied family members being evacuated or forced early return from an area outside the continental United States

This support will consist of:

- a. Providing personnel to support reception center for repatriated families, if requested.
- b. Appointing a sponsor to assist family members in safehaven status in the geographical area of the installation.
- c. Assisting family members in obtaining safehaven benefits and entitlements.
- d. Providing required reports on the status of families to MACOMs and HQDA in accordance with the Joint Plan for DOD Non-Combatant Repatriation.

Section II

Soldier and Family Readiness

4—11. Family Advocacy Program

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

4—12. Transitional compensation for abused dependents

a. Transitional compensation payments and other benefits described in AR 608-18 may be provided for dependents of soldiers who are separated for dependent abuse.

b. Dependents use DD Form 2698 to apply for payments. The DD Form 2698 is available on the Army Electronic Library CD-ROM and the USAPA web page.

4—13. Emergency placement care

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

4—14. Exceptional Family Member Program

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

4—15. Outreach services

(See paragraph 1—9.)

Section II

Relocation Readiness

4—16. Purpose

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

4—17. Relocation Assistance Coordinating Committee

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

4—18. Relocation counseling

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

b. Relocation counseling will include-

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

(2) Provision of information on the destination area (for example, schools, housing, community

resources and cost of living), entitlements, reimbursements and household goods shipment.

(3) Provision of referral, followup and advocacy in resolving relocation related problems.

4—19. Pre-arrival information

- a. Accurate and current pre-arrival information on the installation and surrounding area will be provided through the Standard Installation Topic Exchange Service (SITES), welcome packets where allowed and the installation home page. The SITES, a DOD automated information system accessible on the internet (<http://www.dmdc.osd.mil/sites>) contains information on all military installations of 500 or more in population. It will be formally updated per instructions from USACFSC (CFSC-FP-A). On-line updates will occur when changes in the contents of the SITES file warrant. Ancillary agencies and resources mentioned in the SITES will be contacted to ensure accurate information.
- b. Installations still updating their welcome packets will update these, at a minimum, quarterly. They will maintain copies of their welcome packet at the ACS center for review by customers and will mail their packet to those installations that do not meet the criteria for having SITES.

4—20. Mandatory overseas orientation

In accordance with AR 600-8-11, all soldiers departing installations for overseas

assignment will receive an orientation to provide essential information and guidance on preparing for the move. These overseas orientations will:

- a. Be conducted within 30 days of the Enlisted Distribution Assignment System cycle/Request for Orders date, or as needed, based on the number of soldiers completing the reassignment briefing process per month. Family members will be strongly encouraged to attend these orientations.
- b. Be conducted in groups by country such as Korea or Germany.
- c. Include the participation of other relocation related activities only as needed (for example, military personnel division and housing).
- d. Be scheduled to encourage maximum participation of family members with child care provided when possible.

- e. Be targeted, when possible, toward the particular audience, for example, those going overseas for the first time or those with some overseas experience who need only updates.
- f. All soldiers going on unaccompanied tours will provide their family's stateside address to meet requirements of paragraph 4-26 (Services to Waiting Families) of this regulation.

4—21. Reentry workshops

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

4—22. Special workshops or support group sessions

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

4—23. Post-move newcomer orientations

Installation-wide newcomer orientations will be provided and include information on the community and cultural adaptation and area tours as required. Where newcomer orientations are conducted at the unit level, minimum orientation content standards will be developed as well as a list of required participating agencies and information sources.

4—24. Lending closet

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

4—25. Services to multicultural families

Families with foreign-born spouses with identified needs will receive support and assistance to include:

- a. A comprehensive, multilevel language program developed with the cooperation and active participation of existing military program elements and civilian community resources.
- b. Cross-cultural training offered in conjunction with language programs to facilitate communication skills development in areas such as interpersonal relationship building, career enhancement, obtaining citizenship or driver's license, financial management, service utilization, adapting to military lifestyles and basic survival skills.
- c. Cultural mediation services to assist multicultural family members in dealing with problems that arise during the immigration and cultural adaptation processes and language skills development.

4—26. Services to waiting families

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

- a. Efforts will be made to identify and contact these families to-
 - (1) Provide information on community services.
 - (2) Assess the need for services and information.
 - (3) Provide crisis intervention services.
 - (4) Act as liaison with military and civilian agencies to ensure provision of required assistance.
- b. Support groups will be organized for identified waiting families, as appropriate.
- c. Families will be identified who are departing the installation for a "designated location" in the United States while the sponsor serves an unaccompanied tour. An effort will be made to inform the family of the services available in their destination area and to notify the gaining ACS center of the family's arrival in the area.
- d. Predeparture briefings will be provided to address coping with stress factors and the practical aspects of separation and relocation.

4—27. Sponsorship support

Sponsorship support will consist of:

- a. Training for unit sponsorship trainers or designated sponsors upon unit requests.
- b. Training for youth sponsors.
- c. Providing a SITES file or welcome packet where allowed for sponsor to send before transferee's arrival.

Section IV

Employment Readiness

4—28. Purpose

Employment assistance will be provided to assist spouses in acquiring skills, networks and resources that will allow them to participate in the work force and to develop a career/work plan.

4—29. Resource information

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

- a. Employment and volunteer opportunities.
- b. Support services to help customers make informed decisions.
- c. Education resources (scholarships, grants, student aid, tuition assistance, points of contact and education partners).
- d. Resources for job seeker's use (computers with web and printer access, fax machines, telephones, copiers and resource center).

4—30. Job search assistance

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

a. Job Search Skills

- (1) Self-Assessment (including financial status)
- (2) Resume writing
- (3) Interviewing
- (4) Dress for success
- (5) Negotiating for salary
- (6) Job/employer/market research

- (7) Applications, cover letters, transcripts and letters of reference
- (8) Alternate work scenarios
- (9) Career exploration
- (10) Goal setting
- (11) At work behavior

b. Job Skills are basic skills needed for most forms of employment in the U.S.

- (1) Basic computer skills
- (2) Word processing
- (3) English as a second language
- (4) Education

c. Job Search Training bridges the gap between the job seeker and his or her goals.

- (1) What is my career plan?
- (2) Where am I now?
- (3) What do I have to do?
- (4) Financial management
- (5) Career exploration
- (6) Marketing yourself
- (7) Written marketing tools
- (8) The interview process
- (9) Federal employment
- (10) Careers on-the-go

- (11) Entrepreneurism
- (12) Volunteerism

- (13) 21st Century workplace
- (14) Creating balance in your life
- (15) Licensing and certification

4—31. Career counseling and coaching

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

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

- (1) Assessment of customer characteristics
- (2) Providing information on training, education and occupations
- (3) Assisting customers in use and operation of resources
- (4) Helping customers set long-term goals

b. Customer self-assessment and development

4—32. Employment Opportunity Development

Employment partnerships with private industry will be developed to increase domestic and foreign private sector career opportunities for spouses of active duty military and

connect spouses with portable jobs and other methods of pursuing lifetime career goals.

- a. Make referrals
- b. Develop leads

- c. Announcements (local job bank, online job bank, list of volunteer opportunities)
- d. Job skills bank (including volunteers)
- e. Local contact list
- f. Local employment partners
- g. Regional opportunities
- h. National opportunities

4—33. Marketing

The Employment Readiness Service will effectively market services to spouses and the command leadership. In addition, it will provide an in-depth marketing strategy that touches all spouses throughout the community and is known by all commanders, military personnel and family members so that the primary employment needs of the family can be met upon arrival at each new duty station.

This will be accomplished through:

- a. Web sites
- b. Standard flyers posted on the Web (to be printed and posted on the installation)
- c. SITES
- d. PUSH e-mails

- e. Installation newspapers, publications, broadcast and electronic media
- f. Success stories
- g. Award ceremonies and other forms of recognition
- h. Word of mouth
- i. Outreach by every means possible

(Direct contact/networking, interface with CO, XO, NCOs, spouses)

- (1) Press releases
- (2) Open houses
- (3) Installation marquee
- (4) MWR/DCA

- (5) Focus groups
- (6) Booths (add to other events)
- (7) Employers
- (8) Organizations/clubs/groups
- (9) In-service training
- (10) Partnerships
- (11) Employment councils
- (12) Chamber of Commerce
- (13) Surveys
- (14) Installation housing

Section V

Financial Readiness

4—34. Purpose

Services will be provided that:

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

4—35. Prevention education

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

- a. Banking and credit union services (includes overview of services provided by financial institutions).
- b. Budget development and recordkeeping (planning for expenses based on income, planning for emergency expenses, importance of good personal and financial records and methods of keeping these records).
- c. Debt liquidation (responsibilities and legal aspects of overextending financial obligations and consequences of noncompliance with provisions of AR 600-15, methods to reduce debts and become financially solvent, consequences of bad credit ratings, Soldiers and Sailors Civil Relief Act, methods

to reduce installment payments and use of the credit card).

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

e. Consumer rights and obligations.

f. Insurance.

g. Personal financial readiness (military pay system-pay entitlements and how to read Leave and Earnings Statements, wartime pay system and the Sure-Pay Program using TC 21-7, checkbook management, financial counseling resources and procedures, soldier's financial responsibility to themselves, family members and creditors, financial planning for family separations, " short-notice' deployments and PCS moves, retirement and thrift savings program for military personnel)."

4—36. Mandatory training

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

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

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

4—37. Financial counseling services

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

4—38. Pre-screening and counseling for the Family Subsistence Supplemental Assistance (FSSA) Program

- a. Soldiers will be pre-screened to determine FSSA program eligibility. Pre-screening will consist of reviewing paperwork, assisting soldiers in completing application, estimating amount of FSSA and assisting certifying officers.
- b. During the application process, soldiers will be counseled on purpose of FSSA and how participation in FSSA can effect other entitlements and re-certification.
- c. Eligible soldiers will be referred back to unit to complete FSSA process.

4—39. Debt liquidation assistance

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

- a. Facilitate resolution of financial crisis by:
 - (1) Assisting clients in analyzing their assets and liabilities and enrolling them in a debt liquidation program, if appropriate.
 - (2) Assisting clients in developing a repayment plan to liquidate debts.
 - (3) Assisting clients in contacting their creditors.
 - (4) Notifying each enrollee's creditors by mail that they are enrolled in the debt liquidation program.
 - (5) Notifying each enrollee's creditors and unit commander by mail that the client has been negatively terminated from the program for lack of progress or cooperation.
- b. Follow clients through counseling until the following occurs:
 - (1) Client's debts are liquidated.
 - (2) Counselor is assured that client can manage independently.
 - (3) Client withdraws from the program.
 - (4) Assist client in transferring to debt liquidation program at new duty station.

4—40. Consumer advocacy service

- a. Information will be provided to help soldiers and family members make educated decisions.
- b. Feedback will be provided to commanders on consumer issues affecting soldiers and families.

4—41. Consumer complaint resolution

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

a. DA Form 5184 (Consumer Complaint) will be used to record consumer complaint assistance. DA Form 5184 is available on the Army Electronic Library CD-ROM and the USAPPA web page.

b. The following services will be provided:

- (1) Information on resolving consumer complaints, consumer rights and protection laws.
- (2) Referral to military and civilian resources responsible for resolving complaints.
- (3) Coordination with Staff Judge Advocate (SJA), Inspector General and Armed Forces Disciplinary Board on issues requiring their assistance.
- (4) Assistance to clients in drafting consumer complaint letters and contacting agencies and businesses in reference to consumer issues.

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

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

4—42. Emergency assistance

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

This assistance will include:

- a. Consideration of Army Emergency Relief loans and grants for eligible individuals per AR 930-4.
- b. Use of food locker or vouchers. The procurement, storage and handling of food locker items must meet requirements of AR 40-5. In the case of vouchers, financial accountability, safeguards and recordkeeping must exist to prevent fraud and theft.

Chapter 5

Volunteers

Section 1

Introduction

5—1. Purpose .

This chapter establishes policies and procedures on the acceptance and management of volunteers.

It describes the conditions under which volunteers may

be accepted, the responsibilities of accepting officials and Government support provided. Further it provides specific guidelines for installation volunteer coordination.

5—2. Types of volunteers

Installations have many types of volunteers each having specific guidelines that govern their management.

- a. Statutory volunteers
- b. Gratuitous service volunteers
- c. Volunteers for private organizations
- d. Student interns

Section 2

Statutory Volunteers (Section 1588, title 10, United States Code)

5—3. Applicability and scope

a. The Military Departments and through them, the Office of the Secretary of Defense, the Chairman of the Joints Chiefs of Staff, the Combatant Commands, the Inspector General of the DOD, the Defense Logistics Agency, the DOD Field Activities and all other organizational entities within the DOD are authorized to accept voluntary services.

b. Statutory volunteers, covered under Section 1588, Title 10, United States Code are those individuals who donate their services to the Army, including

nonappropriated fund instrumentalities. Persons providing gratuitous services to the Army outside of the scope of Section 1588, title 10, United States Code and individuals who donate their services to public, private or commercial organizations or contractors for the Government even when such services are in direct support of a program providing a service to soldiers and their families are not statutory volunteers.

5—4. Accepted voluntary programs

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

- a. Medical, dental, nursing or other health-care related services.
- b. Museums or natural resources.
- c. Programs providing services to members of the armed forces and the families of such members to include, but not limited to, family support, child development and youth services, library and education, religious, housing referral, employment assistance to spouses of such members, MWR, retired activities and funeral honors detail.

5—5. Special circumstances to accept volunteers

- a. When programs or services are provided in a jointly sponsored initiative with a non-DOD entity, voluntary service may be accepted only if the primary beneficiaries of the voluntary service are eligible for DOD sponsored programs. An example of a

jointly sponsored initiative is the installation/unit Partners in Education program where the primary beneficiaries are military youth.

- b. The Military Departments are authorized to accept voluntary services; however, the DOD and organizational entities within the DOD (see paragraph 5-3a) may only accept voluntary service by going through one of the Military Departments. When one of the DOD Components, other than another Military Department, is located on an Army installation that DOD component may accept

voluntary service by going through the Army or through any Military Department with which such arrangements have been made. In accepting such voluntary services, the other DOD Component involved shall follow the rules and procedures of the Military Department through which the voluntary services are accepted. Such arrangements may also be made with the Army when the DOD component is not located on any installation.

5—6. Who may volunteer

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

5—7. Exclusions from authority to accept voluntary services

- a. Volunteers may not hold policy-making positions, supervise paid employees or military personnel or perform inherently governmental functions such as determining entitlements to benefits, authorizing expenditures of government funds or deciding rights and responsibilities of any party under government requirements.
- b. Voluntary services may not be accepted in exchange for any personnel action affecting any paid employee or military member.
- c. The Service Contract Act (SCA) requires that anyone performing work that is contained in the statement of work of a service contract must be paid the minimum wages provided for under SCA; a

person providing services under such a scenario is not a volunteer and is not covered by Section 1588, title 10, United States Code.

5—8. Status of volunteers

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

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

(a) Compensation for injuries, occurring during the performance of approved voluntary services pursuant to Sections 8101-8152, title 5, United States Code. Applicable volunteer compensation computation is described in Section 1588, title 10, United States Code.

(b) Claims for damages or losses pursuant to Sections 2671-2680, title 28, United States Code.

(c) Privacy Act and Freedom of Information Act regulations regarding the maintenance of records on individuals pursuant to Section 552a, title 5, United States Code.

(d) Criminal conflict of interest laws pursuant to Sections 201-225, title 18, United States Code.

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

(a) Compensation for injuries occurring during the performance of approved voluntary services pursuant to Sections 8171-8173, title 5, United States Code.

(b) Claims for damages or losses pursuant to Sections 2671-2680, title 28, United States Code and Section 2733, title 10, United States Code.

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

5—9. Standards for acceptance of voluntary service

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

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

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

d. Supervision. The degree of supervision of volunteers will be comparable to that provided with respect to paid employees providing similar services. **Personnel**

management rules and procedures applicable to exercising authority, direction, and control over paid employees and military personnel are not applicable to volunteers. Supervisory authority with respect to volunteers will be through designation of authorized duties, training, counseling and determinations regarding continuation of acceptance of voluntary services. The supervisor may be a paid employee

(Civil

Service or nonappropriated fund employee), a military member or another volunteer

who is so supervised. The supervisor must be directly responsible for the work the volunteer is performing.

e. Undue influence. When accepting voluntary services, commanders will ensure that neither they nor their paid or volunteer staff violate the provisions of DOD Directive 1400.33, "Employment and Volunteer Work of Spouses of Military

Personnel," dated February 10, 1998. By law no official will directly or indirectly impede or otherwise interfere with the right of a spouse of a military member to pursue and hold a job, attend school or perform voluntary services on or off a military installation. Moreover, no official will use the

preferences or requirements to influence or attempt to influence the employment, educational or volunteer decisions of a spouse.

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

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

h. Privacy. DODD 5400 (The DOD Privacy Program) and DOD 5400.11-R (Department of Defense Privacy Program) provide for the disclosure of privacy-protected records to agency employees who need the records in the performance of their duties. Access to records contained in a Privacy Act system of records may be

provided to a volunteer providing a service to an APF activity. Any volunteer with such access must comply with the protection, disclosure, disclosure accounting and other requirements. Privacy protected information may not be disclosed to a volunteer in a NAFI as Section 1588, title 10, United States Code does not authorize such access for NAFI volunteers.

i. Volunteer Agreement. All volunteers and accepting officials for APF or NAF fund activities will sign DA Form 4712 (Volunteer Agreement for Appropriated and Nonappropriated Fund Activities). A copy of the signed volunteer agreement will be given to the volunteer prior to commencing voluntary services. DA Form 4712 is available on the Army Electronic Library CD-ROM and the USAPA web page.

j. Parental Permission Form. Parental or guardian permission is required prior to the commencement of work when accepting voluntary services from unmarried family members under the age of 18. DA Form 5671 (Parental Permission) will be signed when accepting voluntary services from unmarried family members under age 18 before commencement of work. DA Form 5671 is available on the Army Electronic Library CD-ROM and the USAPA web page.

k. Position description. A written position description will be maintained for each volunteer and will

include the position and title, first line supervisor, second line supervisor (if applicable).

description of the duties, time required, qualifications of the job, training required and provided by the program accepting the voluntary services and evaluation and feedback by the supervisor.

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

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

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

l. Daily Time Record. Each volunteer will maintain a record of hours worked. Credit hours earned will be entered on the DA Form 4713 (Volunteer Daily Time Record) for the appropriate day and month that the volunteer worked. Monthly figures will be totaled at the end of the calendar year and entered on the volunteer's permanent service record. DA Form 4713 is available on the Army Electronic Library CD-ROM and the USAPA web page.

m. Service Record. All organizations using volunteers must document the volunteer hours worked, jobs performed and training and recognition received on

DA 4162 (Volunteer Service Record). The DA Form 4162 will assist in establishing eligibility for awards. DA Form 4162 is available on the Army Electronic Forms Library, CD-ROM and the USAPA web page.

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

o. Training. The volunteer will receive training needed to perform their duties which will consist of pre-job training to learn technical skills, on-the-job training and continuing in-service training.

p. Orientation. Volunteers will receive orientation to familiarize them with the organization, their assigned duties, procedures to document voluntary service hours, policies and procedures for obtaining reimbursement of incidental expenses, award

policies, grievance procedures, line of supervision, the importance of confidentiality and other relevant matters.

5—10. Authorized volunteer support.

Various kinds of support are authorized to assist volunteers in performing their assigned service.

These include, but are not limited to:

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

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

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

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

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

(3) Volunteers who are assigned to operate administrative vehicles will be required to complete the same training and screening and maintain the same qualifications as

other employees who drive comparable vehicles. They must meet the requirements of AR 600-55 (for example, they must possess a current valid driver's license from a state, U.S. Territory, U.S.

Possession, or overseas authority, and measures are taken to identify those personnel who are

authorized and qualified to operate such vehicles). Those personnel who operate administrative vehicles should be screened through the National Driver Register, to the extent possible, to preclude those individuals with questionable driving records from operating Government vehicles.

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

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

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

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

f. Official mail. Use of official mail as deemed necessary and appropriate to execute assigned volunteer duties. Family readiness group newsletters must meet the guidelines in AR-215-1k(8).

g. Reimbursement of incidental expenses

(1) Volunteers may not be compensated for the service provided except for the reimbursement of incidental expenses incurred in providing voluntary services accepted by the organization. However, there is no requirement to reimburse incidental expenses of volunteers.

(2) Training, travel, mileage, telephone and child care expenses may be reimbursed with available APFs or budgeted NAFs. Travel and training will be in accordance with appendix E of the Joint Federal Travel Regulation. Expenses such as certain meal surcharges incurred as a result of voluntary services, reimbursements of volunteers in the Reserve Components and methods to reimburse child care expenses using NAFs are established in AR 215-1k. Refreshments and other food and beverages are not considered incidental reimbursable expenses.

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

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

(b) Either APFs or NAFs may be used to reimburse volunteer incidental expenses

when the voluntary services support activities funded by a combination of APFs and NAFs.

(c) When the voluntary services support activities funded solely by NAFs, NAFs are the preferred funding source to reimburse volunteer incidental expenses.

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

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

(4) Incidental expenses such as training and travel should follow the rules, procedures and accountability for employment related reimbursements of Federal employees performing similar activities. The reimbursement of mileage for the use of a POV while performing voluntary service will be at the current Government rates.

Other reimbursable expenses such as long distance telephone calls and child care should be reasonable.

(5) Reimbursement may also be accomplished by the creation of an informal fund or by the formation of an activity-specific or installation-wide private organization as described in AR 215-1, 13-25c(3).

5—11. Recognition

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

Section 3

Individuals providing gratuitous service

These individuals provide services to the Army without any expectation of compensation to include salary, tips or benefits to include workers' compensation, tort claims and reimbursements of incidental expenses from APF or NAF. Individuals providing such service should receive recognition as detailed in appendix F. The management of individuals providing gratuitous services is in accordance with AR 215-1.

Section 4

Volunteers for private organizations

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

Section 5

Student interns

Voluntary services may be accepted from students, with the permission of the institution at which the student is enrolled, as part of an agency program established for the purpose of providing educational experiences for the student. Organizations should contact their local personnel office for applicable Office of Personnel Management guidance on this program. Volunteer student internships do not fall under the office of the installation volunteer coordinator.

Section 6

Installation Volunteer Coordination

5—12. Purpose

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

5—13. Volunteer Advisory Council (VAC)

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

5—14. Services to organizations utilizing volunteers.

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

- b. Training will be provided for volunteer managers, both paid and volunteer, on volunteer management issues such as recruitment techniques, interviewing skills, orientation requirements, recordkeeping, recognition, evaluation, dismissal and position descriptions. The IVC will assist volunteer agencies in determining types of training needed.
- c. Assistance may be provided in evaluating the effectiveness of an organization's volunteer service.
- d. The IVC will act as an impartial mediator in issues concerning volunteers, volunteer organizations and the chain of command.

5—15. Recruitment, referral and recognition

- a. Recruitment methods. Volunteer recruitment will be conducted using a variety of media and informational briefings. A volunteer job bank will be established and maintained that will include information on all current volunteer positions, programs and agency requests.
- b. Referral. Volunteers will be referred to agencies based on their interests, skills and agency needs.
- c. Transitioning. Volunteers wanting to transition to another position will be given assistance in identifying and transferring to another position.
- d. Recognition. Volunteers will be recognized for their service at the installation volunteer recognition event. Volunteers will be recognized with appropriate military and civilian awards. See appendix F.

Appendix A

Section I

Required Publications

AR 25-400-2

The Modern Army Recordkeeping System (MARKS). (Cited in para 2—14.)

AR 40-5

Preventive Medicine. (Cited in para 4-42)

AR 190-24

Armed Forces Disciplinary Control Board and Off-Installation Military Enforcement. (Cited in para 4-41.)

AR 215-1

Nonappropriated Fund Instrumentalities and MWR Activities. (Cited in para 3—1.)

AR 340-21

The Army Privacy Program. (Cited in para 2—14.)

AR 600-7

Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of the Army. (Cited in para 1-8.)

AR 608-18

The Army Family Advocacy Program. (Cited in para 4-11)

AR 608-75

Exceptional Family Member Program. (Cited in para 4-14)

AR 930-4

Army Emergency Relief (Cited in para 4-42.)

Section II

Related Publications

A related publication is a source of additional information. The user does not have to read a related publication to understand this regulation.

AR 1-100

Gifts and Donations

AR 1-101

Gifts for Distribution to Individuals

AR 5-20

Commercial Activities Program

AR 11-2

Management Control

AR 58-1

Management Acquisition and Use of Administrative Use Motor Vehicles

AR 385-10

Army Safety Program

AR 385-40

Accident Reporting and Records

AR 415-15

Army Military Construction Program Development and Execution

AR 415-19

Nonappropriated-Funded Construction Project Development and Approval

AR 415-28

Construction Army Real Property Category Codes

AR 420-90

Fire Protection

AR 600-8-8

The Total Army Sponsorship Program

AR 600-8-11

Reassignment

AR 600-15

Indebtedness of Military Personnel

AR 600-55

Motor Vehicle Driver and Equipment Operator Selection, Training, Testing and Licensing

AR 672-20

Incentive Awards

AR 690-11

Planning for Use and Management of Civilian Personnel in Support of Military Contingency Operations

AR 930-5

American National Red Cross Service Program and Army Utilization

CTA 50-909

Field and Garrison Furnishings and Equipment

CTA 50-970

Expendable/Durable Items (Except: Medical, Class V, Repair Parts and Heraldic Items)

DA PAM 5-20

Commercial Activities Study Guide

DA PAM 690-47

DA Civilian Employee Deployment Guide

TC 21-7

Personal Financial Readiness Handbook

RCS ACSIM-003

Army Community Service (ACS) Accreditation Report (DA Form 7418)

Section III

Prescribed Forms

DA Form 3063

Army Community Service (ACS) Management Report (Prescribed in para 2-7.)

DA Form 4162

Volunteer Service Record (Prescribed in para 5-9.)

DA Form 4712

Volunteer Agreement for Appropriated and Nonappropriated Fund Activities (Prescribed in para 5-9.)

DA Form 4713

Volunteer Daily Time Record (Prescribed in para 5-9.)

DA Form 5184

Consumer Complaint (Prescribed in para 4-41.)

DA Form 5671

Parental Permission (Prescribed in para 5-9.)

DA Form 5897

Army Community Service (ACS) Client Case Record (Prescribed in para 2-14.)

DA Form 5900

Army Community Service (ACS) Group Sessions Log. (Prescribed in para 2-14.)

DA Form 7418

Army Community Service (ACS) Accreditation Report. (Prescribed in para 2-3.)

DA Form 7419

Army Community Service (ACS), Army Family Action Plan (AFAP) and Army Family Team Building (AFTB) Accreditation Checklist. (Prescribed in para 2-3.)

Section IV

Referenced Forms

DD Form 2698

Application for Transitional Compensation (Prescribed in para 4-13.)

DA Form 2028

Recommended Changes to Publications and Blank Forms

Appendix B

Statutory and Department of Defense Requirements

I. Section 1059, title 10, United States Code, states that the Secretary of Defense, with respect to the armed forces, may establish a program to pay monthly transitional compensation to dependents or former dependents of a member of the armed forces who is convicted of a dependent abuse offense and whose conviction results in the member being separated from active duty pursuant to a sentence of a

court-martial; or forfeiting all pay and allowances pursuant to a sentence of a court martial; or who is administratively separated from active duty.

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

3. Section 1588, title 10, United States Code, defines volunteers; describes requirements and limitations; gives authority to recruit and train persons providing services; provides provisions of law relating to compensation for work-related injuries, claims for damages or loss and maintenance of records on individuals in both APF

and NAF organizations; and addresses reimbursement of incidental expenses.

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

5. Section 1056, title 10, United States Code, requires that a program be carried out

to provide relocation assistance to members of the armed forces and their families.

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

7. Section 1231e, title 20, United States Code, prohibits discrimination based on disability in programs and activities receiving Federal financial assistance.

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

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

10. Section 4151, et seq, title 42, United States Code, requires certain federally

owned, leased, or funded buildings and facilities to be accessible to persons with disabilities.

11. Section 5102, title 42 United States Code establishes a National Center on Child Abuse and Neglect to make recommendations on national policy to reduce and prevent child and youth death and to specific changes needed in Federal laws and programs to achieve an effective Federal role in preventing child and youth deaths.

12. Section 12101, et seq, title 42 United States Code guarantees equal opportunity for individuals with disabilities in employment, public accommodation, transportation, and telecommunications.

13. 32 CFR Part 80 requires provision of early intervention services to eligible infants and toddlers with disabilities and their families and special education and related services to children with disabilities within the DDESS arrangements.

14. Executive Order 12160, Enhancement and Coordination of Federal Consumer Programs, 26 September 1979, establishes a Consumer Affairs Council, consisting of representatives of Federal agencies, to include DOD. The Executive Order requires that the Council provide leadership and coordination to ensure that agency consumer programs are implemented effectively.

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

16. DODD 1030.1, Victim and Witness Assistance, 23 November 1994, updates DOD policies and assigns responsibilities for providing assistance to victims and witnesses of crimes committed in violation of the Uniform Code of Military Justice and implements 42 USC 10601, et seq, 42 USC 10681, and 18 USC 1512-14, by

providing guidance for assisting victims and witnesses of crime from initial contact through investigation, prosecution and confinement.

17. DODD 1342.17, Family Policy, 30 December 1988, requires that DOD personnel

be provided a comprehensive family support system. This system is based on installation-specific requirements and addresses pre-mobilization indoctrination, deployment support, relocation assistance, and coordinated, multidisciplinary services for special needs families among others.

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

19. DODD 1400.33, Employment and Volunteer Work of Spouses of Military Personnel, 10 February, 1988, states that no DOD official shall, directly or indirectly, impede or otherwise interfere with the right of a spouse of a military member to pursue and hold a job, attend school, or perform volunteer services on or off a military installation. Moreover, no DOD official shall use the preferences or requirements of a DOD Component to influence, the employment, educational or volunteer service decisions of a spouse. Neither such decision of a spouse, nor the marital status of the member, shall affect, favorably or adversely, the performance appraisals or assignment and promotion opportunities of the member, subject to the clarification in paragraph D.2.b. of DODD 1400.33.

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

21. DODD 6400.1, Family Advocacy Program, 23 June 1992, provides internal DOD guidance to protect and assist actual or alleged victims of child and spouse abuse, and updates the responsibility to use the programs established by PL 101-647, Crime

Control Act of 1990, 29 November 1990, and PL 97-291, Victim and Witness

Protection Act of 1982, 14 October 1982.

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

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

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

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

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

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

28. DODI 6400.2, Child and Spouse Abuse Report, 10 July 1987, implements DODD 6400.1 by assigning responsibilities and prescribing reporting requirements associated with child and spouse abuse in DOD.

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

Appendix C

Intake Methodology

C—1. Interviewing and assessment

Interviewing will be limited to obtaining sufficient information to make an assessment to provide accurate information or referral. The assessment will consist of an accurate understanding of the problem as identified by the client and the staff

C—2. Information giving

Simple or complex information will be provided in response to inquiries. Simple information is that which requires a limited response, such as an organization's name, telephone number and address. In such cases, it is not necessary to obtain additional information from the client to answer the question and no problem is presented. No

outgoing calls are made in relationship to the inquiry and there is no followup. Complex information consists of providing detailed information about community service systems, agency policies and procedures for application. No problem requiring referral to an

agency is presented. Outgoing calls may be made to validate information but no followup is made.

C—3. Referral

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

C—4. Followup

- a. Followup will consist of contacting the referral agency and the client to find out whether or not contact has been made and if the service is being provided. Followup will be carried out, at a minimum, in complex referral cases.
- b. If linkage has not occurred, the staff will offer advocacy on behalf of clients to assist them in obtaining a needed service when they cannot effectively represent themselves or when they have a complaint about a service.

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

Appendix D

Resource File Specifications

D—1. Resource file

The resource file will contain the following components:

- a. An alphabetical index of all local public, private and voluntary agencies and organizations with a reference to more detailed information contained in each service provider's file.
- b. An alphabetical index of service headings with cross references.
- c. Detailed information about agencies and organizations and the services those agencies and organizations provide.

D—2. Service provider file

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

D—3. File update

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

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

Appendix E

Army Community Service Volunteers

E—1. Status

- a. ACS volunteers are statutory volunteers authorized by Section 1588, title 10, United States Code and must comply with all laws, regulations and guidance outlined in Chapter 5 and this appendix.
- b. Individuals volunteering in ACS services within the United States Army Recruiting Command are considered ACS volunteers and subject to the rules and regulations governing ACS volunteers.

E—2. Volunteer supervisor

- a. The ACS director will select a volunteer supervisor. When a volunteer cannot be recruited for this position, a paid staff member may fill it temporarily; however, the IVC will not serve as the ACS volunteer supervisor. When warranted an assistant supervisor will be selected in the same manner.
- b. The ACS volunteer supervisor working with the ACS director will ensure the integrity of ACS voluntary services by implementing all aspects of volunteer management such as identifying positions, providing training, maintaining records, completing reports and planning recognition.

E—3. Roster

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

E—4. Volunteer records

- a. The ACS volunteer supervisor will establish a service record for each volunteer using DA Form 4162 (Volunteer Service Record) per paragraph 5-9m.
- b. Each volunteer will maintain a record of hours worked. Credit hours earned will be entered on the DA Form 4713 (Volunteer Daily Time Record) for the appropriate day and month that the volunteer worked per paragraph 5-9l.
 - (1) Credit will be given for each hour of voluntary service performed, hours spent in orientation and other ACS training activities. Temporary duty at conferences or workshops will be credited at 24 hours per day.
 - (2) Volunteers performing on-call duties will be awarded two hours of credit for each 24 hours spent on

call in addition to any voluntary service performed during the on call period.

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

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

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

c. When a volunteer transfers, original records such as the service record and daily time record will be given to the volunteer. Duplicate records will be maintained

at ACS for a period of three years and furnished to the gaining ACS, if requested by either the volunteer or the gaining ACS. In case of inactive service, the original service record will be maintained for three full years following inactivity. After three years, a summary of each volunteer's service may be electronically maintained at the activity until no longer needed.

d. Army volunteers may work with family services activities of the U.S. Air Force (USAF), U.S. Navy (USN), U.S. Marine Corps (USMC), U.S. Coast Guard (USCG) or other uniformed service volunteer activities, including the Reserve Components. Such volunteers can transfer the hours worked to the ACS to apply for awards. When they return to ACS, appropriate totals will be entered in the annual hour section of DA Form 4162.

e. Requests will be honored when USAF, USN, USMC or USCG volunteers working in ACS want their hours credited and transferred to their own family service program.

E—5. ACS recognition

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

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

c. Emma Marie Baird Award for Outstanding Volunteer Service. This award consists of a lapel pin and citation signed by the Chief of Staff, Army. It represents

HQDA recognition of volunteers who have contributed outstanding service to ACS. Volunteers will be nominated for this award per instructions from USACFSC (CFSC-FP-A).

Appendix F

Volunteer Recognition

F—1. Purpose. Appreciation and recognition are two key motivational factors important to volunteer programs. Volunteers need the same feedback and support systems as paid staff members if their needs for personal growth and job satisfaction are to be met. Recognition is not just a way to say thank you; it is a response to individual interests and reasons for being involved. Recognition and support systems need to be consciously designed and carefully implemented. They should include the range of volunteering from the one-time volunteer for Special Olympics or Make a Difference Day to volunteering on a regular basis. There should be varied types of recognition as people have diverse motivations.

F—2. General Information. Recognition should be given by the agency for which the volunteer provides a service or by the installation. Information on some of these awards is available at <http://trol.redstone.army.mil/acs/virtual/virtualacs.html> or from the Installation Volunteer Coordinator.

F—3. Informal recognition

- a. Verbal expression of appreciation by staff supervisors for volunteer efforts.
- b. Increased responsibilities, involvement in program planning and evaluation, or the opportunity to train others.
- c. Letters of recommendation with accomplishments identified in terms that can be used in employment applications.

- d. Publicity and pictures in public media.

F—4. Formal recognition

- a. Certificates of appreciation or plaques of appreciation to be presented or signed by the unit commander, installation or MACOM depending on the magnitude of the contribution.
- b. Special agency or installation award ceremonies.
- c. Public Service Awards (AR 672-20) such as Certificates of Appreciation for Patriotic Civilian Service, Outstanding Civilian Service Award and Commander's Award for Civilian Service.
- d. Military Outstanding Volunteer Service Medal is an award for active duty soldiers for their volunteer contributions.
- e. Military affiliated awards such as Newman's Own Award for Excellent Military Community Service or the Very Important Patriot Award.
- f. National awards such as the annual President's Service Award or the Daily Points of Light Award.

F—5. Authorized funding

- a. Official recognition certificates may be purchased with APFs.
- b. NAFS are authorized for certificates, plaques, pins, badges and food for volunteer recognition ceremonies. See AR 215-1 for additional guidance.
- c. Monetary awards are not authorized for volunteers.

Glossary

Section I

Abbreviations

ACS

Army Community Service

ACSIM

Assistant Chief of Staff for Installation Management

ADP

Automatic data processing

APF

Appropriated fund

ARNG

Army National Guard

ASA(FM&C)

Assistant Secretary of the Army (Financial Management and Comptroller)

CG, PERSCOM

Commanding General, U.S. Total Army Personnel Command

CG, USACFSC

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

COE

Chief of Engineers

CTA

Common Table of Allowances

DDESS

Department of Defense Domestic Dependent Elementary and Secondary Schools

DEERS

Defense Enrollment Eligibility Reporting System

DOD

Department of Defense

DODD

Department of Defense Directive

DODDS

Department of Defense Dependents Schools

DODI

Department of Defense Instruction

DSN

Defense Service Network

FRG

Family readiness group

HQDA

Headquarters, Department of the Army

ISR

Installation Status Report

IVC

Installation volunteer coordinator

MACOM

Major Army Command

MDEP

Management Decision Package

MOA

Memorandum of Agreement

MOU

Memorandum of Understanding

MWR

Morale, Welfare and Recreation

NAF

Nonappropriated fund

OSD

Office of the Secretary of Defense

PCS

Permanent change of station

POC

Point of contact

POV

Privately owned vehicle

RC

Reserve Component

SCA

Service Contract Act

SITES

Standard Installation Topic Exchange Service

SJA

Staff Judge Advocate

SSOs

Stability and Support Operations

TJAG

The Judge Advocate General

USACFSC

U.S. Army Community and Family Support Center

USAF

U.S. Air Force

USCG

U.S. Coast Guard

USMC

U.S. Marine Corps

USN

U.S. Navy

VAC

Volunteer Advisory Council

Section II**Terms****Accepting official**

A military member or government employee or NAF employee who accepts the services of volunteers in a family support program.

Exceptional family member

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

Family member

- a. The spouse of a sponsor
- b. Unremarried widow or widower of a member or former member of a uniformed service.
- c. Unmarried child of a sponsor, including an adopted child, stepchild, foster child, or ward, who either-

- (1) Has not passed his or her twenty-first birthday;
- (2) Is incapable of self-support because of a mental or physical incapacity that existed before that birthday and is (or was at the time of the member's or former member's death) in fact dependent on the sponsor for over one-half of his/her support; or
- (3) Has not passed his or her twenty-third birthday, is enrolled in a full-time course of study in an institution of higher learning approved by a Secretary of an executive department specified in 110 USC 1073, and is (or was at the time of the member's

or former member's death) in fact dependent on the sponsor for over one-half of his/her support.

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

Family readiness group

An organization of family members (both immediate and extended such as fathers, mothers, aunts, uncles and so forth), volunteers and soldiers belonging to a unit, that together provide an avenue of mutual support and assistance and a network of communication among family members, the chain of command and community resources.

Family Subsistence Supplemental Allowance (FSSA) Program

A program to increase the service member's basic allowance for subsistence (BAS) and to remove them from the Food Stamp Program.

First term/initial term soldier

A person serving on an initial term of active Federal military service. Persons who have served on active duty under the Reserved Enlisted Program who have served on active duty under the Reserve Enlisted Program of 1955 (RFA-55) and the Reserve Enlisted Program of 1963 (REP-63), or who have less than 180 days of prior active Federal Service are considered as first term/initial term soldiers; however, soldiers

with prior active Federal military service (180 days or longer) as a member of one of the Armed Forces other than the Army are not considered first term/initial term soldiers.

Initial permanent change of station move

The soldier's move from his or her initial assignment to the next permanent change of station.

Lending closet service

The temporary loan of household items to assist soldiers and their families.

Nonappropriated fund instrumentality

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

to federal trade and antitrust laws and they are not subject to State regulation or control in the absence of specific authorization in a Federal statute."

Sponsor

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

Unit services strategy

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

Volunteer

Any person who provides voluntary services according to this regulation without compensation.

Section III

Special Abbreviations and Terms

This section contains no entries.

Index

This index is organized alphabetically by topic and by subtopic within a topic. Topics and subtopics are identified by paragraph number.

ACS appropriated funds, 3—1

ACS nonappropriated funds, 3—2

ACS center criteria, 1—6

Assistant Chief of Staff for Installation Management, responsibilities of, 2—2

Assistant Secretary of the Army (Financial Management and Comptroller), responsibilities of, 2—1

Career counseling and coaching, 4—31

Center staffing, 3—4

Chief of Engineers, responsibilities of, 2—5

Commanding General, U.S. Army Community and Family Support Center, responsibilities of, 2—3

Commanding General, U.S. Total Army Personnel Command, responsibilities of, 2—6

Consumer advocacy service, 4—40

Consumer complaint resolution, 4—41

Debt liquidation assistance, 4—39

Emergency assistance, 4—42

Emergency placement care, 4—13

Employment opportunity development, 4—32

Exceptional Family Member Program, 4—14

Family Advocacy Program, 4—11

Family assistance plan, 4—2

Family readiness groups, 4—7

Family Subsistence Supplemental Allowance (FSSA) Program,
4—38

Financial counseling services, 4—37

Installation ACS directors, responsibilities of, 2—10

Installation/garrison commanders, responsibilities of, 2—8

Installation volunteer coordinator, responsibilities of, 2—9

Job search assistance, 4—30

Lending closet, 4—24

Mandatory overseas orientation, 4—21

Major Army commanders, responsibilities of, 2—7

Marketing, 3—10

Outreach services, 4—15

Post-move newcomer orientations, 4—23

Pre-arrival information, 4—19

Relocation Assistance Coordinating Committee, 4—17

Relocation counseling, 4—18

Services to multicultural families, 4—25

Services to waiting families, 4—26

Service delivery model, 1—9

Sponsorship support, 4—27

Strategic planning, 2—13

The Judge Advocate General, responsibilities of, 2—4

Transitional compensation for abused dependents, 4—13

Volunteers, 5—1

