

OHIO NATIONAL GUARD FAMILY READINESS AND WARRIOR SUPPORT

Quick Desk Reference



October 2013

TABLE OF CONTENTS

1.0 Where we drill	4
2.0 Where we live	5
3.0 Overview of FRG	6
3.1 FRG Basics	
3.2 Family Readiness & Warrior Support Team	
3.3 Leadership Team Descriptions and Responsibilities	
4.0 Volunteer Categories	13
4.1 Statutory Volunteer	
4.2 Specified Volunteer	
4.3 Gratuitous Volunteer	
4.4 Volunteer for Private Organization	
4.5 Acceptance of Statutory Volunteer Services	
5.0 FRG Training	15
5.1 Regional Foundation Course	
5.2 FRG Additional Training and Professional Development	
6.0 Steady State	16
6.1 FRG Steady State Requirements	
6.2 Steady State Checklist	
6.3 No Notice or Short Notice Mission	
7.0 Deployment Cycle Support	22
7.1 Deployment Cycle Events	
7.2 Roles and Responsibilities During Deployment	
8.0 Meetings/Activities/Newsletters	28
8.1 Meeting Checklist	
8.2 Effective FRG Meetings	
8.3 Membership & Participation	
8.4 Icebreakers & Activities	
8.5 Family Readiness Group Newsletters	
9.0 FRG Tools and Documents	34
9.1 Family Readiness Binder	
9.2 Family Data Sheet	
9.3 Phone Tree	

TABLE OF CONTENTS

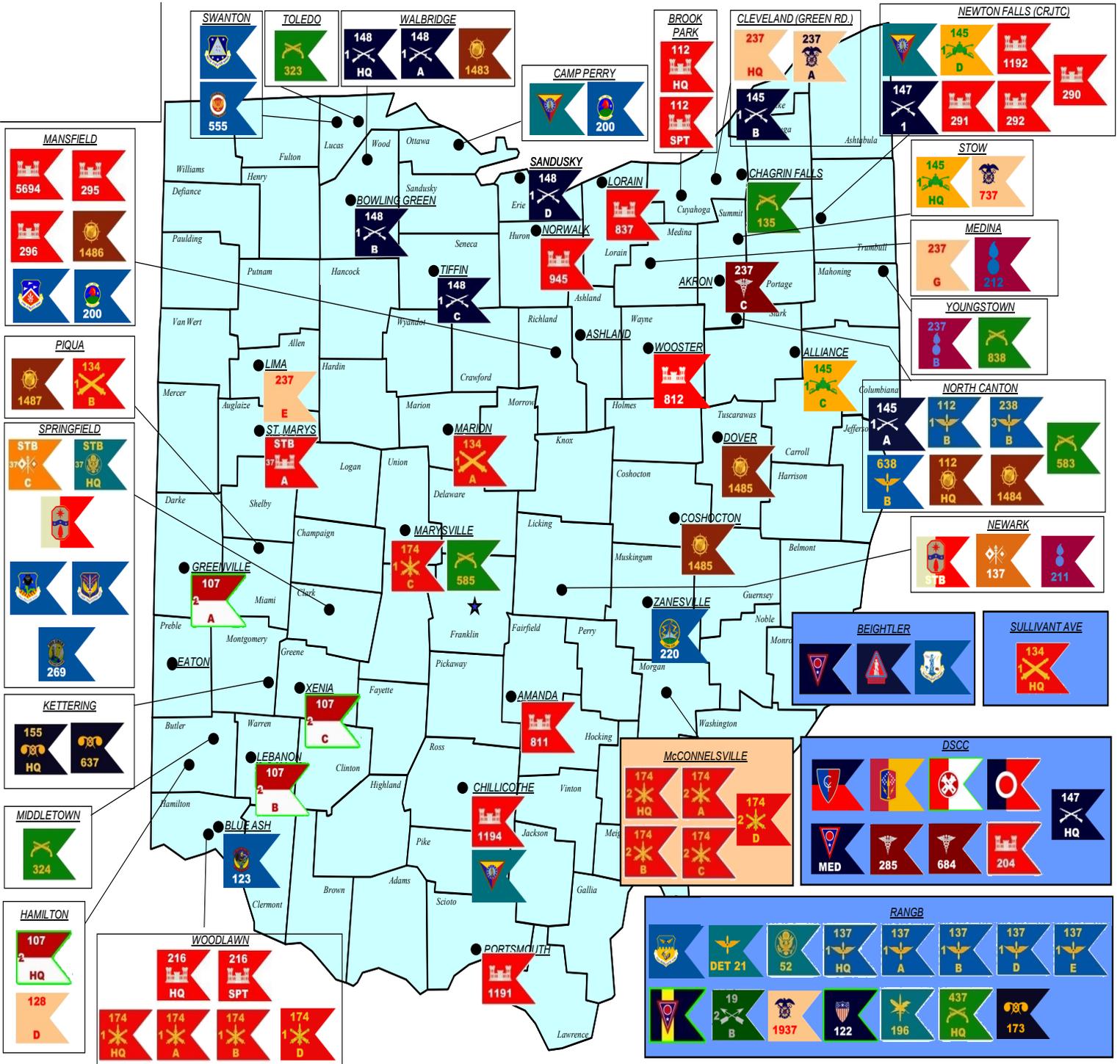
9.4 Auto Call and School Messenger	
9.5 JSS Website	
9.6 Key Caller	
10.0 FRG Bank Account and Fundraising	37
10.1 Setting up the FRG Bank Account	
10.2 How to obtain an EIN	
10.3 Fundraising	
10.4 Private Organizations	
10.5 Community Support	
11.0 Auto Call School Messenger	42
11.1 Instructions for School Messenger	
12.0 FRG Sponsorship	44
12.1 Responsibilities	
13.0 Frequently Asked Questions	45
14.0 References	49

APPENDIX

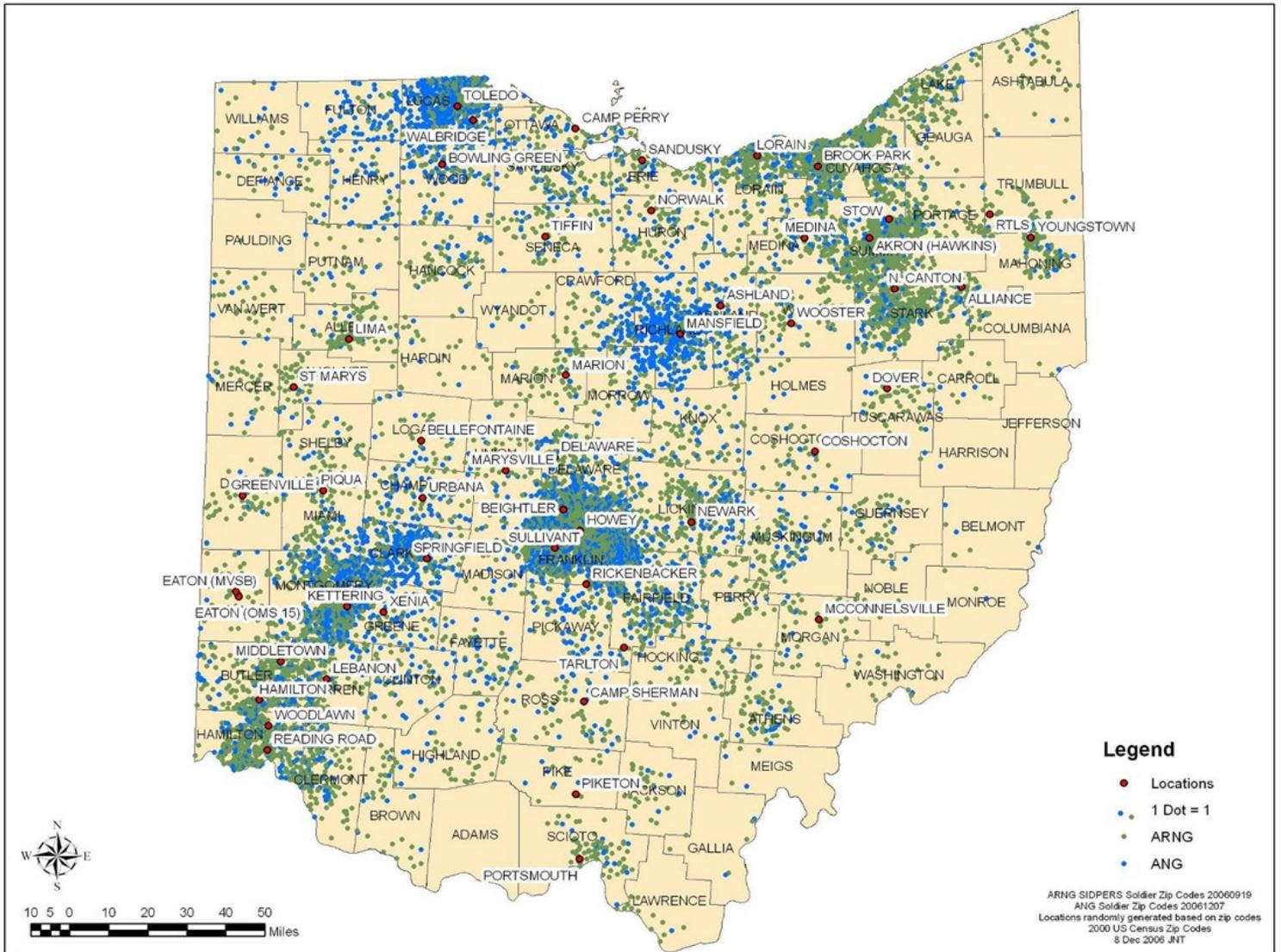
A Family Data Sheet Sample	51
B JSS Instructions	52
C Military Liaison Additional Duty Memorandum Sample	61
D FRGL Appointment Memorandum Sample	62
E Volunteer Agreement Form Sample	63
F Private Organization Request Sample Letter	64
G Private Organization Permission Sample Letter	65
H Commanders Checklist for Private Organization	66
I Key Caller Notebook	68
J Policy Memo, Family Readiness Groups and Private Organizations	75
K Annual Report, Awards, Phone Tree Memo	76
L Annual Report Sample	78
M Family Readiness Group Survey Sample	83
N Acronyms	85
O Newsletter Samples	86
P Additional Notes Pages	95

**** All forms are available in electronic format. Please contact your BDE FRSA for a copy. ****

Our Army and Air National Guard Facilities



Where We Live



3.0 Overview of Family Readiness Group

Family Readiness is a key component of mission readiness. A Family Readiness Group (FRG) is a command-sponsored organization of Family members, volunteers, and Service Members that together provide an avenue of mutual support and assistance. It is a network of communications among the Family members, the chain of command, chain of concern, and community resources. The commander's leadership and concern for Families before, during and after a deployment directly impacts the success of the unit's Family readiness efforts. It is vital for the commander to articulate goals, a vision for Family readiness, information about the unit mission and a plan to link unit and Family members with community resources. Clear and direct communication is essential. The FRG also provides feedback to the command on the state of the unit "Family." Command support for Family readiness as shown by time, attention, and resources helps to enable Families to be self-sufficient during times of mobilization and training.

"Ready Families...Anytime, Anywhere!" is the key focus of the FRG. The formula for a *steady state FRG* encompasses: education on military life and continuous training that develops a capacity for mental toughness. FRGs encourage open and honest channels of communication between the command and Family members, while promoting confidence, cohesion, commitment, and a sense of well-being among the unit's Service Members. A successful FRG boosts the morale of its Service Members and their Families, allowing the Service Member to focus on military training, mobilization, or deployment. Finally, a successful Family Readiness Program at the unit level will impact the quality of "Military Life" for our Service Member Families.

3.1 FRG Basics

In accordance with the Ohio National Guard State Family Readiness Program Vision, Mission and Values Statements, the FRG fulfills many important responsibilities to include:

- Educate Families to become self sufficient
- Introduce core Army National Guard values and encourage resilience especially among our "suddenly military kids"
- Prepare Service Members and Families for separation and reunion
- Allow Service Members to focus on their mission during deployments
- Build Service Member Family cohesion and morale
- Provide a conduit for sharing timely, accurate information
- Welcome and sponsor new Families
- Acts as a *conduit* to resources
- Maintain confidentiality and professionalism

3.2 The Family Readiness & Warrior Support Team

Brigade Family Readiness Support Assistant (FRSA):

Provides family readiness and support including direct services to Soldiers and Family members and liaison with other support entities including Rear Detachments, Family Readiness Groups (FRG), Troop & Family Assistant Centers (TFAC), and Employer Support for the Guard and Reserve (ESGR) representatives. The FRSA will provide guidance, assistance, and day-to-day support and continuity for the Commander's Family Readiness Program, operations, and initiatives.

Troop and Family Assistance Specialists (TFAC):

Provides information, resources, referrals and assistance to all Service Members and Families before, during and after deployments, or whenever there is a need. Facilitates Regional Inter-Service Family Assistance Committee (RISFAC) meetings to continue strengthening the community partnerships within each region.

Airmen and Family Readiness Program Managers (AFRPM):

The AFRPMs are the liaison to the Airmen and Families for information, resources, referrals and assistance as well as the community partners in their location.

Military OneSource Consultant (MOS):

Serves as the MOS specialist on resources, programs and services for Military Families. Conducts outreach and partners with organizations to develop resources to address unmet needs. Identifies, catalogs and publicizes resources to the Military Family assistance networks.

Military Family Life Consultants (MFLC):

Provides life skills education and counseling. The MFLCs conduct outreach and provide referral services to community resources as well as direct, short-term, solution-focused counseling to individuals, couples, families, and groups.

Personal Financial Counselor (PFC):

Connects Service Members and Military Families to financial programs, resources and services. Conducts outreach to units and Commander to provide needs assessments and financial counseling. Provides financial education briefings, works to build coalitions and catalog finance and tax programs.

Transition Assistance Advisor (TAA):

Serves as a first line of support for returning Veterans to understand their State and Federal Veteran Benefits and any other issues they may encounter when they return from deployment to transition back into civilian life.

Civilian Employment Support:

Connects Service Members with employment resources and tools including resume writing, and interview techniques.

Survivor Outreach Services (SOS):

Provides long-term support for Surviving Family Members of the Army Guard, Reserve and Active components within Ohio.

3.3 FRG Leadership Team Descriptions and Responsibilities

Commander (CDR)—The commander is the primary member of this special team. The Family Readiness Group is his/her program and he/she will need to ensure that it is an organized and productive asset to the mission and the goals of the Ohio National Guard. The commander will appoint a Family Readiness Military Liaison and host elections or appoint officers for the FRG leader team. All of these team members will be a part of his staff.

Responsibilities:

- Establish and actively support a unit FRG.
- Provide orientation for statutory volunteers in the FRG.
- Complete appointment memorandum for **FRGL, Assistant FRGL, Secretary, and Treasurer**.
- Identify and facilitate Family Care Plans for single Service Member or dual military Service Members as required.
- Coordinate regularly with FRGL team to gauge effectiveness, provide resources, and resolve issues.
- Provide your comments for the FRG newsletter in a timely fashion
- Plan and execute unit level volunteer recognition
- Support and attend FRG meetings during steady state and ensure the military liaison attends during deployment
- Take the lead in developing command support of the FRG by attending the RISFAC (Regional Inter-Service Family Assistance Committee).
- Access to one third of the unit hero board
- Ensure sponsorship of new soldier's Families and FRG information

- Prepare authorization letter for official FRG volunteers to open FRG informal fund bank account. If you need a template or assistance with this letter, contact your BDE FRSA.
- Schedule and ensure that all Service Members and Families attend annual Family Readiness Brief.
- Ensure that **all Service Members** complete or update Family Data Sheet (FDS) annually.
- Ensure FRG has accurate manual and automated phone tree and that it is updated in the auto call School Messenger system.
- Ensure that Commander, Family Readiness Military Liaison, and FRG Team attend RFC (within 90 days of appointment) and State Family Readiness and Warrior Support Professional Development Workshop.
- Submit annual report and awards nominations to the Brigade Family Readiness Support Assistant (BDE FRSA). Time line will be provided by each BDE.
- Appoint a rear detachment officer when command is deployed.
- Ensure that vital FRG information is relayed to Families and Service Members.
- Encourage all Service Members, Families, and Friends to participate in FRG activities.
- Promote diversity within the FRG.
- View FRG as a work in progress that demands continuous attention and improvement.
- Include FRG Leadership Team in Yearly Training Calendar (YTC) planning.
- Ensure maintenance of two identical FRG Binders –one at unit, one with FRGL. This information is for official use only (FOUO).
- Establish a working relationship with **FRSA and TFAC**.
- Empower the FRG–You pick the right team and they will do the heavy lifting!

Family Readiness Military Liaison (FRML) —Appointed by the commander to serve as the conduit between the FRG and commander when the commander is unavailable or deployed. This appointment is an additional duty. During deployment the FRML and RDO is often the same Service Member. The intent is for the “deployed status” FRML to be a full time member of the unit’s rear detachment staff who will maintain the FR unit binder and Family Data Sheets (FDS) The commander cannot serve in this role.

Responsibilities:

- Conduit of information between the Commander and the Families.
- Assist FRG in improving awareness and understanding of the military unit, its mission, training, and operations.
- Serve as the Family Readiness point of contact for the unit Commander.
- Identify and assist Commander with Service Members that need to complete Family Care Plans.
- Assist in rumor control and problem solving.
- Coordinate all military support required by the FRG for special activities and programs.
- Report to the Commander on FRG activities, concerns and issues.
- Inform the FRG of the Commander’s guidance and decision concerning support initiatives.
- Assist in sponsorship of new Service Members (ensure awareness of FRG to new member and Family).
- Attend RFC (within 90 days of appointment) and State Family Readiness and Warrior Support Professional Development Workshop.
- Assist Commander with FR Binders, FDS, and Phone Tree.
- Support and attend all FRG Meetings and activities (opening armory, coordinate necessary supplies and technical support—to include Commander’s Call and VTC’s during deployed FRG meetings).
- Coordinate necessary briefs (i.e., annual Family Readiness Brief, etc.).
- Exhibit a caring attitude towards Family members of unit Service Members.
- Support and attend all FRG Meetings and activities (opening armory, coordinate necessary supplies, and technical support—to include Commander’s Call and VTC’s during deployed FRG meetings).

- Advocacy on behalf of the FRG with the Commander.
- Assist in setting up accurate phone tree and auto call roster.
- During deployment, inform FRG of requests for care package items or equipment needs from deployed unit.
- Maintain confidentiality and professionalism.

Family Readiness Group Leader (FRGL) —The FRGL serves as the commander’s primary Family member representative and point of contact (POC). The FRGL represents the commander at Family readiness meetings or functions. He /she serves as the primary liaison between the commander, the Troop and Family Assistance Center (TFAC) Specialist, and Families. The FRGL displays the ability to work well with Service Members and Families and has a working knowledge of all Family readiness programs, procedures, and services. He /she maintains the FRG Binder. FRG Leader establishes effective communication systems with Families through meetings, newsletters, email, and phone calls.

Responsibilities:

- Support the intent of the program under **current** Commander’s guidance.
- Develop a relationship that enables effective communication between Commander, FRG Leadership Team, and Family members.
- Establish a communication network to ensure that all Family members receive information in a timely and accurate manner.
- Provide access to resources, information, and community organizations promoting self-reliance.
- Educate Family members on the missions, goals of the unit, to include Chain of Command/Concern.
- Coordination between the commander and FRG for social events (holiday parties, open houses) to be placed on the YTC, including all Family members and significant others, allowing unit and Families to plan ahead for these events.
- Organize and maintain effective internal fundraising events to support FRG activities that are approved by the Commander.
- Submit for Commander review, annual report and award nominations by 31 Oct

- Enter all volunteer hours to the JSS website on a quarterly basis
- Assist with rumor control and problem solving
- Promote and encourage Family participation within the FRG
- Maintain a strong relationship with your FRSA for FRG related training and support.
- Maintain a strong relationship with your regional TFAC for resource related support.

Assistant FRG Leader (AFRGL)—Assists the FRGL in planning and execution of FRG meetings and events. Be prepared and available to run an FRG meeting if FRGL is unavailable.

FRG Treasurer—The treasurer serves as the custodian of the FRG informal funds. Maintain, account for, and document spending of FRG monies. Provides the commander regular financial reports. Ensures that the use of the FRG fund is limited to expenses that support the purpose and mission of the FRG, and that the fund will not be spent in any way that appears improper or contrary to Department of Army Regulations. These funds may NOT be commingled or “mixed” with any other monies. Assists FRGL when needed.

FRG Secretary—Prepares and records accurate minutes of meetings and distributes information and correspondence to FRGL, company commander and BDE FRSA. Ensure confidentially and act in a sensitive manner. Assists in completion of Annual Family Readiness report.

Key Caller—Will assist the FRGL with calling Family Members who are noted on the Family Data Sheets (FDS) with timely and accurate information from the command. This provides the FRG an opportunity to introduce and welcome Families, notify and encourage Families to attend unit-FRG sponsored activities and maintain communication

Additional Informal FRG Positions—Newsletter editor, welcome/hospitality, child activity coordinator, refreshments, health and welfare, events planner, and publicity. Commanders and FRGL’s will tailor FRG roles, responsibilities, and job descriptions to the needs of the unit.

4.0 Volunteer Categories

Within the Family Programs there are four different levels of volunteers or participants. Each level has different duties and responsibilities. The following will describe the different categories.

4.1 Statutory Volunteer: Those volunteers who serve in an official capacity and record their volunteer hours on the Annual Report that is submitted to the Brigade Family Readiness Support Assistant. Statutory volunteer job descriptions are outlined in paragraph 3.3 along with the responsibilities and expectations. The CDR, FRML, and FRG leader must attend the Regional Foundation Course (RFC). The Commander will provide informal evaluation or feedback to these volunteers annually.

- At the company level these positions, at a minimum, include the FRG leader, assistant leader, secretary, and treasurer

4.2 Specified Volunteers: Those statutory volunteers who work with the Child and Youth Program activities are designated as Specified Volunteers. These volunteers are **required** to have an initial Nationwide Criminal History Repository (SCHR) check (fingerprint required) and every five years thereafter as well as an annual statewide criminal background check during years between national checks. As well as receiving training, feedback and recognition for the efforts supporting the Youth Program.

4.3 Gratuitous Volunteer: Those volunteers who offer to help support meetings, events, and activities without any expectation of compensation and who do not wish to serve in an official capacity. Gratuitous volunteers do not require a formal job description. Examples of a gratuitous volunteer:

- A person who volunteers to set up, tear down, or clean a room in support of a FRG function
- A person who heads up a committee for a special event, activity

4.4 Volunteers for Private Organizations (PO): These volunteers **are not** statutory volunteers for the National Guard Family Programs. As such, they are subject to the policies and procedures for the Private Organization they represent. Examples of the Private organization include but not limited to:

- USO- United Services Organization
- Veterans Service Organizations (VFW, American Legion, AMVETS, etc)

To avoid any conflict of interest, a volunteer in a leadership role for a PO which supports that Military unit cannot simultaneously serve as a statutory volunteer for the National Guard Family Program. Reference: AR 600-20, NGB Memorandum 15 SEP 06 J1-06-022

4.5 Acceptance of Statutory Volunteer Services: Before statutory volunteer services can be accepted, a volunteer training must be provided. This training at minimum will include volunteer status, duties and responsibilities, volunteer reimbursement, policy and procedures. Upon completion of training, a volunteer agreement (DD Form 2793) must be signed. Acceptance includes completion of the Regional Foundation Course usually offered four to six times per year by the state FRWS office.

5.0 FRG Trainings

In order to register for the training opportunities listed below, please go to the Joint Services Support Portal at www.jointservicessupport.org to register for events and training opportunities. (see Appendix B for instructions on how to set up a free account.)

5.1 Regional Foundation Course (RFC):

The RFC is the first training that the FRG leadership team will attend. The main focus of this training is the “grassroots” level FRG. Within this one day event are guidelines for establishing, maintaining, enhancing, and operating the FRG. The target audience for this training event is the Commander (CDR), Family Readiness Military Liaison (FRML), and the Family Readiness Group Leader (FRGL). The leadership team [Assistant Family Readiness Group Leader, (AFRGL), FRG Secretary, (FRGS) and FRG Treasurer (FRGT)] is highly recommended to attend an RFC. This is a required class for CDR, ML and FRGL. The Ohio National Guard requires attendance every four years.

5.2 Additional Training

FRG Enhancement and Professional Development:

State Family Readiness and Warrior Support Professional Development Workshop: (This workshop/conference will be held biannually on even numbered years.) The workshop will offer additional networking opportunities with other FRG’s within the state, a variety of topics that will benefit the military Families within your unit, and make ready Families at the unit level. The workshop goal is to make a good FRG a great FRG. The annual FRG awards are also presented at this time.

Other trainings that can improve your ability to be an FRG Statutory Volunteer are:

- Applied Suicide Intervention Skill Training (ASIST) a training dedicated to empowering the attendee to intervene when they think that someone they know or someone who is reaching out to them might be suicidal and gives them the tools to ask the right questions to help someone. This training is offered several times throughout the year.
- Resiliency Training Assistant (RTA) training gives you the tools to improve yourself, your communication skills and to recognize that everyone needs to take a moment to break down those topics so they can better deal with all of life’s challenges. This class is offered monthly.
- School Messenger/Auto Call Training for CDR, FRML, and FRGL. This training will introduce the purpose and rules pertaining to school messenger/auto call. This training is offered by your BDE FRSA.
- Key Caller Training for FRG Leadership Team

6.0 Steady State Model

Family Readiness is being prepared for the challenge of National Guard life, including state and federal duty. When Guard families are supported, Service member's over all well-being is improved. Service members are more focused and dedicated to their tasks and missions when they know their families are taken care of. This includes making connections and planning during Steady State.

Readiness is a permanent responsibility and it does not begin or end with deployment. The Ohio Army National Guard Steady State Family Readiness Model is a sampling of ideas to ensure that a unit FRG program is ready, effective, and viable year after year regardless of deployment status. It is important to note that a ready Steady State FRG gives Families more time with their soldier when a deployment happens. Thinking of Steady State in this way leads you to the fact that a ready Steady State FRG will lead to a more successful FRG when a deployment happens.

6.1 FRG Steady State Requirements

- Quarterly meetings
 - A minimum of 4 meetings a year, but more often if the group deems necessary.
 - 3 Social/Family events per year—AT Send Off/Welcome Home, summer picnic, winter/holiday party, fall harvest party, Easter Egg Hunt, etc. (These can be done in conjunction with the 4 quarterly meetings.)
 - Fundraising in order to support these events may be done. This fundraising is to remain internal. Read more about fundraising later in the QDR.
- Quarterly newsletter
 - For examples and help with creating this please contact your Brigade FRSA.
 - More information on newsletters can be found later in the QDR.
 - Include Brigade FRSA on newsletter distribution.
- Email Distribution List
 - To pass along current information, discount offers from the State Family Programs Office to include the State Youth Program to all Family Members.
 - This list will need to be turned into your Brigade FRSA. They will help you in maintaining this list.

- Current and updated phone trees of all Service Members
 - These will be accompanied with an “Accepted” Family Data Sheet (FDS).
 - Phone trees should be kept current at all times with unit rosters provided by the Military Liaison. These will be done with guidance of the Brigade FRSA.
- Sponsorship Program/Welcoming of new families in place and functioning.
- Annual elections / re-elections for officers of the FRG if Commander deems appropriate.
- Unit Binder (FOUO) For Official Use Only updated annually.
- Annual report and volunteer award nominations
 - Due to Brigade FRSA. Each Brigade will set their own due date. Check with FRSA for appropriate date.
- Hero Board
- FRG volunteer recognition annually at unit level.
- Yearly Training Calendar (YTC) created in conjunction with unit training calendar. Work with Military Liaison on creating YTC.

6.2 Steady State Checklist

The following checklists are the supporting tasks to accomplish the goals listed in the previous Steady State Model section.

Commander Checklist:

- Prepare and disseminate a Family Readiness Vision for the unit.
- Establish and support the unit FRG.
- Appoint, in writing, FRG leader, Assistant Leader, Secretary, Treasurer and Family Readiness Military Liaison (FRML).
- Appoint a Rear Detachment Officer when Command is deployed (where authorized).
- Provide support to FRG Leadership Team and supervises their effort toward Family Readiness goals.
- Delegate authority to FRG Leadership Team to organize and operate the unit FRG.
- Coordinate regularly with FRG Leadership Team to gauge progress, provide help, and resolve issues.
- Maintain working relationship with Brigade FRSA, FRWS Staff, and TFAC

- Completes the Annual FRG Report / Annual Awards submissions and submits to Brigade FRSA according to BDE deadline.
- Ensure FRG Leadership Team has attended RFC & Professional Development Workshop.
- Is accessible and approachable when help or information is needed.
- FRG has at least three social events each year (i.e. AT send off/ Welcome home, holiday party, picnic, etc.).
- Conduct risk assessments prior to FRG events with assistance of FRML.
- Through the Family Readiness Military Liaison (FRML), provides to FRG Leadership Team a current unit roster to ensure the updated phone numbers are on the FRG phone roster and address mailing labels are correct.
- Ensure that all Service Members, Families, and FRG Leadership Team receive Family Readiness Annual brief.
- Ensure that vital Family Readiness information is relayed to FRG Leader and Service Members in a timely fashion.
- Encourage all Service Members, Families, Friends to participate in FRG activities.
- Ensure that pre-deployment briefings are conducted for all Service Members and Families prior to deployments.
- Ensure that the FRG maintains contact with Families.
- Promote diversity within the FRG.
- Review and approve official quarterly newsletter and submit Commander comments in a timely fashion.
- Report any serious Family Readiness issues or events to next higher commander.
- Ensure Family Data Sheet (FDS) are reviewed annually.
- Ensure Phone Trees are up to date.

Family Readiness Military Liaison (FRML) Checklist:

- Serve as a link between Commander, FRG Leadership Team, Families and Service Members.
- Refer Families and Service Members to appropriate resources.
- Provide FRG logistical and administrative support as needed.
- Update the unit roster monthly, allowing FRGL to seek new Service Member and discuss Family Data Sheets.

- Provide support for the FRG Newsletter production.
- Maintain Family Data Sheet (FDS) and FRG phone tree in the Unit FRG binder (FOUO) at unit and provide a copy to FRG leader.
- Maintain a record of addresses and phone numbers of Families who leave the geographical area during deployments.
- Maintain working relationship with Brigade FRSA, FRWS Staff, to include TFAC
- Ensures the completion of the Annual FRG Report / Annual Awards submissions and submits to BDE FRSA by BDE deadline.
- Provide information on important unit news to FRG Leader.
- Field questions and concerns from FRG Leadership Team and FRG members.
- Is accessible and approachable when help or information is needed.

FRGL Checklist:

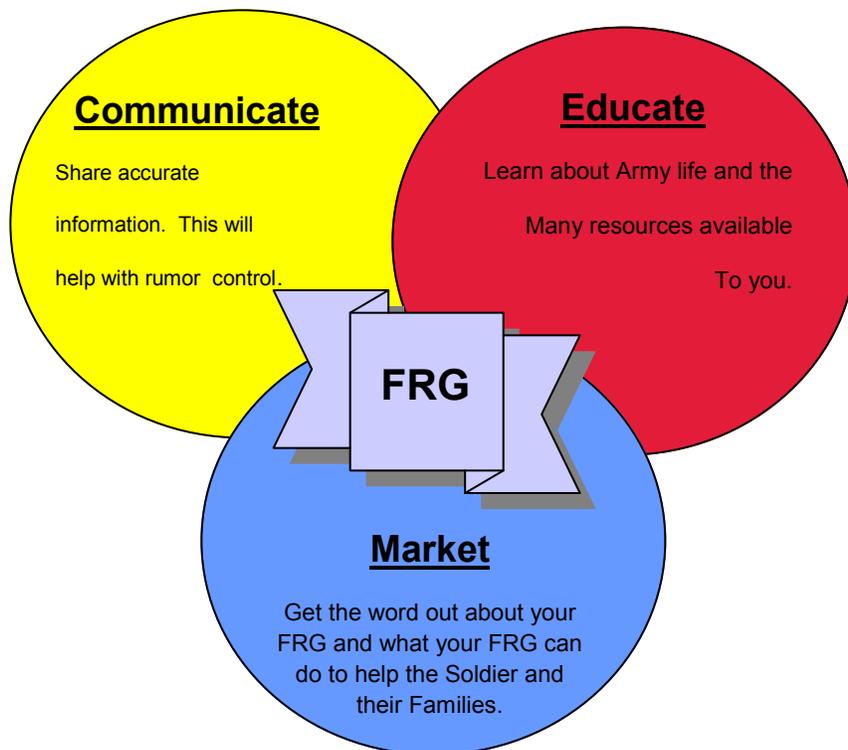
- Know and support the commander's goals and vision for the Family Readiness Group.
- Provides overall leadership for the unit FRG; oversees all FRG volunteers, to include communicating job descriptions for all FRG volunteer positions.
- Communicate regularly with Commander and Military Liaison regarding FRG activities and events, unit training schedules, and missions.
- Plan and run quarterly FRG meetings and supervise events.
- Meetings are short, focused, and follow the agenda (90 Minutes).
- Snacks, drinks, and children's activities are provided.
- Committee chairpersons presents reports of their activities.
- Treasurer presents current status of the FRG financial accounts.
- Secretary records meeting minutes & maintains in FR binder.
- Schedule guest speakers to attend meetings.
- Organize the FRG so that all key tasks are adequately covered.
- Assists with the completion of the Annual FRG Report / Annual Awards submissions and submits to Brigade FRSA by the Brigade deadline.
- Maintain Family Data Sheet (FDS) in FRG Binder (FOUO).
- Ensure that phone roster is current, and regular contact is made with all Family members.

- Phone tree “key callers” have received instruction on proper phone etiquette (confidentiality).
- Phone tree “key callers” are easily accessible when information is needed.
- Review quarterly FRG newsletters before submitting to commander for approval and publication.
- Newsletter will be mailed via the US mail and/or by email.
- FRG uses e-mail to distribute information as necessary.
- Ensure that new Service Members and Families are welcomed in accordance with sponsorship program.
- Ensure that Family Program Regulations and materials are on-hand for Service Members and Families.
- Ensure that critical FRG information is shared and rumor and gossip are strongly discouraged/dispelled.
- Provide information and referral to include crisis intervention and conflict resolution.
- Inform FRML of any serious Family Readiness issues.
- Ensure that volunteers are recognized for their contributions.
- Attend RFC (within 3 months of assignments) and Family Readiness & Warrior Support Professional Development Workshop.
- Have access to useful FRG training materials and information.
- FRG has at least three social events each year (i.e., holiday party, picnic, etc.).
- Encourage all Service Members, Families, and Friends to participate in FRG activities.
- FRGL works with Commander on risk assessment for FRG events.
- FRGL supports the unit readiness goals of the commander.

6.3 FRGs and No Notice or Short Notice Missions

No Notice Missions are those local, state, or regional missions that the National Guard plays a role in times of emergency. It is important that our unit FRGs have a strong Steady State to ensure that our Families are ready for these type of missions. Although it is not possible to predict when, where, and what the next emergency is—we need to educate our FRGs on likely missions and emerging danger (H1N1 for example). Listed below are some helpful keys for FR success in State Active Duty (SAD) or larger scale No Notice or Short Notice Missions.

- Must have Family information updated at all times.
 - Family Data Sheet (FDS)
 - Phone Tree
 - Email Roster
- Service Members on Rear Detachment must understand the FRG importance.
- Families must understand these type of call ups and missions and be prepared for their Service Member to answer the call on Short or No Notice—
 - Family Care Plans must be kept current.
 - Red Cross Notification Forms are available.
 - Emergency Evacuation Plans are made (Natural Disasters).
 - Dependant Military IDs are current.
- Ensure Families are aware of TFAC resources and phone numbers.
- Count on the Ohio Family Readiness Web site for information in times of No Notice Missions.



7.0 Deployment Cycle Support

The Yellow Ribbon Reintegration Program (YRRP), a national combat veteran reintegration program conducted at the state level, consists of informational activities and events for activated members of the Ohio Army National Guard (OHARNG), their families, and community members. The program focuses on activities that facilitate access to services supporting their health and well being through all phases of the deployment cycle. The National Defense Authorization Act (NDAA) of 2008 and public law 110-181 mandates the creation of a national Yellow Ribbon Program, as well as outlining its general features. DoD Directive-Type Memorandum (DTM) 08-029, "Implementation of the Yellow Ribbon Reintegration Program" provides program authorization and guidance for implementation. – DoD Instruction 1342.28

7.1 Deployment Cycle Events

Service Member & Family Mobilization Brief

- Occurs 90 days prior to Unit Mobilization Date.
- Deploying Service Members & Families typically attend a one day workshop.
- Workshop offers information & resources that address common challenges faced during a deployment.
- This event offers briefings, resource tables, counseling & Youth Program.
- Yellow Ribbon funding available for venue, catering, lodging, childcare, travel expenses (for Family Members with HOR 50+ miles one-way).

Call to Duty Ceremony

- The Call to Duty ceremony typically takes place on the day the Unit reports for duty to home station.
- The G3 makes all direction and policies regarding the coordination of the Call to Duty ceremony.
- Unit responsible for coordinating venue location (must be held at a no-charge venue).
- Inform Service Members & Families of ceremony date, time, and location with directions.

Deployment Family Check-Up

- Occurs 60-90 days after Unit Mobilization Date.
- Family Members & Children typically attend a one day workshop.
- Workshop information & resources are tailored to the needs of the FRG.

- Yellow Ribbon funding available for venue, catering, lodging (on an as-needed basis over 150 miles from HOR), travel expenses to include mileage (for Family Members with HOR 50+ miles one-way).

Family Reunion Brief

- Occurs 60-90 days prior to Unit Return Date.
- Family Members & Children typically attend a half or full day workshop.
- Workshop information & resources are tailored to the needs of the FRG. Event includes a Family Readiness Group Meeting.
- Yellow Ribbon funding available for venue, catering, lodging (on as needed basis), travel expenses (for Family Members with HOR 50+ miles one-way).

Welcome Home Ceremony

The Welcome Home Ceremony reunites Service Members and Families following a successful deployment, and is intended to show appreciation for the commitment, resolve, and sacrifice both the Service Member and his/her Family has shown to the organization.

- Unit responsible for coordinating venue location (must be held at a no-charge venue).
- Prepare & submit execution brief for ATAG to the Yellow Ribbon office for approval. Yellow Ribbon OIC will schedule ATAG presentation.
- Inform Service Members & Families of ceremony date, time, and location with directions.

30-Day Reintegration Retreat

- Occurs 30 days after Unit Return Date.
- Two-day Retreat for Service Members & Families (Mandatory for SMs).
- Retreats connect Service Members & Families with service providers to ensure they understand benefits, entitlements, & resources available to help overcome challenges with reintegration; provides “forum” to address negative behaviors related to reintegration.
- This event offers briefings, resource tables, counseling, & Youth Program.
- Yellow Ribbon funding available for venue, catering, lodging, childcare, travel expenses (for Family Members with HOR 50+ miles one-way).

60-Day Reintegration Retreat

- Occurs 60 days after Unit Return Date
- Two-day Retreat for Service Members & Families (Mandatory for SMs)
- Retreat connects Services Members & Families with service providers
- Includes Freedom Salute Campaign Ceremony
- This event offers briefings, resource tables, counseling, & Youth Program
- Yellow Ribbon funding available for venue, catering, lodging, childcare, travel expenses (for Family Members with HOR 50+ miles one-way)

90 Reintegration Drill

- Occurs 90 days after Unit Return Date
- Service Members Only – Regular Drill Weekend
- Drill includes PDHRA, wellness check & service providers

FRG may be asked to arrange the following for Deployment Cycle Events:

- Arrange morning coffee, snack and childcare for events.
- Include event registration information in monthly newsletter, email, and auto-call.
- FRG can utilize event registration & breaks for fundraising opportunities.

FRG team must attend required briefings with their Service Members.

7.2 Roles & Responsibilities During Deployment

Deployed Commander is responsible for Steady State requirements plus...

- Encourage participation of all Service Members & their Families in FRG events.
- Plan Commander call-ins from the Theatre of Operations during FRG monthly meetings.
- Compose a short message to the FRGL monthly for the newsletters.
- Ensure leadership is accessible and approachable when help or information is needed.

Rear Detachment Commander is responsible for...

- Maintain regular contact with Unit Commander at mission location.
- Attend the monthly FRG meetings.
- Ensure that FRG members have opportunities to maintain contact with deployed Service Members.
- Provide assistance to the Families in conjunction with FRG leader, higher command, and Troop and Family Assistance Center (TFAC).
- Provide information on important Unit news to FRG leader.
- Field questions and concerns from FRG Leadership Team and FRG members.
- Assist with military issues that arise with Service Members & their Families.
- Assist with Rumor Control.
- Be available for the Families and have a caring attitude.
- Attend State Family Readiness and Warrior Support Professional Development Workshop with FRG Leadership team.
- Report issues or concerns to the Commander.
- Keep a record of all communication with the Families.

Military Liaison is responsible for Steady State requirements plus...

- Work with Rear Detachment Commander and FRGL to set up audio/video system for Commander call-in.
- Maintain regular contact with Unit Commander at mission location.
- Attend the monthly FRG meetings to open and close the armory and maintain security.
- Ensure that FRG members have opportunities to maintain contact with deployed Service Members.
- Provide assistance to the Families in conjunction with FRG leader, higher command, and Troop and Family Assistance Center (TFAC).
- Provide information on important Unit news to FRG leader.

- Field questions and concerns from FRG Leadership Team and FRG members.
- Assist with military issues that arise with Service Members & their Families.
- Assist with Rumor Control.
- Be available for the Families and have a caring attitude.
- Attend State Family Readiness and Warrior Support Professional Development Workshop with FRG Leadership team.
- Report issues or concerns to the Commander.
- Keep a record of all communication with the Families.

Family Readiness Group Leader is responsible for Steady State requirements plus...

- Monthly Meetings
 - First meeting will be an administrative meeting to see how Families are coping,
 - Second meeting should include ways to cope and handle stress/separation. Use information and resources from your local TFAC or Military OneSource Representative to provide this information. For these numbers or questions contact your Brigade FRSA.
 - Immediately following the second meeting you should hold Key Caller training. More info key Callers can be found later in the QDR.
 - Meetings may not be cancelled without authorization from the chain of command.
 - Minutes must be emailed to the Brigade FRSA.
- Monthly Newsletters
 - For examples and help with creating this please contact your Brigade FRSA.
 - More information on newsletters can be found later in the QDR.
 - Commanders and FRML must review newsletters prior to distribution to ensure operational security is maintained.
 - Include the Brigade FRSA on newsletter distribution.
- Notify families of meetings
 - Use the phone tree, auto-call, email roster and newsletters to distribute this information so that all will see.
- Arrange for childcare and activities at meetings as needed.

- Work with Rear Detachment Commander/Military Liaison to set up audio system for Commander call-in.
 - Suggested topics for Commander call-in:
 - ⇒ What's the weather like?
 - ⇒ How's the chow?
 - ⇒ What is the morale of the Soldiers?
 - ⇒ What do they have at the location: Food vendors, recreation activities, AAFES, MWR?
 - ⇒ What type of resources do you have to communicate with the Families: Internet café, phone, internet service in living quarters, etc?
 - ⇒ What are the items that you cannot get at the location or the most needed items?
 - ⇒ What has the unit been doing and what do they have scheduled to do in off time: company PT, extracurricular events (volleyball, basketball, baseball, etc)
 - ⇒ Who has a birthday or anniversary coming up?
 - ⇒ **REMEMBER OPSEC!!!!**

8.0 Meetings/Activities/Newsletters

8.1 Meeting Checklist— Use this checklist to plan your Family Readiness Group meetings.

At Least One Month Prior:

- Meet with your unit Commander and review Vision & Goals for the FRG.
- Select a day, time, and place to meet. (Allow approximately two hours for the meeting)
- Consider offering childcare on-site during the FRG meeting.
 - Consider using Church Groups, Girl Scouts, etc.
- Advertise your FRG meetings through Newsletters, Posters, Key Callers, etc.
- Prepare a meeting agenda:
 - Welcome
 - Ask someone to take down Meeting Minutes (if Secretary has yet to be appointed)
 - Develop a sign-in roster to collect names and verify addresses, phone numbers, & email addresses
 - Introductions & Announcements
 - Commander's Comments
 - Discuss FRG goals
 - Treasurer's Report
 - Include an activity, guest speaker, or social event (Icebreakers give people the opportunity to get to know each other and find out what they have in common)
 - Address new business
 - Announce next FRG meeting date, time, and location

Few Days Prior to Meeting:

- Confirm meeting location & POC to open the building/room.
 - Consider room arrangement, post-meeting cleanup, and building lockup
- Confirm childcare, if applicable.
- Consider providing light refreshments.
- Make copies of meeting agenda.
- Make directional/welcome signs to post at the meeting site.

One Hour Prior to Meeting:

- Post directional/welcome signs.
- Arrange tables & chairs to allow for group discussion.
- Set out refreshments, if applicable.
- Ensure there is a trash receptacle.
- Note locations of restrooms and childcare, if applicable.

Meeting Start Time:

- Ask everyone to sit.
- Welcome all participants.
- Follow prepared agenda.

Within a Week after the Meeting:

- Draft meeting minutes.
- Establish FRG roster with contact information.
- Distribute minutes to all participants who provided an email address. Remember to thank them for participating in the FRG meeting.
- Begin planning for the next meeting.

8.2 Effective FRG Meetings

- Have an agenda for all meetings, both formal and informal. Post it or distribute it to FRG members.
- Start meetings on time to discourage latecomers. If meetings always start on time, participants are less likely to be late.
- It is easier to set dates and times if everyone is encouraged to bring a calendar to the meetings.
- Set time limits on agenda items to be discussed. An agenda item that is discussed repeatedly is frustrating to your group.
- If many ideas will be discussed, assign a committee to take the ideas for action and research. Have the committee report at a future meeting.
- Establish a convenient voting method. One simple method of voting is to allow only those in attendance at the meeting to vote.
- If voting on an important issue will cause the group to split, ask the group to compromise by attempting to reach a consensus or to agree to do more research. No one wins when half of the group is unhappy with a decision on an important issue.
- Report to the command and talk to the Military Liaison if decisions are controversial and warrant command attention.

Sample FRG Meeting Agenda:

- Call the meeting to order.
- Welcome participants.
- Introduce new members/participants to the group and conduct Icebreaker activity: M&M Game.
- Introduce guests or guest speaker.
- Guest speaker's presentation/comments.
- Ask for the Treasurer's Report.
- Ask for any Committee Reports.
- Vote on Summer Picnic Location.
- Review unfinished business.
- Ask for new business.
- Conduct FRG Activity: Make Unit AT Welcome Home Signs!
- Ask for any final questions or comments.
- Adjourn the meeting and socialize.

8.3 Membership & Participation

Group numbers may be low in the beginning. Many spouses work and/or volunteer, and some may not choose to participate in the FRG. It is not the numbers that are important. It is the sense of command support, camaraderie and friendship that makes even a small group successful.

- Publish your group meetings and events as widely as possible – using FRG Newsletters, email and personal phone calls, etc. Two to four weeks notice before an event gives participants plenty of time to plan.
- Create a sense of excitement in your meetings. A formal meeting is useful, but does not always increase participation.
- Send a welcome letter to new spouses and let them know about your group and what activities are planned.
- Assign someone to greet new members and make them feel welcome and comfortable at meetings. This can be done on a rotating basis. This is one of the most important aspects of success for your group! New members may not return to another meeting if they feel unwelcome or ignored.
- Provide childcare whenever possible. Contact the local TFAC and/or State Youth Program to discuss available childcare options and cost to members.
- Use a questionnaire to gather ideas for activities that would interest group members. If the activities are fun, varied and cost-effective, you will please most of the people most of the time.
- Keep participants actively involved in the group by inviting them to join various committees. Be careful not to pressure people into a committee role. You want volunteers who are interested in the job. If participants feel a sense of belonging and contributing to the group, they will take ownership of their commitments and ensure a productive organization.
- Offer interesting topics for discussion. Hosting speakers to facilitate discussion of a wide variety of topics is fun and can be a draw for your meetings.
- Offer variety in your meetings. Alternating business, craft, potluck and outside social events will satisfy your group's interests.
- Lean on your Brigade FRSA as a helpful resource on meeting planning, agendas and increasing involvement.

8.4 Icebreakers & Activities

The purpose of icebreakers is to give people the opportunity to get to know each other and find out what they have in common. Even if participants do know each other, it is still a great way to start meetings. It is an upbeat way for participants to relax and get to know all of the people in the room, not just their close friends.

- Answering questions helps start discussions and increases comfort levels between members. Questions should be general in nature and not too personal. Have participants take turns going around the room, giving their names and responses to questions like:
 - How many children do you have?
 - What is your favorite hobby?
 - What city do you live in?
 - What is your dream vacation?

- **Sample** Icebreaker Activities:

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

Don't Say I: Give each person three pennies. Ask participants to move around the room, introducing themselves to one another and asking questions that might prompt a person to say “I.” If anyone does, the participant collects a penny from the person who said “I.” The person with the most pennies at the end of the pre-set amount of time wins a small door prize.

Who am I?: Pin the name of a famous person on the back of each group member. Have everyone ask questions requiring “yes” or “no” answers of one another for a preset amount of time. At the end of the time limit, go around the room, starting with you, and have everyone guess who they are.

Building a unified Family Readiness Group is necessary for maintaining good teamwork. Joint activities are one way to build a team/cultivate teamwork. Choose activities that fit your group size, activity level and interest.

- Learn a new craft or a new recipe.
- Auto maintenance. Learn simple car maintenance tips from trained mechanics.
- House/home maintenance. Find handy maintenance tips to share at meetings. Or ask a police officer to talk about car, home, and personal safety.
- Offer a Self-Defense class.
- Movie & Popcorn Night.
- Build-a-sub night. Ask each person to bring an ingredient to share.
- Care packages. Ask members to bring toiletries and/or bake cookies/sweets and send them to the deployed units.

- Healthy outings. Hiking, biking, walking and other outside activities are a great way to keep busy and be healthy. A group of friends makes it more fun!
- Go bowling.
- Game Night. Ask members to bring their favorite board games to play with the group.
- Invite guest speakers to your group.
- Attend command picnics and parties.
- Host a breakfast with your Soldier on Drill Weekend. Pancakes are always delicious!
- Host a Shadow a Soldier day. Follow your Soldier around on Drill Weekend to learn about the unit and specific duties.
- Have a costume party. Don't reserve this idea just for Halloween.
- Sponsor an egg hunt with treats inside the plastic eggs.
- Have a picnic or barbecue.
- Include children's activities: Ask a Soldier to read for a story time. Have bunny-hop race. Decorate holiday ornaments. Offer face painting. Have a craft table set-up.
- During Deployments: Host a "Half-Way Party" to recognize that the unit & FRG have made it through the first half of a deployment. Host a "Night-Before Reception" on the night before Soldier's Welcome Home Ceremony for FRG members and out-of-town guests to share the excitement of the unit's return!
- Make leis and banners to welcome Soldiers home from Annual Training & Deployments.

8.5 Family Readiness Group Newsletters

- Publish hard-copy and mail to key adult(s) listed on Family Data Sheet (FDS) using Unit appropriated funds
- FRG Newsletters **must include**:
 - Upcoming meetings, events, & activities
 - Agenda for next FRG meeting
 - Treasurer's Report
 - Commander's Comments
 - Contact Information for FRG Leadership Team & TFACs
- Tips for Effective Newsletters:
 1. Select a format—Letter, Newspaper, Combination
 2. Consider designing a banner
 3. Use artwork & lines
 4. Select readable font styles
 5. Remember to PROOFREAD!!

9.0 FRG Tools and Documents

9.1 Family Readiness FRG Binder (FOUO)-This binder is the FRGL & ML battle book. Spend the time up front organizing, completing, and updating your binder and each (FRGL & ML) will have an identical copy. Items to include are listed below.

Unit Family Readiness Binder Check List

- Duty Appointment Memos (AGOR 600-12, para 6i)
 - A. Family Readiness Military Liaison
 - B. Family Readiness Group Leader
 - C. Family Readiness Group Assistant Leader, Treasurer and Secretary if positions are filled.
- AGO Regulation 600-12 (Army) Ohio National Guard Family Readiness Program, Dec 2003
- Ohio Army National Guard Quick Desk Reference (QDR)
- Family Readiness Group Phone Tree (Manual)
- Signed Family Data Sheets, current within the last 18 months for at least 80% of the unit personnel
- Quarterly newsletters within the last 12 months (AGOR 600-12, para 7a)
- Annual Reports (AGOR 600-12, para 6e)
- J1 Family Readiness Measures of Effectiveness (MOE) which reflect that Commander, FRG Leader, and Military Liaison are trained

Please verify with BDE FRSA for additional requirements to be included in Family Readiness binder.

9.2 Family Data Sheet (FDS) (FOUO) AGOH form 600-12-1-R-The Family Data Sheet is a legal and binding document that allows the FRG and Rear Detachment Commander to have communication with Service Members' Families or key adults. It *does not* allow those named on the FDS to change Service Member legal documents. It is the responsibility of the Commander to make sure that every Service Member in the unit has an updated and signed Family Data Sheet. By signing the FDS the named key adults have membership into the FRG. It is mandatory that the Service Member either accept or decline the FDS. Only the first key adult on the FDS will be added to the FRG phone tree. It is recommended that these are updated annually at a unit Family day event. A copy of the FDS will be maintained with the FRGL and the unit during a steady state. In times of deployment a copy will also be forwarded to TFAC and a copy taken with the unit. (Sample FDS on Appendix A) These forms will be done electronically and updated by the units to maintain current phone trees. Please contact BDE FRSA for specific instructions for access to FDS database.

9.3 Phone Tree - The phone tree and email information is pulled from the updated Family Data Sheet. A hard copy of the unit phone tree is to be included with the annual report that is submitted to the Brigade Family Readiness Support Assistant NLT 31 OCT. Phone trees are also part of the FRG Measures of Effectiveness (MOE). The FRG Leader calls the phone tree key caller to relay FRG information. The phone tree key caller, in turn, calls each Family member on the list and passes on the message. If the phone tree chairperson is unable to reach any Family member, he or she calls the next person on the branch and will try later to reach that Family member. When all calls are completed, each key caller will report back to the FRG leader and reports the outcomes of the calls. When Family members call their key caller /POC, the process is reversed. If the key caller can't answer a question or concern, they will call the FRG Leader. The key caller logs and reports any significant event or information up the chain of concern. Phone trees can be built according to platoons, arranged geographically by the location of the Families, or divided up alphabetically. Each key caller should be responsible for contacting between 5 and 10 Families. POC's need to be reliable and must understand how to maintain confidentiality. FRG funds may be used to purchase phone cards for key callers or you can contact your regional TFAC for assistance. Again, phone trees are built from FDS, not unit Service Member rosters.

9.4 Auto Call and School Messenger - This system will be used by the unit FRG to pass along important and time sensitive information to the Families. This service will also be used to deliver holiday greetings by the senior leadership in the state and in times of No Notice Missions. Automated phone trees are **never** used to pass along personal and sensitive news such as extensions of unit in theatre or a wounded or injured Service Member. The BDE FRSA will load and make changes to the Auto Call system for the FRG Leader, Family Readiness Military Liaison and/or Commander. The units will be responsible for updating and maintaining the FDS database to ensure phone trees are current and up to date. Auto Call School Messenger instructions are in section 11.1

9.5 Joint Services Support Website-

This system is used by not only our FRG's and their Command Teams but it is also a good way to get families involved with events and meetings. Any and all families can register in JSS to utilize it's many functions. On JSS you can find resources, create events, create training, log volunteer hours, have questions answered in forums, share best practices, register for Family Readiness and Warrior Support training, register for Yellow Ribbon Reintegration Program Events for your unit, and much more.

It is imperative that at a minimum, each Statutory Volunteer registers for the website and that you have a log in and password created to log your volunteer hours— this is how National Guard Bureau determines how much money all States can get at the beginning of the fiscal year for that entire training year. For assistance contact your BDE FRSA.

See Appendix B for step by step instructions on how to register for a JSS account and how to input Volunteer Hours.

Key Caller- The key caller is a very important role within the FRG. These individuals will assist the FRGL with making personal phone calls when using the manual phone tree is more appropriate than using the automated phone system. The information that will be passed along in these calls could be personal and sensitive and also include bad news such as casualties, extensions/delays. The Key Caller will need to be sensitive in nature and understand the confidentiality of these calls. The manual phone tree is also appropriate when trying to market or explain an upcoming event. The point is, use the manual phone tree to your advantage – it is not just for passing of sensitive or bad news. The FRGL or FRML will provide the Key Callers with a scripted message to read verbatim. The key caller logs every call on a phone tree log form, for record keeping purposes. The key caller is to report any significant event or information to the FRG leader. Additional training should be arranged and offered to these volunteers as necessary. Contact your BDE FRSA for training.

10.0 FRG Bank Account and Fundraising

10.1 Setting up the FRG Bank Account

Unit FRGs may open an informal fund providing the following conditions are met:

- Commander's approval
- Appoint a Treasurer and have a second Statutory Volunteer on the account. Second can be the FRG Leader.
- If you do not have an account, you do not need a Treasurer

The FRG Treasurer must file Internal Revenue Service Form SS4 to obtain tax ID(EIN) number to avoid use of personal Social Security Number and potential IRS tax liabilities. The FRG account's use is limited to expenses consistent with the purpose & function of the fund as determined by the FRG & Commander. Remember that the FRG's purpose is not to raise money and all expenditures **must benefit** the entire FRG membership and not one specific person.

10.2 How to Obtain an Employer Identification Number (EIN) to Open an Official Family Readiness Group (FRG) Bank Account

The Family Readiness Group (FRG) is an official organization therefore you will need to have an Employer Identification Number (EIN), in order to open a bank account to avoid potential IRS tax liability. You must get your EIN prior to going to the bank. After obtaining an EIN choose whatever bank you want to.

Account Guidelines: You should have TWO statutory volunteers on the bank account (similar to a joint account with your spouse or child). Recommended Family Readiness Group Treasurer (FRGT) and Family Readiness Group Leader (FRGL), however it can be any TWO statutory volunteers in the Unit's Family Readiness Group (FRG). BOTH individuals will have to go to the bank in order to set up the account. NO MILITARY MEMBERS should ever be on the Family Readiness Group (FRG) account. The account needs to be a NON-INTEREST bearing account.

There are 3 ways to get an EIN:

1. Fill out an IRS SS 4 Form and call the IRS at 1-800-829-4933. They will ask you a series of questions and then give you your EIN. You will not receive an official document in the mail for 2 weeks. Most banks will still allow you open an account without the official paperwork and only the number. Contact your Brigade (BDE) Family Readiness Support Assistant (FRSA) for blank IRS SS 4 forms.
2. Fill out the IRS SS 4 form and mail in. If you mail in the form it can take 4-6 weeks to receive your EIN. You cannot open an account until you receive your EIN. Contact your Brigade (BDE) Family Readiness Support Assistant (FRSA) for blank IRS SS 4 forms.

RECOMMENDED: 3. Apply online at www.irs.gov/businesses. In the search field type in *EIN*. Click on the first strand *Employer Identification Number (EIN)*. About mid way down the webpage click on *Apply for an EIN online*. Then again mid way down the webpage click on *Apply Online Now*. Then click on *Begin Application*. This process takes approximately 15 minutes, and at the end you can choose to either have them mail you the official form (2 weeks) or have it immediately in PDF form. **Recommend choosing immediately in PDF, then print your document and save to your computer.**

Steps and Guidance on how to answer the questions when applying for your EIN online:

1. Click *View Additional Types...*

Click *Continue*

2. Organization type is: *Community or Volunteer Group*

Click *Continue* twice

3. Responsible party: This will be the statutory volunteer's full name plus Social Security number.

Click *I am a responsible and duly authorized officer or member of this organization*

Click *Continue*

4. Type in statutory volunteer's address and phone.

* USE THE ADDRESS YOU WANT YOUR BANK STATEMENTS TO GO TO! THE UNIT'S ADDRESS IS NOT RECOMMENDED!

Click *No* next to *Do you have an address different from the above where you want your mail sent?*

Click *Continue*

5. Legal Name: Usually includes the name of the unit plus FRG. For example, "1-137 A Company Family Readiness Group"

No Trade Name – Leave Blank

County: This should be the County the Unit is in (The webpage will automatically fill in the county associated with the statutory volunteers address. Change this if it is not the same county as the Unit)

State: Ohio

Date business started or acquired: Today's date

Click *Continue*

6. Click *No* to all questions.

Click *Continue*

7. Click *Other*

Click *Continue*

8. Click *Organization (such as religious, environmental, social or civic, athletic, etc.)*

Click *Continue*

9. Click *Social or civic*

In description type, *Social educational group for Military families*

Click *Continue*

10. Click *Receive letter online*

Click *Continue*

Print four hard copies; a copy to take to the bank, one for the Treasury records, one for the Family Readiness Group (FRG) Binder, and one for the Unit Family Readiness (ORA) Binder. Save a copy of the PDF file to your computer.

10.3 Fundraising

- FRGs are considered “Official Programs” and with accordance to DA policy, may not fund-raise outside of its own Organization.
- The FRG Informal Fund may not exceed \$5,000 annually-this is the current ONG annual limit. This means at no time can you take in more than a total of \$5,000 a year based on what you had in your account on 30SEP.
- Requires the Treasurer to keep a monthly record of expenses and income and publish in the newsletter as required.
- Commanders should maintain monthly awareness of the FRG activities and fund raising.
- Commanders are required to conduct an audit of the FRG Informal Funds- which is included in the Annual FRG Report.
- All funds are to be spent on Family readiness issues and initiatives. Refreshments for meetings, and Family events/unit parties, etc.
- May accept unsolicited donations
- Unit CDR may allow Private Organizations (PO) to provide limited unsolicited support for Family Readiness activities or events. (see attached Ohio policy AGOH-J1-FR Policy memo # 07-001 dated 28 March 2011).

What types of fundraising can be conducted?

- Internal Fundraising
- Unit Novelties
- Snacks or lunch for Service Members during drill weekends
- Morale Boosting events during IWQ
- Flower sales for Mothers Day and Valentine’s Day
- Silent Auctions

What types of fundraising can NOT be conducted?

- External Fundraisers
- Games of chance. Advertising/conducting raffles or other games of chance is prohibited on National Guard property under the Charitable Fundraising policy.
- 50/50 Raffles

*** Fundraising, whether by the FRG or by the Friends of group, must be consistent with the ethical principles, be conducted according to law and regulation and the State of Ohio prohibits games of chance not conducted by licensees. Charitable groups like churches get licensed by the Attorney General to conduct bingo or other games of chance. To get one of those licenses is a long ordeal.

Mishandling of FRG Funds

FRG funds are non-appropriated government funds. In rare occasions, there have been mishandling of FRG funds. The unit commander is responsible for the oversight of the FRG program for the unit and the unit FRG fund. If funds are mishandled by a volunteer, the Ohio National Guard has the ability to generate an out-of-service debt and can forward the debt to DFAS for collection. If FRG funds are stolen, the Adjutant General's Department will contact the Ohio State Highway Patrol to report a crime and allow them to investigate criminally.

10.4 Private Organizations

It is important for Commanders and FRGLs to understand that positive relationships with Community Organizations are an advantage to them. Establishing these relationships with organizations that have a sincere desire to support our military members and families can make a tremendous impact on your unit and FRG.

The State Family Readiness and Warrior Support Office continues to speak to local and state associations and organizations to educate them not only on our mission in the Ohio National Guard but how they can assist if they so choose. The number one avenue for their support is at the local level at a Unit or Wing FRG. By allowing them to participate, and welcoming them, you gain resources and support you would otherwise not have. These organizations can attend your FRG meetings and simply raise their hand to volunteer support to initiatives or events that the unit FRG would like to conduct. It is that simple. When we establish these relationships at the local level, it results in organizations providing the right initiative or support, at the right time and place. It is a win-win for all involved.

An initiative developed by the TFAC team to assist with building the relationship with the community is the regionally based quarterly RISFAC (Regional Inter-Service Family Assistance Committee). The overall intent of the RISFAC is to provide a forum for units and FRGs to interact and discuss their family and FRG initiatives or concerns with supportive participants within the community they live. This allows that community to support the “hometown hero” and their supporters. The Troop & Family Assistance Center in each region will be able to assist with the date, location and agenda for these meetings.

10.5 Community Support

It is important for Commanders and FRGLs to understand that positive relationships with Community Organizations are an advantage to them. Establishing these relationships with organizations that have a sincere desire to support our Service Members and Families can make a tremendous impact on your unit and FRG.

The State Family Readiness and Warrior Support office continues to speak to local and state associations and organizations to educate them not only on our mission in the Ohio National Guard but how they can assist if they so choose. The number one avenue for their support is at the local level at a Unit or Wing FRG. By allowing them to participate and welcoming them, you gain resources and support you would otherwise not have. These organizations can attend your FRG meetings and simply raise their hand to volunteer support to initiatives or events that the unit FRG would like to conduct. It is that simple. When we establish these relationships at the local level, it results in organizations providing the right initiative or support at the right time and place. It is a win-win for all involved.

An initiative developed by the TFAC team to assist with building the relationship with the community is the regionally based quarterly RISFAC (Regional Inter-Service Family Assistance Committee). The overall intent of the RISFAC is to provide a forum for units and FRGs to interact and discuss their family and FRG initiatives or concerns with supportive participants within the community they live. This allows that community to support the “hometown hero” and their supporters. The Troop and Family Assistance Center in each region will be able to assist with date, location and agenda for these meetings.

11.0 Auto Call/ School Messenger

All unit Family Readiness Groups are required to have a manual phone tree with participants derived from Service Member Family Data Sheet (FDS). The Family Readiness office is additionally funding automated phone trees. Currently this service is provided by the vendor School Messenger. Phone trees are a mechanism to disseminate information to Service Member Families as part of the Family Readiness Program. Examples include unit safe arrival at annual training site, unit departure from out of state annual training site, 30 day reminder of upcoming unit picnic, wishing families a safe and happy holiday, and passing information to families in case of State Active Duty mobilization. If a unit is currently deployed, the FRG Automatic Phone Tree is expected to be used monthly to maintain communication and provide updates from the Commander. Automated phone trees are never used to pass bad news such as a wounded or injured Service Member. Units are limited to 10 call per year. Deployed units have unlimited use of the system. (Sample Phone tree below)

1	Unit Designation:				To be Used for Manual Phone Tree and Auto Call Roster			
2	Key Caller	BDE	BN	Unit	Family First Name	Family Last Name	Phone Number	Relationship
3	Key Caller 1							
4								
5								
6								
7								
8								
9								
10								
11								
12								
13	Key Caller 2							
14								
15								
16								
17								
18								
19								
20								
21								
22	Key Caller 3							
23								
24								
25								
26								
27								
28								
29								

11.1 Instructions to use School Messenger

Step One: All Army National Guard units will submit an updated phone tree to their brigade FRSA annually with their FRG Annual Report. Phone tree contacts and information will be based on FDS's which are to be updated annually. No contact may be listed on the phone tree if the information for that contact is derived from an FDS that is over a year old. The brigade FRSA will load the phone tree into the School Messenger system. Updates or changes to phone tree will be done by sending changes to the brigade FRSA. No one will be able to add or delete from these automated phone trees with the exception of the brigade FRSA.

Step Two: How to begin use. FRGLs, MLs and Commanders should contact their brigade FRSA to obtain the web username and password, telephone User ID and telephone PIN to access the School Messenger system.

Step Three: **Sending a Message.** Users can utilize School Messenger by sending telephone messages remotely (i.e. without logging online), or by logging in online. **Please follow these steps to successfully complete a message over the phone:**

1. Dial: 1-866-816-2036 from a touchtone phone
2. Enter your Telephone USER ID at the prompt and press pound (#). Your Telephone USER ID will be assigned to you at the same time as your website login information. If you do not have a Telephone USER ID or have lost yours contact your brigade FRSA.
3. Enter your PIN code and press pound (#). Your PIN code will be assigned to you at the same time as your website login information. If you do not have a PIN code or have lost yours contact your brigade FRSA.
4. Press 1 to begin recording your default message.
5. Press any button to stop recording.
6. After you listen to your recording press 1 to save it in the system, press 2 to replay the message or press 3 if you need to re-record your message.
7. Press 2 to record your message in alternate languages.
8. Press 1 to begin selecting options to create a job for your message. IF YOU DO NOT follow this step your message will not be delivered.
9. You will be given an option for each contact list currently saved on your account. Press the number of the list you want to use. If you are not given any options for contact lists contact your brigade FRSA to load your contact list(s) for you.
10. Select the number that corresponds with the type of job you are sending. You will likely be sending a General message.
11. Select the number of days that you allow for your message. You will likely choose 1 day. This tells the system how many days to continue to attempt to contact numbers on your contact list it was unable to reach initially.
12. To send your message immediately, press 1. To select a new call time, press 2 and follow the prompts.
13. Confirm that your job is correct and press 1 to submit your job or follow the prompts to make any corrections.
14. You should receive an email with a report showing the details of the call. If you do not receive a report contact your brigade FRSA.

Users may also utilize School Messenger through the Website located at:

<https://asp.schoolmessenger.com/ohioarmynatguard/start.php>

12.0 FRG Sponsorship

The FRG Sponsorship Program is to allow for the proper introduction and integration of new Family members into a Unit Family Readiness Group. Family sponsorship is not just an administrative function, it is a systematic program designed to welcome new Family members, orient them to FRG functions, and encourage them to actively participate in FRG activities. An effective FRG sponsorship program fosters feelings of belonging and usefulness, as well as individual and team productivity. A well developed and deployed sponsorship program provides positive first impressions of the unit, its leaders, and individual Service Members.

The Brigade FRSA along with the FRG leadership team and current members share the responsibility for an effective orientation and integration program. The sponsoring of a new Family is a shared responsibility of the FRSA, FRG, FRML, and Unit.

The key component to a successful sponsorship program is a signed /completed FDS by the new Service Member. The FDS will be signed in the Red Phase of the Recruit Sustainment Program (RSP) for new Service Members entering the National Guard. From that point forward the FDS will be forwarded from the FRSA to the unit FRGL to make contact with the Family. For those that are a transfer from another unit / state it is the responsibility of the FRML to provide the Service Member with the FDS. Once soldiers have arrived to their home duty station the unit will be responsible for ensuring that their information is inputted in the FDS database system. A welcome packet will be mailed to the Key Adult Family Member on the FDS from the FRSA.

12.1 Responsibilities

RNCO and/or FRML Responsibilities - Include the Family Readiness introduction letter, which is provided by the BDE FRSA, in welcome packet to the new Service Member. These positions will also be responsible for updating the FDS database.

FRSA Responsibilities -

- Mail Family Data Sheet (FDS) to FRGL and RNCO/ML
- Provide Family Readiness introduction letter to RNCO/ML
- Mail welcome packet to Family member

13.0 Frequently Asked Questions

1. Can FRGs have a permanent space set aside in armories?

Please coordinate with the Unit Commander to see if there is space available for storage of FRG related items.

2. Is a volunteer allowed to handle a unit roster or other personal information? What authorizes the handling of PII?

Statutory volunteers may have access to Family Data Sheet information and unit roster with a signed Volunteer Agreement Form. Any statutory volunteer with such access must comply with the protection, disclosure, disclosure accounting, and other requirements of reference (c).

3. On what are FRGs allowed to use the unit's postal funds? Birthday cards?

Volunteers may use government office space, computer and office equipment, faxes, e-mails, scanners, and such to support their mission. FRGS may use government paper and printing supplies to publish volunteer newsletters to relay information from the command and to support any volunteer activity. Newsletters may be distributed by mail or via e-mail to military Families and volunteers.

4. Are games of chance/gambling permitted as fundraisers at the armory?

While on Government-owned or leased property or on duty for the Government (for military members, this means, in this context, present for duty), an employee shall not conduct or participate in any gambling activity, including operating a gambling device, conducting a lottery or pool, participating in a game for money or property, or selling or purchasing a numbers slip or ticket. AR608-1 app J-2 c. FRG are official DA programs established pursuant to AR 600-20.

5. Can FRGs have a Facebook page or be on any other social media? What do we do if we see someone is posting something inappropriate?

Consult your BDE for guidance. There is an Army Social Media Handbook. But some CDRs may state that FRGs are NOT to have a Facebook page or participate on other social media. Others may say to piggyback on the unit's official page. Any official page must have a generic email attached to it and should be registered with the NGB at http://www.ng.mil/features/Social_media/default.aspx

6. What must be included in newsletters?

Newsletters should include Commander's comments, upcoming dates of meetings and events, agenda for upcoming meeting, treasurer's report, contact information for State resources, contact information for FRG Leadership Team, TFAC, Commander and Military Liaison.

7. Why must family members be listed on a Family Data Sheet (Privacy Act Statement) signed by a Soldier to receive the newsletter or be on the phone roster?

The Family Data Sheet is a document that allows the FRG to have communication with the Service Members' Families or key adults. It is the responsibility of the Commander to make sure that every Service Member in the unit has an updated and signed privacy act statement. By signing the FDS the names key adults have membership in the FRG.

8. What is "official" information? Why does it matter what type of information we put in newsletters, etc.?

Official FRG information refers to command and mission-essential information which the commander believes Families need to be better informed. Unofficial information may be included in an official newsletter, provided: it does not exceed 20 percent of the printed space used for official information; it does not increase printing and mailing costs to the government; and it does not include personal wanted/for sale advertisements. The newsletter must state whether it contains only official information or both official and unofficial information.

9. What is process that FRGs should use to expend funds? Do they need to vote?

All FRG informal funds should be voted on by the members of the FRG. The Commander is to have oversight on what funds are being spent on but does not have a vote on spending the funds. The FRG's informal funds are to be spent on Family readiness activities and initiatives and all expenditures must benefit the entire FRG membership and not one specific person.

10. What about gifts?

FRGs may accept an unsolicited gift or donation of money or tangible personal property of a value of \$1,000 or less for its FRG informal fund. Unsolicited gifts or donations to the FRG informal funds are considered income and impact the FRG informal fund annual income cap of \$5,000. DA personnel will not solicit gifts from potential donors. They may, however, in response to an appropriate inquiry, inform potential donors of needs of the service.

11. What Family Readiness training is mandatory and for whom and how often?

Unit Commander, Unit Family Readiness Military Liaison and FRG Leader are required to attend the Regional Foundation Course. Must attend every four years. All other statutory volunteers are highly encouraged to attend.

12. Can FRGs purchase goods and materials using the Ohio National Guard tax ID?

FRGs are an official program of the Ohio National Guard and can use the tax ID when acting in an official capacity as long as the items purchased are not being used for a fundraiser. (i.e.: hotdogs and buns for a hotdog sale)

13. As a Commander, may FRG funds be used for coins, BN/BDE Ball expenses, Change of Command cake or promotion ceremony flowers? No. If a Commander uses FRG funds for these expenses, it will be brought to the attention of the SFPD and if necessary the State JAG.

14. Can charitable organizations like the VFW act as a Private Organization (PO) for a unit FRG? These organizations are POs under Army regulations. Units are encouraged to develop relationships with local community organizations such as the VFW. VFW, American Legion, AMVETS, or other similar organizations can participate in and attend FRG meetings with unit commander approval. This enables these organizations to be aware of FRG goals and events and provides them an opportunity to volunteer to participate or help support events without requiring the FRG to solicit from them.

15. Can members of an FRG start a PO? Yes, if they are not “statutory volunteers” or volunteers who have signed an official Volunteer Agreement. These statutory volunteers typically include the FRG Leadership team: FRG Leader, Assistant Leader, Treasurer and Secretary. 3 step process: potential PO sends request letter to unit Cdr (see sample), Cdr completes Army or Air PO CDR Checklist, finally, if approved Cdr will send a PO permission letter to new PO.

16. Why can't statutory volunteers start a PO? It may be a conflict of interest to be in a decision making position in both the FRG and PO. This might be true for the VFW example as well. While you could be a member of the local VFW and a statutory volunteer in a unit FRG, you may not be in a leadership position in the local VFW and a statutory volunteer in a unit FRG working with the VFW as a PO.

17. Can PO leaders attend FRG functions and training hosted by the State Family Program Office? Yes, however, if attending the state annual conference for example, the PO representatives will have to pay their own way including lodging, travel, etc. Often they will just pay for this out of their own privately raised funds. Recall, however, that most events, such as the state conference or Regional Foundation Course training are for statutory volunteers.

18. Can FRGs receive money from a PO or just stuff (food, phone cards etc.)? As long as the FRG has not solicited the PO, the PO may donate money, food, phone cards etc. The unit FRG account still may not exceed the annual limit of \$5,000 set by Army regulation and \$1,000 monthly limit set by Air Force Instruction. All gift card or phone card type items donated, must be itemized upon receipt and tracked, i.e. to whom they were given or for what were they used. Although these items are donated, the FRG has a duty to be able to demonstrate that the donated items were dispensed consistently with the purposes for which they were donated. Otherwise, donors will lose confidence that donations are properly handled.

19. Can POs donate items to be auctioned off by the FRG at a FRG event? Yes, but raffles or other games of chance are not allowed to be advertised OR conducted on state property.

20. Can FRGs host a golf scramble to raise money? No because these take place off National Guard property. FRGs may, however, collaborate with a PO to sponsor such an event.

21. If a unit hosts an open house at its armory or base, can the FRG sell coffee or other items to *any* who attend? If not, can a local PO sell coffee, magnets, etc. at the armory to raise funds? Even if outsiders attend the open house, fundraising by the FRG at the armory or base, if approved by the commander, is internal fundraising. The FRG members aren't required to ask those purchasing items whether they're members of the FRG or not. The key question here is who the intended audience for the event is. If the audience is SM, Families and friends, it is allowable. If the event intended audience is the general public, FRGs may not fundraise.

22. How many FRG funds can one unit have? One and only one.

23. Can School Messenger (automatic phone tree) be funded by the National Guard? FRGs are authorized support consistent with any command program. The approximate cost for a unit with 100 Family members on the FRG phone tree, is \$100.00 for 10 calls to all 100 Families in a one year period. The State Family Readiness Office will secure Army funding and pay for this service for all Army unit FRGs for FY 2007. Air NG Wing Family Program Coordinators should work with their WINGs to secure O & M funds *if available*. Also, FRGs may use government equipment, statutory volunteers (10 U.S.C. § 1588: AR 608-1), print and mail official newsletters (AR 25-30), and receive logistical support for FRG meetings, for example. It should be noted that Army FRGs are a command sponsored organization (AR 600-20, and OTJAG Legal Review 29 AUG 2005).

14.0 References

1. NGR 600-12, *National Guard Family Program*, 4 August 2011
2. AGOR 600-12 (Army) 211-1 (Air), *Ohio National Guard Family Readiness Program*, 1 December 2003
3. AGOR 600-8-22, *Program for Ohio National Guard Military Awards*, 1 February 2003
4. AR 600-20, *Army Command Policy*, RAR Issue Date 20 September 2012
5. AR 608-1, *Army Community Service Center*, 12 March 2013
6. AR 210-22, *Private Organizations on Department of the Army Installations*, 22 October 2011
7. Policy Memo, *Family Readiness Groups and Private Organizations*, 28 March 2011
8. Ohio National Guard Family Readiness and Warrior Support Quick Desk Reference

INTENTIONALLY LEFT BLANK

APPENDIX

APPENDIX A

Ohio National Guard Information Release/Family Readiness Preference

PRIVACY ACT STATEMENT / INFORMATION RELEASE

AUTHORITY: 5 USC 552a

PRINCIPAL PURPOSE: To identify and notify Family Readiness Group (FRG) Committee Members, Regional Coordinators, and Executive Committee Members of any Privacy Act-protected materials as needed.

ROUTINE USE: To facilitate continuity of chain of command reporting during absence of a designated member and establish FRG member roster.

DISCLOSURES: By initialing the appropriate line, you give the Ohio National Guard permission to release information to, and work with, other Guard dependents, the Family Readiness Group (FRG), and to organizations such as the American Red Cross, who offer services to dependents of military members. Authorizing disclosure is voluntary; however, if you don't authorize disclosure this may delay passing important information to your loved ones. You may only authorize release of information to a limited number of people. Others will have to rely on those you specify.

Please indicate your decision by initialing the appropriate line and signing below. Completion of this box and section I is MANDATORY.

Service Member's Signature _____ Date _____

Printed Service Member's Name _____

Address _____ Phone _____ Email _____

SECTION I – UNIT INFORMATION/RECERTIFICATION

At a minimum, form is required to be reviewed and initialed annually.

Organic UNIT: _____ DATE (Initial form completion): _____

Cross Level Unit: _____ DATE Cross Leveled: _____

RECERTIFICATION (Information must be re-certified with initials annually and date before deployment)

a. _____ b. _____ c. _____ d. _____

SECTION II – FAMILY/OTHER INFORMATION

Identify the following individuals as **MY KEY ADULT CONTACT**. First entry should be your **PRIMARY** contact and will be entered on the unit family readiness phone tree. All listed below will receive FRG correspondence (Unit FRG Newsletters, etc.):

1. _____
Last Name First Name Middle Name Relationship (father, mother, spouse, other)

Address (Street, City, State, ZIP) *If PO Box, be sure to list Street Address also _____ () _____
Home Phone

Email address _____ () _____
Secondary Phone

2. _____
Last Name First Name Middle Name Relationship (father, mother, spouse, other)

Address (Street, City, State, ZIP) *If PO Box, be sure to list Street Address also _____ () _____
Home Phone

Email address _____ () _____
Secondary Phone

SECTION III – SAFE HAVEN ADDRESS

In the event of a state emergency that forces your family to relocate (e.g. flood), list name (if applicable) and address of likely site your family will relocate to.

Homeowner Last Name First Name Middle Name Relationship (father, mother, spouse, other)

Address (Street, City, State, ZIP) *If PO Box, be sure to list Street Address also _____ () _____
Home Phone

*Additional Key adults may be added on the back of this form.

AGOH Form 600-12-1-R.11 May 2012 (supersedes all previous versions)

APPENDIX B

Joint Services Support Website—How to Register for an Account

Any and all families can register in JSS to utilize it's many functions.

It is imperative that at a minimum, each Statutory Volunteer registers for the website and that you have a log in and password created to log your volunteer hours— *this is how National Guard Bureau determines how much money all States can get at the beginning of the fiscal year for that entire training year.*

For assistance contact your BDE FRSA.

To Register for Joint Services Support Website: Go to the home screen: www.jointservicesupport.org

The screenshot shows the JSS website registration page. At the top, there is a navigation bar with 'Español', 'I am a Staff Member in OH', a 'Change' dropdown, 'Username', 'Password', and 'Login' fields. Below this is the JSS logo and a welcome message: 'Welcome to JSS! We understand you're in Ohio'. A yellow arrow labeled 'State' points to a dropdown menu currently set to 'Ohio'. To the right, a section titled 'Identify your role to reveal benefits and topics specific to your interests:' contains radio buttons for 'Service Member', 'Family Member', 'Volunteer', 'Staff Member', and 'Community Member'. A yellow arrow labeled 'Role' points to this section. A 'Submit' button is located at the bottom right of the registration form, with a yellow arrow labeled 'Submit' pointing to it. A yellow callout box at the top right contains the text: 'Make sure you first select what State you are in and what role you serve in, to make this process easier.' Below the registration form is a 'LEARN MORE' button and a row of service icons: YRRP (Reintegration), ESR (Career), NATIONAL GUARD FAMILY PROGRAM (Family), FMAP (Finances), PSYCHOLOGICAL HEALTH PROGRAM (Behavioral Health), SAPR (Sexual Assault Prevention), and Transition Support. At the bottom is a 'ResourceFinder' search bar with the text 'Search for local resources that matter to you.' and a search for 'Ohio' within 50 miles. A 'Find Now' button is also present.

[Español](#) | [I am a Staff Member in OH](#) | [Change](#) | | | [Login](#)

[Unclassified](#) | [JSS Help Center](#) | [Forgot Username/Password?](#) | [Join JSS](#) | [Follow us on](#)

Joint Services Support | The Gateway for Service members and their Families in Ohio

[JSS](#) | [Our Programs](#) | [Announcements](#) | [Events](#) | [Community](#) | [Contact](#) | [ResourceFinder](#) | [Joining Community Forces](#) | [Ohio Emergency Contacts](#)

[All About Staff Members](#) | [About Us](#) | [Videos](#)

Help support our nation one community at a time.

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)

[YRRP](#) | [ESGR](#) | [NATIONAL GUARD](#) | [FMAP](#) | [PSYCHOLOGICAL HEALTH PROGRAM](#) | [SAPR](#)

Reintegration | Career | Family | Finances | Behavioral Health | Sexual Assault Prevention | Transition Support

ResourceFinder | Search for local resources that matter to you Ohio | or zip | within 50 miles | [Find Now](#)

[Privacy Preferences](#) | [Show Advanced Search](#)

Your benefits. Your community. Your safety net.

Welcome to the NEW Joint Services Support home page! Our new look makes it easier for you to get around our site – but we've had much more than a facelift! Within the new JSS, you'll find more information for your daily life, valuable resources and services you deserve as a member. Get started today!

[JOIN JSS TO GET STARTED](#)

Upcoming Events
 Find the events most pertinent to you.

Yellow Ribbon Events

Post-Deployment 30 day/295 EN 30-Day
 Sat June 2 - Sun June 3 | COLUMBUS Ohio

This is a 30-Day Reintegration Retreat that will provide Service Members & Families with resources and i...

Announcements
 Get the latest news.

Hiring Our Heroes Caregivers Event - Silver Spring, MD, May 18
 On May 18, Hiring Our Heroes will be hosting a Wounded Warriors Caregivers Hiring Fair and Career Forum from 10am-3pm.

Watch Our Videos
 You can finally watch our greatest video hits right on the JSS!

[Watch Now](#)

Select: JOIN JSS TO GET STARTED

[JSS](#) | [Our Programs](#) | [Announcements](#) | [Events](#) | [Community](#) | [Contact](#) | [ResourceFinder](#) | [Joining Community Forces](#) | [Ohio Emergency Contacts](#)

Join JSS!

Instructions: Becoming a JSS member is easy. Start by filling out the information below. [Help](#)

JSS is your all-inclusive access to a world of Guard-specific services and resources.

- Constant 2-way connection to the National Guard
- Useful tools and contacts
- Advice and Counsel
- Benefits and coverage
- Round-the-clock assistance
- Service member and family support

Status: -- Select --
 Component: -- Select --
 Salutation/Rank: --Select--
 First Name:
 Last Name:
 Username:
 Email:
 Confirm Email:

[Join JSS](#)

You may need to collect this information before you get started.

Already a Member?

Instructions: Access your personal MyJSS home page by logging in.

Username:
 Password:

[Forgot Username or Password?](#)
 Not a member? [Join JSS](#)

[Login JSS](#)

Help us get to know you.

Identifying yourself as one or more of the roles below helps the JSS system serve you the information you care about most.

Expand the categories to select your role. Choose as many roles as may apply to you.

*State Affiliation

Unit Affiliation (Optional)

[Didn't find your unit?](#)

Family Member | View Roles | 

Service member | View Roles | 

Volunteer Corps | View Roles | 

School Educators & Administrators | View Roles | 

State Paid Staff | View Roles | 

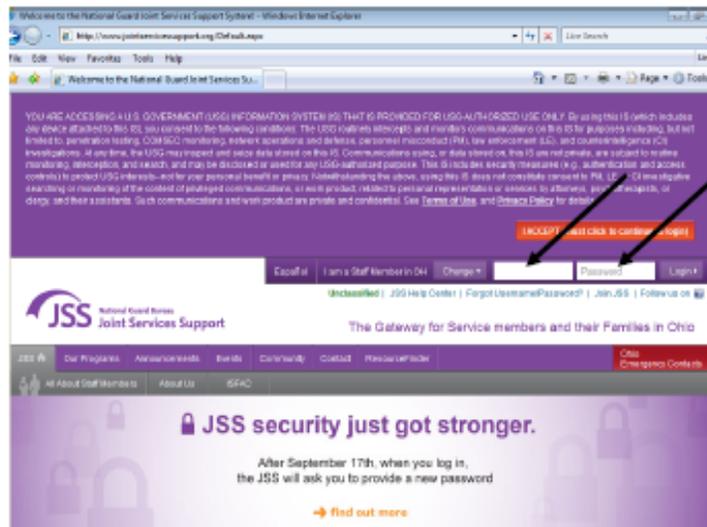
National Paid Staff | View Roles | 

Others | View Roles | 

Next

Submit

Go to Joint Services Support Website: www.jointservicesupport.com



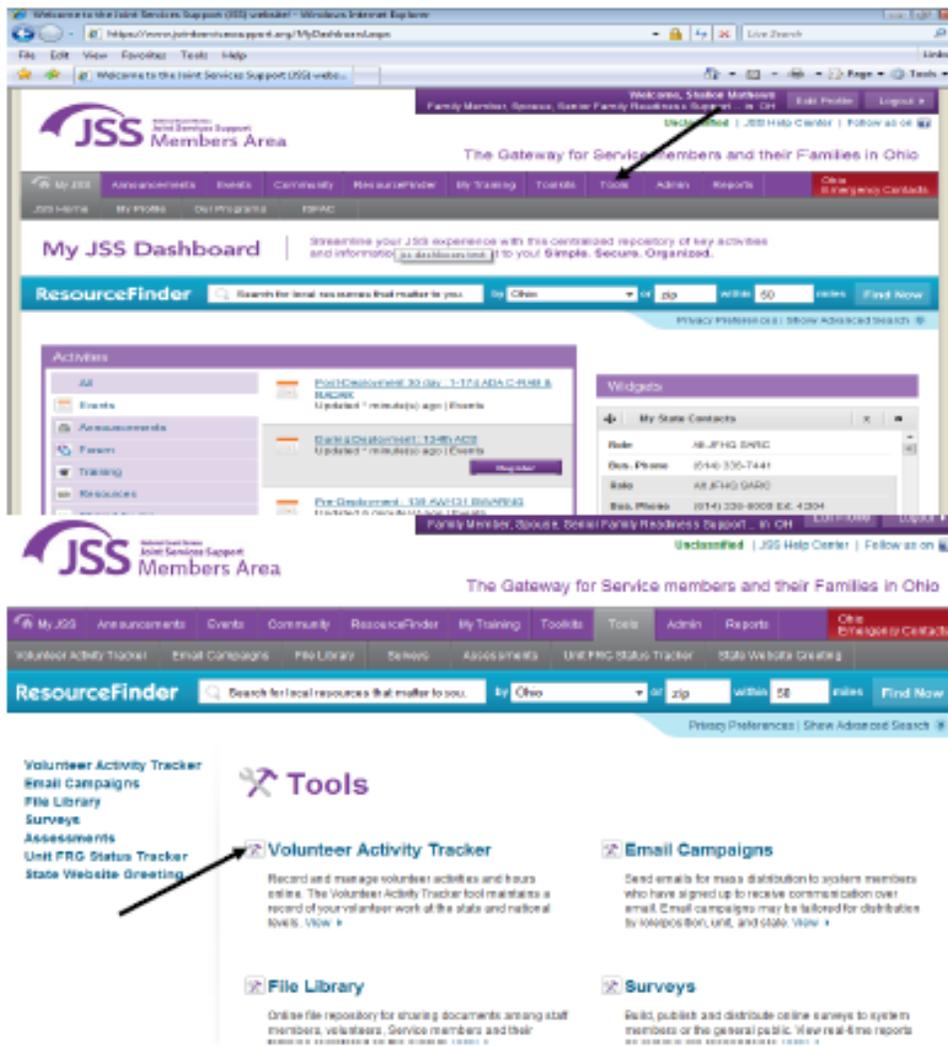
Log in with your user name and password

Be prepared: when registering for JSS, please note you will need to create a user name as well as a 15 character password

Once into JSS, high light tools or select the Tools icon in your management tool bar, looking for Volunteer Activity Tracker selection:



How to Report Volunteer Hours in JSS



Select Volunteer Activity Tracker and it will take you to your platform to enter your volunteer hours:

Volunteer Activity Tracker Add New

[Advanced Search](#)

Instructions: Track your volunteer hours and narrow down specific activities using the search options below.

0h 0m	0h 0m	0h 0m
Total Hour	Total Hour	Total Hour

Unit	Time	Activity Date	Activity Hour	Travel Hour	Preparation Hour	Total
No Records Found						

To start entering hours, select the Add New Button:

Volunteer Activity Tracker

Add New

Search Advanced Search

INSTRUCTIONS: Track your volunteer hours and narrow down specific activities using the search options below.

0h 0m **0h 0m** **0h 0m**

Total Hours This Year This Month

Export to Excel

Get it Done!

Edit	Title	Activity Date	Activity Hour	Travel Hour	Preparation Hour	Total
No Records Found						

Once you select Add New, it will take you to this platform:

New Activity

Instructions:
Enter details of a volunteer activity by providing details below. You may record activities retroactively if you haven't had an opportunity to add past activities as of yet. When finished, click Submit!

Set up

Category:

Activity:

Date: 10/24/2011

Level of Activity:

State of Activity:

Activity Hours: h m

Travel: h m

Preparation: h m

Comments:

Maximum characters: 500

Cancel **Submit**

Options for Category:

Activity includes all Holiday Parties, Family Day Picnics, etc.

Administration would include meetings with your FRSA, your CDR, your ML, or just the FRG Statutory Volunteer Team

Meeting would include all meetings for the entire FRG for the entire Unit

Training would include things like RFC, ARFC, State Conference, RTA, ASIST, etc.

Treasurer would include all things that you complete as a Treasurer, such as balancing books, accepting checks/making deposits, and running reports

New Activity

Instructions:

Enter details of a volunteer activity by providing details below. You may record activities retroactively if you haven't had an opportunity to add past activities as of yet. When finished, click Submit!

Set up

Category
--Select--
--Select--
Activity
Administration
Meeting
Training
Treasurer

Level of Activity
State

State of Activity
Ohio

Date

Activity Hours 0 h 0 m

Travel 0 h 0 m

Preparation 0 h 0 m

Comments

Maximum characters: 500

Once you have your Category selected, select Level of Activity:

State Level is everything you will typically host/ attend, National Level is if you attend a National Workshop, Event, Camp, etc.

Set up

Category
--Select--

Activity
--Select--

Date 10/24/2011

Activity Hours 0 h 0 m

Travel 0 h 0 m

Preparation 0 h 0 m

Comments

Maximum characters: 500

Once you have selected your Level of Activity, you can then choose your Activity:

Under Activities:

- Select--
- Awards and Recognition
- Ceremony
- Change of Command
- Council
- Deployment Event
- Fallen Soldier Networking
- Family Assistance Center (FAC) Support
- Family Day Activities
- Family Readiness
- FRG Leadership
- FRG Meetings
- Fundraiser
- Guard Youth Team Building
- Holiday Events
- Marriage Enrichment Support
- Newsletter
- Operation Military Kid
- Other
- Phone Tree Calls
- Program Marketing
- Retirement Activities
- Reunion
- Separation
- Soldier Readiness Processing (SRP)
- Volunteer Service Participation
- Volunteer Support
- Website Development/Maintenance
- Welcome Home Activities
- Youth

- Youth Camp
- Youth Service Learning

Under Administration:

Category
Administration

Activity
--Select--
--Select--
Administration

Under Meeting:

Category
Meeting

Level of
State

State of
Ohio

Activity
--Select--
Community Based
Conference Call/Video Teleconference (VTC)
Council
FRG Board Meeting
FRG Meeting
GFAP
Inter-Service Family Assistance Committee
Other
Website Development/Maintenance
Workgroup

Under Training:

Category
Training

Activity
--Select--
Activity
Administration
Meeting
Training
Treasurer

Date

Activity Hours
0 h 0 m

Travel
0 h 0 m

Preparation
0 h 0 m

- Select--
- 7 Habits
- Awards/Recognition
- Deployment Briefings
- Developing a Reintegration Plan
- FAC Support
- Family Assistance Center
- Family Program Marketing
- Family Readiness
- Family Readiness Group
- FRG Leadership
- FRG Meetings
- Fundraising-FRG Money Matters
- GFAP
- GFAP: What on Earth is it?
- GFTB A/TC
- GFTB Attitude What Attitude
- GFTB Chairperson's Binder
- GFTB Challenges of Reintegration
- GFTB Conflict Management & Resolution
- GFTB Dealing with Deployment 2nd Time Around
- GFTB Decipher This
- GFTB Deployment & Reunion
- GFTB Effective Leadership
- GFTB Family Finance
- GFTB FRG Meeting Team UP
- GFTB FRG Meetings Break the Ice PT 2
- GFTB FRG's: Where are we going
- GFTB Having a Volunteer Recruiting Plan
- GFTB History of NG

- GFTB How to Handle the Tough Ones
- GFTB If I talk Will You hear me
- GFTB Intro NG
- GFTB ITC
- GFTB Keeping It Positive
- GFTB Life After FRG
- GFTB Media & You
- GFTB Professionalism For Volunteers
- GFTB Program Marketing
- GFTB Recruiting a Diamond in the Rough
- GFTB Replenish Revitalize Your Volunteer Treasure
- GFTB Resources Around You
- GFTB Staying Connected
- GFTB Stress Management
- GFTB Volunteer 3 R's
- GFTB What an Adventure
- GFTB Who Moved My Treasure Chest
- Guard Family Management System
- Guard Youth Team Building
- GYTB: Adapting to change
- GYTB: Teen Finances
- GYTB: Youth Leadership Lesson Plan
- Information & Resources
- Inter-Service Family Assistance Committee
- Marriage Enrichment (Strong Bonds)
- Military Leadership
- MOD I-Crisis & referral

- MOD II-Community I&R
- MOD III-Finances
- MOD IV-Incare
- MOD V-DEERS & ID
- MOD VI-Legal
- Newsletter
- NGB National Volunteer Workshop
- NGB National Youth Symposium
- NGB Professional Development Seminars
- Operation Military Kid
- Operation Ready
- Other
- Phone Tree
- Post Traumatic Stress Disorder (PTSD)
- Professional Development Webinar
- Rear Detachment
- Regional Volunteer Team
- Regional Workshop
- Reunion
- Separation
- State Workshop
- Unit FRG Chairperson Appointment Letter
- Unit FRG Leaders Handbook
- Unit FRG Military Point of Contact Appointment Letter
- Unit FRG Newsletter
- Unit FRG Phone Tree
- Unit FRG Prereployment & On going Readiness
- Unit FRG Rear Detachment Commander Handbook
- Unit FRG vFRG/e-mail/website/AKO

- vFRGEmail/Website/AKO
- Volunteer
- Volunteer Orientation
- Volunteer Service Participation
- Volunteer Youth Coordinator
- Website Development/Maintenance
- Youth
- Youth Camp
- Youth Council

After Selection of Activity, confirm your state of Ohio, in the State of Activity field:

New Activity

Instructions:

Enter details of a volunteer activity by providing details below. You may record activities retroactively if you haven't had a opportunity to add past activities as of yet. When finished, click Submit!

Set up

Category: Training
Level of Activity: State
Activity: --Select--
State of Activity: Ohio
Date: 10/25/2011
Activity Hours: 0 h 0 m
Travel: 0 h 0 m
Preparation: 0 h 0 m
Comments:

After selection of State of Activity, then select the Date:

Category: Training
Level of Activity: State
Activity: --Select--
State of Activity: Ohio
Date: 10/25/2011
Activity Hours: 0 h 0 m
Travel: 0 h 0 m
Preparation: 0 h 0 m
Comments:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 10/25/2011

After Selection of the Date, then start in putting your hours. Your Activity Hours is the official time the activity takes place, your Travel hours are to and from your activity, your Preparation Hours are everything you did for the Activity to include but not limited to, setup, tear down, etc. For the Comments section, please feel free to put in there anything you want to comment on about the event.

Category: --Select--
Level of Activity: State
Activity: --Select--
State of Activity: Ohio
Date: 10/28/2011
Activity Hours: 0 h 0 m
Travel: 0 h 0 m
Preparation: 0 h 0 m
Comments:

APPENDIX C

OHIO ARMY NATIONAL GUARD

AGOH-

MEMORANDUM FOR RECORD

SUBJECT: ADDITIONAL DUTY APPOINTMENT

Effective _____ appointed Unit Family Readiness Military Liaison to the Family Readiness Group.

Authority: NGR 600-12

Purpose: Provide support to and correspond between the unit, Service Members and the Family Readiness Group.

Period: Until officially relieved or released from appointment.

Special Instructions: Must be trained IAW the state Family readiness measure of effectiveness ("MOE"); must assist in submitting annual report and automated & manual phone trees in the required format and IAW the MOE; must assist FRGL in publication of the quarterly newsletter; must ensure Family Care Plans are completed for required personnel; must assist FRGL in maintenance and security of Family Data Sheets, which copies will be kept at unit at all times and from which the automated & manual phone trees will be derived.

APPENDIX D

OHIO ARMY NATIONAL GUARD

AGOH-

MEMORANDUM FOR RECORD

SUBJECT: ADDITIONAL DUTY APPOINTMENT

Effective _____ 201X, _____ is appointed Family Readiness Group Leader.

Authority: NGR 600-12

Purpose: To serve as the Family readiness point of contact for unit's Service Members and Service Members' families.

Period: Until officially relieved or released from appointment.

Special Instructions: As the FRG Leader (FRGL) you will be the Commander's primary family member representative and Point of Contact (POC). Your duties will include: Developing a working knowledge of all Family Readiness programs, procedures, contacts and services. Maintaining the FRG binder (updating phone trees and Family Data Sheets). Establishing effective communication systems with families through meetings, newsletters, emails and phone calls. Assisting the command complete the annual report. Ensuring the Assistant FRGL executes a sponsorship program for new Soldiers and families. Ensuring quarterly newsletters are distributed. Becoming familiar with regulations regarding FRG funds and fundraising. If you have any questions or concerns please contact me and/or the brigade Family Readiness Support Assistant (FRSA).

APPENDIX E

VOLUNTEER AGREEMENT FOR			
<input type="checkbox"/> APPROPRIATED FUND ACTIVITIES	<input type="checkbox"/> NONAPPROPRIATED FUND INSTRUMENTALITIES		
PRIVACY ACT STATEMENT			
<p>AUTHORITY: Section 1588 of Title 10, U.S. Code, and E.O. 9397.</p> <p>PRINCIPAL PURPOSE(S): To document voluntary services provided by an individual, including the hours of service performed, and to obtain agreement from the volunteer on the conditions for accepting the performance of voluntary service.</p> <p>ROUTINE USE(S): None.</p> <p>DISCLOSURE: Voluntary; however failure to complete the form may result in an inability to accept voluntary services or an inability to document the type of voluntary services and hours performed.</p>			
PART I - GENERAL INFORMATION			
1. TYPED NAME OF VOLUNTEER <i>(Last, First, Middle Initial)</i>	2. SSN	3. DATE OF BIRTH <i>(YYYYMMDD)</i>	
4. INSTALLATION	5. ORGANIZATION/UNIT WHERE SERVICE OCCURS		
6. PROGRAM WHERE SERVICE OCCURS	7. ANTICIPATED DAYS OF WEEK	8. ANTICIPATED HOURS	
9. DESCRIPTION OF VOLUNTEER SERVICES			
PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES			
10. CERTIFICATION			
<p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services I will be providing.</p>			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED <i>(YYYYMMDD)</i>	
11.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE	c. DATE SIGNED <i>(YYYYMMDD)</i>	
PART III - VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES			
12. CERTIFICATION			
<p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services and liability for tort claims as specified in 10 U.S.C. Section 1588(d)(2). I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers, and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I am offering.</p>			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED <i>(YYYYMMDD)</i>	
13.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE	c. DATE SIGNED <i>(YYYYMMDD)</i>	
PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR			
14. AMOUNT OF VOLUNTEER TIME DONATED		15. SIGNATURE	16. TERMINATION DATE <i>(YYYYMMDD)</i>
a. YEARS <i>(2,087 hours = 1 year)</i>	b. WEEKS	c. DAYS	d. HOURS
17.a. TYPED NAME OF SUPERVISOR <i>(Last, First, Middle Initial)</i>		b. SIGNATURE	c. DATE SIGNED <i>(YYYYMMDD)</i>

DD FORM 2793, FEB 2002

PREVIOUS EDITION IS OBSOLETE.

Exception to Standard Form 50 granted by Office of Personnel Management (OPM) waiver.

APPENDIX F

SAMPLE ARMY NATIONAL GUARD PO REQUEST (on ONG property)

Mrs. Duncan Smith
353 East Weber Road
Columbus, Ohio 43202
614-268-6743

April 9, 2012

Commander, HHD, Joint Force Headquarters-Ohio
2825 West Dublin Granville Road
Columbus, Ohio 43235-2789

Dear Sir:

I request your permission to establish a private organization under Army Regulation 210-22 to be called "Friends of Ohio's Joint Force Headquarters." I'm enclosing bylaws for this organization conforming to Fig. 2-1 of the regulation. The purposes of the organization will be to enhance the morale of Service Members of JFHQ-Ohio and members of their Families. All organizational funds will be used for that purpose.

Membership will be limited to Families and friends of members of JFHQ-Ohio. All assets of the organization will be held in the name of the organization; and all members of the association will be jointly and severally liable for its debts. Upon dissolution, all assets will be sold and any proceeds of sale beyond payment of the organization's debts will be equally distributed among the membership.

The proposed organization will not propagate extremism, advocate violence against the government or its citizens, or seek to deprive anyone of their civil rights. I look forward to working you in the operation of this private organization.

Very Sincerely,

APPENDIX G

SAMPLE ARMY NATIONAL GUARD PO PERMISSION (on ONG property)

STATE OF OHIO

HHD, JOINT FORCE HEADQUARTERS-OHIO

2825 W. Dublin Granville Road

Columbus, Ohio 43235-2789

10 April 2012

Subject: Permission to Establish Private Organization

Mrs. Diane Smith

123 E. Weber Road

Columbus, OH 43202

Dear Mrs. Smith:

I'm pleased to grant you permission to establish the Friends of the Joint Force Headquarters. This permission is for not more than 2 years from this date; and the organization must apply to renew this permission no later than 90 days before the expiration of this two year period. This permission is revocable by me or my successors at any time, has been coordinated with my servicing Judge Advocate and is subject to the conditions below. I have attached PO Cdr checklist for your records. We will need to review this information every other year to ensure your organizations PO status.

The organization will be annually reviewed to ensure compliance with regulatory guidance utilizing the Ohio Army National Guard PO Commanders Checklist dated OCT 2006. It is attached for your future reference.

Neither the State nor Federal governments will have any responsibility for the debts or torts of the organization. No member of the organization may profit from the organization except if employed by the organization, given an award by the organization; or as a member of an investment club established by the organization.

All activities of the organization must conform to Federal, State and local laws, including tax and sanitation/ food service laws. Not less than annually and more often if I direct, the organization must provide me with a report including minutes of its meetings; a financial statement, audited as required under Para 3-3 of the regulation; any changes in the purpose, activities, membership requirements, officers, bylaws or use of funds; and finally, a list of the officers including their names, addresses and telephone numbers.

APPENDIX H

OHARNG COMMANDERS CHECKLIST

Private Organizations (PO) on ONG property

_____Date

ACTION	YES	NO
1. Is there a written request to the commander to establish a PO? If no, one must be completed.		
2. Has the PO provided proof of adequate insurance in accordance to AR 210-10, chapter 3-2 to the commander?		
3. Does the PO have a written charter, articles of agreement, constitution, bylaws or other authorization documents acceptable to the unit commander? If no, the PO must produce the mentioned documentation and submit them to the commander.		
4. Does the PO have any other documentation that state the PO's nature, functions, objectives (including planned use of funds), and activities? If no, they must produce this documentation.		
5. Does the PO have an explanation of membership eligibility and responsibilities for all management functions? If no, they must provide this documentation.		
6. Are any officers of the PO a statutory volunteer within the unit FRG? If yes, either must deny their request or the statutory volunteer must resign from a position.		
7. Is the commander confident that the organization requesting PO status will utilize their funds for the designated purpose? If no, they must do so.		
8. Did the PO get approval from the commander before any fundraising activities on ONG property? If no, they must get prior approval.		
9. Does the PO conduct games of chance, lotteries, raffles, or other gambling type activities? If yes, they must be discontinued.		
10. Does the PO sell alcoholic beverages? If yes, it must be discontinued.		
11. Are members of the PO complying with applicable federal and state regulations, and federal, state and local laws and tax laws? If not, they must comply.		
12. Are duties associated with PO assigned/detailed to military or civilian employees? If yes, they must be discontinued and the duties/schedules conducted by volunteers. (Paragraph 1 and 5, CFR 2635.702, and 5 CFR 2635.705 in the Joint Ethics Regulation)		

ACTION	YES	NO
13. Does unit co-sponsor events with PO for the purpose of obtaining commercial sponsorship, contributions, donations, gifts, advertising or generating revenue for them? If yes, this must be discontinued.		
14. Does the PO furnish administrative support, equipment, supplies, and other materials at their own expense? If no, they must do so.		
15. Report requirements to the commander: a. Minutes or summaries of PO meetings. b. Annual Report and financial statements, at least annually and more often if asked by the commander. c. Any major changes in PO activities, membership requirements, officers, objectives, organization, constitution, bylaws, use of funds and management functions.		
16. Has the annual review/audit of PO been conducted and documented? (Annual review/audit due by end of fiscal year) If no, this must be done.		
17. When the PO disbands is there a written plan in place on file with the unit commander on how the residual monies will be dispersed? If no, PO must write a plan for this.		

Signature of PO Leader

Signature of Commander

Phone Number

Phone Number

APPENDIX I

Key Caller Notebook

Key Caller Welcome Letter

Thank you for volunteering to serve as a key caller. You are accepting a leadership role in the Family Readiness Group (FRG) and demonstrating your commitment to improving the quality of life for Families in your unit.

The primary purpose is to provide timely and accurate information from Command to Families. The phone tree provides the FRG an opportunity to introduce and welcome Families, notify and encourage Families to attend unit-FRG sponsored activities and maintain communication to keep Families connected to the FRG.

When Families need help, you may be the first person to whom they will turn. Your job is not to solve all the problems you encounter. You must set boundaries for yourself and your Family in providing assistance to members of your contact group. Your responsibility is to refer people to the TFAC in your region, when help is needed. We hope this information provides you with the resources you need to function effectively. Many times, just hearing your familiar voice on the other end of the phone and knowing you understand and are willing to listen is enough to help someone who is in crisis feel better.

Key Caller Responsibilities

DO

- Be pleasant and smile when calling.
- Be sure to introduce yourself.
- Keep your communication log nearby when you call.
- Make sure you have the message written down or the email from the FRGL or Commander on the information to be given out to ensure accuracy.
- Verify phone numbers and address occasionally to ensure the FRG roster is correct. (Phone roster generated from the Family Data Sheet [FDS]).
- Make information calls in a **TIMELY** manner.
- Maintain Family **privacy and confidentiality**.
- Address Families questions, referring to others when appropriate.
- Some messages that you will be asked to deliver may not allow for questions—you need to politely explain that you have no additional information and any questions must go to the Family Readiness Military Liaison (FRML).
- Keep trying to call if unsuccessful on the first attempt.
- Specify what hours are reasonable and acceptable for making phone calls.
- Keep your FRGL informed of any disconnected or unanswered calls.
- Inform your FRGL when all calls are completed.
- Notify your FRGL of any concerns experienced in your calls.

DON'T

- Take it personally if a caller is rude, impatient, or otherwise uncooperative—you never know what might be going on at that time.
- Feel guilty if you cannot help the caller or go beyond your own limitations in providing assistance.
- Indulge in gossip or ANY type of information that is not valid and reliable.

Confidentiality

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

In practice this means:

- Do not disclose the names or details of any contact or call in any way that may identify them to others.
- Obtain the permission of the person involved before sharing information about them or their situation when contacting a resource or making a referral.
- Protect contact information sheets, and destroy them when they are no longer needed. Keep this information in a safe location. Safe guard the personal identification information (PII): for example, do not keep this in your car, or an unsecured location.
- If a point of contact begins to discuss something with you that lies outside the area of confidentiality (e.g., suicide, child abuse, neglect, sexual abuse, assault, any other criminal activity), inform them that you will be obligated to report the call and its nature to the appropriate authorities.
- Remember, you are not responsible for finding a solution to people's problems—it is your job to know which military or community agency to refer them to for the assistance they need.
- Have a clear understanding of what situations the command expects to be reported .

Sensitive or Difficult Calls and How to Respond

SOCIAL CALLS: “I appreciate your call and it's great chatting with you. Since I need to [prepare dinner, put the kids to bed, etc.], I'll let you go. Please feel free to call me later!”

PROBLEM CALLS: “I'm glad you called me about [problem]. Let me make some phone calls to see what I can find out. I'll get back with you [specific time and date].” OR “Feel free to contact any of the referral numbers you received. I'm confident you'll be able to work this out.” REMEMBER our TFAC staff is one of your top referral resources.

CRISIS CALLS: “It sounds like this is a really stressful situation for you. How have you handled this before? Have you contacted [relevant agency]? What is your immediate concern? What kind of help do you need? Let me find out the best resource for you and I will call you back in ____ minutes.”

UNNECESSARY (GOSSIP) CALLS: “During stressful situations, I find that a lot of rumors begin and can quickly get out of control. If there were a significant problem, I’m sure I would be notified. Let me make a few phone calls to verify the situation and I will call you back in ____ minutes.”

CHRONIC CALLS: “I find I’ve been spending more and more time on the phone working with FRG issues. As a result, I haven’t spent much quality time with my children. I appreciate your call; however, I need to limit my calls to 10 minutes each.”

Follow up after Sensitive/Difficult Calls

Unit RDO/BN AO sets up an AAR (After Action Review) conference call the FRGL and Key Caller, so they can discuss any issues/concerns that need to be addressed and how to resolve them. Discuss what worked and what did not to establish “lessons learned”.

Top Ten Phone Reminders

LOG YOUR CALLS.

Name, date, time, reason for call.

INTRODUCTION

Prepare yourself before the call with message, paper, etc.

Be cheerful and enthusiastic.

Ask, “Is this a good time to call?”

WELCOME

Set the “atmosphere” for the call with a positive and helpful tone of voice.

Make the family member feel like a part of the FRG.

MESSAGE

Ask if they have a pen and paper ready.

Give only the FACTS – who, what, when, where, why, etc.

LISTEN

Really listen to concerns and questions.

Be sensitive to background noises.

Be sensitive to tone of voice – panic, distress, sleepiness, etc.

QUESTIONS

If you don’t know the answer, find out and call back.

COMMITMENT/CONSISTENCY

Return your calls.

When you say you'll call back, do it.

Contact your FRG leader after every phone tree message.

OBJECTIVITY

Stick to the FACTS.

You are helping the family member; focus on that.

STOP RUMORS IMMEDIATELY. NO GOSSIPING ALLOWED!

REFERRALS

Remember, you do not "know it all" and that's okay!

Let the available agencies do their job.

SAYING GOODBYE

Be polite, tactful, and diplomatic. Summarize any decisions made or commitments to call back. Write them down.



Sample Phone Calls and *What to Say*

Example of a POC's First Call (deployment):

"Hello, _____, this is _____. I just wanted to call and say 'hello' and to let you know that I am your contact person for the [unit name] Family Phone Tree. Your spouse, son/daughter, is in the unit with my spouse, son/daughter and I'm the person you can call if you have any concerns or questions while they are deployed. I'll contact you from time to time when any information needs to be passed on that would be of interest to you. If you need anything, have any questions, or want to become involved in our unit's Family Readiness Group, my phone number is _____. Please feel free to call or email me at _____ if that is easier for you."

Example of an Information Call:

"Hi! This is _____ from [unit name] Family Readiness Group. Is this _____? (Name on FDS). Is this a good time to pass on some information? (Yes? Continue. No? "When would be a better time for me to call?") Do you have a paper and pen handy? If not, I can wait until you find one."

"The FRG is having a bake sale [fundraiser, meeting, etc.] to raise money for _____ on [day, date] from [start time to end time] at [location]. Could you bake something to bring? Would you have time to work at the bake sale from _____ to _____? Do you know where [location] is? I'll be happy to give you directions. I'm really glad we can count on you to help out by [bake, work, etc.]. Your help is really appreciated. Thanks. See you at the Bake Sale!"

CONTACT FORMS

Information and Call Log Sheet

Name: _____

Sponsor's Name/Rank: _____

Address: _____

Phone Home: _____ Work: _____ Cell: _____

E-Mail Home: _____ Work: _____

Place of Employment: _____

Usual work hours/days: _____

Call at Work: Anytime Critical information only

Family in the area? Yes No

Best time and form of communication: _____

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

Name: _____ Relationship: _____

Phone Number(s): _____

Contact Name:	Home Phone #:
	Work Phone #:
	Cell Phone #:
	OTHER:

Day: _____ Date: _____ Time: _____

____ FRG meeting reminder

____ Fundraiser/event reminder

____ Greeting/introduction

____ Other

NOTES:

Day: _____ Date: _____ Time: _____

____ FRG meeting reminder

____ Fundraiser/event reminder

____ Greeting/introduction

____ Other

NOTES:

Day: _____ Date: _____ Time: _____

____ FRG meeting reminder

____ Fundraiser/event reminder

____ Greeting/introduction

____ Other

NOTES:

Day: _____ Date: _____ Time: _____

____ FRG meeting reminder

____ Fundraiser/event reminder

Emergency Question Checklist

BIRTH

Condition of Mother: _____

Condition of Baby: _____

Location of Birth: _____

Date of Birth: _____ Time of Birth: _____

Red Cross Notified? YES NO Sex: GIRL BOY

Name: _____ Weight: _____ Length: _____

CAR ACCIDENT

Location of accident: _____

Medical assistance needed? YES NO

Medical assistance obtained? YES NO

MPs notified? YES NO

Immediate needs: _____

FINANCIAL EMERGENCY

Nature of problem: _____

Do you have enough food? YES NO

Have you contacted AER? YES NO

Immediate needs: _____

SERIOUS ILLNESS OR INJURY

Who is ill or hurt (relationship)? _____

Where are they? _____

APPENDIX J

STATE OF OHIO
ADJUTANT GENERAL'S DEPARTMENT
2825 West Dublin Granville Road
Columbus, Ohio 43235-2789

NGOH-PEW-FR

28 March 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: POLICY – Family Readiness Groups (FRGs) and Private Organizations (POs)

1. References. Army Regulation (AR) 210-22, Private Organizations on Department of Army Installations (22 OCT 2001); AFI 34-223, Services - Private Organization Program (30 NOV 2010); AGOR 600-12 (1 DEC 2003).

2. FRGs associated with the Ohio National Guard (ONG) are not authorized to solicit, use, or maintain funds except upon approval of the unit commander who is responsible for the FRG. FRGs may only raise funds inside the unit, organization, armory, or base with the intended audience consisting of ONG members, Families or friends. A non-profit, non-interest bearing checking account should be opened and maintained. Any recognized bookkeeping system may be used. Intended use of funds should be announced before conducting any internal fundraising activity and must be approved by the commander.

3. FRG funds are informal funds. The FRG annual income cap is \$5,000.00. (Army) and according to Air Force Instruction (AFI34-223) Air Wings may not exceed a monthly average of \$1,000.00, or accumulate more than \$3,000.00 in 3 consecutive months (Air). FRGs do not exist to collect and maintain funds, but to provide activities that facilitate the flow of information and create an atmosphere of mutual support.

4. FRG funds should be utilized to support the entire group rather than specific individuals, and should not duplicate services already available, such as American Red Cross (ARC), governmental and non governmental veteran service organizations, etc. FRGs may not enter sponsorship agreements with local businesses.

5. Guidelines for Opening and Operating a Non-profit Bank Account.

a. Obtain a Tax Identification Number (TIN) for your organization. (Form SS-4, Application for Tax Identification Number, is available on the ONG Family Readiness Website.)

b. Non-profit organization account signature card and declaration of unincorporated business form must be completed and signed. These forms are obtained at any local bank.

6. Audit of FRG Funds. Major Subordinate Commands (Army) and Wing commanders will ensure that FRG informal funds are audited on an annual basis by the next higher level command

associated with the unit FRG. A change-of-custodian audit must be done whenever the treasurer and/or commander relinquish responsibility for the funds. Annual audit of FRG funds will be reported on the ONG Family Readiness Annual Report submitted every 1 February (AGOR 600-12).

7. Fund Raising by POs.

a. Officers of a FRG who have signed a volunteer agreement (statutory volunteers) may not request to establish a PO. Other members of a FRG who have not signed a volunteer agreement (gratuitous volunteers) may request that the unit commander establish POs under Chapter 2, AR 210-22 and para 9, AFI 34-223 and its ANG Supplement. Sample request memoranda are at Encl 1 (Army) and Encl 2 (Air). Sample memoranda granting permission are found at Encl 3 (Army) and Encl 4 (Air). Commander's checklists to approve a PO are found at Encl 5 (Army) and in AFI 34-223 supplements I dated 29 MAR 2005.

b. POs may solicit donations. Those donated funds may then support a FRG activity with consent of the unit commander.

c. All PO fund raising activities operating on ONG property must have the commander's prior approval. Other organizations not established on ONG property, such as AMVETS, American Legion, VFW etc., may offer support to unit FRGs as POs. However, ONG units and FRGs may not solicit money or donations.

DEBORAH A. ASHENHURST
Major General
The Adjutant General

DISTRIBUTION:
A, D

APPENDIX K

STATE OF OHIO ADJUTANT GENERAL'S DEPARTMENT

2825 West Dublin Granville Road
Columbus, Ohio 43235-2789

NGOH-PEW-FR

15 July 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: TY13 Family Readiness Annual Reports, Awards and Phone Trees

1. The Family Readiness Annual Report, Awards and Phone Tree submittal has suspense of 31 Oct 2013 for Training Year 2013. The report will cover from 1 October 2012 through 30 September 2013. The Annual Report, Awards and Phone Tree will be turned into each Brigade Family Readiness Support Assistant (BDE FRSA), who will then forward it to the State Family Readiness and Warrior Support Office. The Annual Report will be completed by the FRG Leader, Family Readiness Military Liaison and the Unit Commander, with the assistance of the BDE FRSA. It is required that all signatures be completed on the Annual Report prior to sending it to the BDE FRSA. If there is a new FRG Leader for the upcoming Training Year, it is recommended that the previous FRG Leader be contacted to assist with completing this report.

2. The following instructions will assist with completion of the Annual Report. Each Section of the document is a tab (worksheet page). To navigate, all tabs are located at the bottom left hand side of the worksheet.

a. Section 1: Unit Information/Volunteer Information-

The Commander, Military Liaison, and FRG Leadership Team's name, mailing address, phone number and email is required. All Statutory Volunteers are to complete their hours to include: preparations for events, emails, phone calls and the actual hours for each event. The worksheet will automatically total all of the volunteer hours.

b. Section 2: Events/Family Participation-

Complete the event or date the commander gave the Family Readiness Briefing to the unit members and their families. Enter number of assigned unit members and active Family Members in the FRG. Include the number of newsletters that were sent to Family Members. POC for the newsletter distribution should be the name of the Statutory Volunteer that is composing/mailing/emailing the FRG newsletter. Upcoming FRG events need to include the required events/meetings in the format that your brigade requires.

e. Section 5: Fiscal/Final Approval-

Treasurer should complete this section for FRG account balance and income total for the year. Commanders are responsible for reviewing and reconciling all unit FRG expenditures. If there are discrepancies, the Commander needs to document and take corrective action.

3. Guidance and templates for submitting Annual Awards are listed in AGO REGULATION 600-8-22 (Army) dated 1 February 2003. All award submissions are required to be typed, no hand written awards will be accepted. All awards submissions have the same suspense date as the Annual Report of NLT 31 October. **Award submissions will not be accepted after the 31 Oct 2013 deadline.**

16th EN BDE- 614-356-7997/6352

174th ADA BDE- 614-336-6000 x 2039

37th IBCT- 614-356-7912/6855

371st SUS BDE- 614-336-8820

73rd TC: 614-336-6589

STC: 614-336-6000 ext. 7314

5. The State point of contact is the Senior FRSA at 614-356-7918, or the State Family Program Director at 614-336-4161.

JULIE A. BLIKE

COL, MS, OHARNG

Director, Family Readiness & Warrior Support

For Annual Report format, Annual Award nomination form, and phone tree template, please contact your BDE FRSA.

Family Readiness Annual Report					
Section 1: Unit Information/Volunteer Information					
Date:	1-Oct-13				
BDE:	174th ADA BDE				
BN:	2-107th CAV				
UNIT:	HHT 2-107 CAV				
Location:	Hamilton, OH				
BDE FRSA:	Lindsey Lauber				
Command and FRG Leadership Team					
Command Team	Rank	Name	Address	Phone Number	Email Address
Commander	CPT	John Smith	123 3rd St, Hamilton, OH	614-123-4567	jsmith@email.com
Military Liaison	SFC	George Lewis	456 4th St., Hamilton, OH	614-123-7890	george.m.lewis.mil@mail.mil
FRG Leadership Team	Salutation	Name	Address	Phone Number	Email Address
Leader	Mrs.	Connie	Jones	614-123-1212	cjones@gmail.com
Assistant Leader	Mr.	James	Jones	614-123-1212	jjones@gmail.com
Secretary		VACANT			
Treasurer	Miss	Becky	Brown	614-123-3333	bbrown@gmail.com
Volunteer Hours During TY13 (Enter total hours for the year for each volunteer by activity type)					
Activity	FRG Leader	AFRGL	Secretary	Treasurer	
Plan and Execute Meetings	40	10	0	8	58
Outreach calls, newsletter	35	10	0	4	49
Phone Tree calls	5	5	0	5	15
Community Partner meetings	2	0	0	0	2
Summer Picnic	26	26	0	32	84
Holiday Party	26	26	0	26	78
AT send off/ WHC	0	0	0	0	0
RISFAC	8	8	0	0	16
Regional Foundation Course	8	8	0	8	24
State and Brigade Family Readiness Training	8	8	0	8	24
ASIST 2 Day Training	16	0	0	0	16
Resiliency Training	0	0	0	0	0
Other	0	0	0	0	0
Total Hours	174	101	0	91	366

Section 2: Events/Family Participation

Date of most recent Family Readiness Briefing	December 7 2012
Number of Soldiers assigned to unit	135
Number of family members active in FRG	10
Number of newsletters sent throughout the year	480
POC for Newsletter Distribution	Mrs. Connie Jones

Upcoming FRG Events (Please provide your BDE FRSA with a calendar of events)

- Fall Festival (Oct 2013)
- Holiday Party (Dec 2013)
- Chili Cook Off (Feb 2014)

Section 3: FRG Activities and Awards

List FRG Members that have been awarded or acknowledged for their participation within the FRG:

none

Please indicate if your Unit FRG hosts or participates in the following:

<input checked="" type="checkbox"/>	EXAMPLE ACTIVITY
<input checked="" type="checkbox"/>	Manual/Auto Call Telephone Tree
<input checked="" type="checkbox"/>	Annual Family Readiness Briefing
<input checked="" type="checkbox"/>	Newsletter
<input type="checkbox"/>	Deployment Send off/ Welcome Home
<input checked="" type="checkbox"/>	Family Days
<input type="checkbox"/>	Benefit Briefing
<input checked="" type="checkbox"/>	Advertising and Awareness of FRG
<input type="checkbox"/>	Sponsorship of new Family members
<input type="checkbox"/>	AT Send Off/Welcome Home
<input checked="" type="checkbox"/>	Internal Fundraisers
<input checked="" type="checkbox"/>	Email Communication
<input checked="" type="checkbox"/>	Attend Family Readiness Professional Development Workshop/Brigade Family Readiness Training
<input type="checkbox"/>	Unit Open House
<input checked="" type="checkbox"/>	Recruit new Family Members

Please list other activities that you have sponsored in the past year that are not on the checklist:

Section 4: FRG Unit Binder/ Private Organization Affiliations

Military Liaisons: Do you have the following items up to date in your FRG Unit Binder?

<input checked="" type="checkbox"/>	J1 Family Readiness Measure of Effectiveness (MOE) which reflect that Commander, FRG Leader and Military Liaison are trained
<input checked="" type="checkbox"/>	Duty Appointment Memo for Military Liaison
<input checked="" type="checkbox"/>	Duty Appointment Memo for all Statutory Volunteers (FRGL, AFRGL, Secretary and Treasurer)
<input checked="" type="checkbox"/>	Copies of signed volunteer agreement forms for all Statutory Volunteers (FRGL, AFRGL, Secretary and Treasurer)
<input checked="" type="checkbox"/>	AGO Regulation 600-12 (Army) Ohio National Guard Family Readiness Program (Dated 1 December 2003)
<input checked="" type="checkbox"/>	Ohio Army National Guard Quick Desk Reference (QDR) (Dated September 2012)
<input checked="" type="checkbox"/>	NGR 600-12 National Guard Family Programs Regulation (Dated 4 August 2011)
<input checked="" type="checkbox"/>	Unit Telephone Tree- manual and automated
<input checked="" type="checkbox"/>	Signed Unit Family Data Sheets (FOUO- can be in a separate binder)Current within the last 18 months for at least 80% of unit
<input checked="" type="checkbox"/>	Additional Information such as: Annual Report and Newsletters

Print report and have Military Liaison sign _____

Military Liaison Signature

Private Organizations:

Has the Commander authorized and or approved a Private Organization to operate or be affiliated with the Unit?

Yes No

If Yes please complete the following:

1. Name of PO:	_____
POC/Phone Number:	_____
Date of Approval:	_____
2. Name of PO:	_____
POC/Phone Number:	_____
Date of Approval:	_____

****Copy of request/approval letters and CDR checklist must be completed and maintained****

Section 5: Fiscal/Final Approval

What is the current balance of your Family Readiness Group bank account?

How much income, either by donations or profit from fundraisers, did you take in during this Fiscal Year?

Unit Commander, did you review all expenditures to ensure they supported the Family Readiness Program?

Yes No

Unit Commander, did you reconcile all income and expenditures to ensure all balances were accurate and funds were properly accounted for?

Yes No

If you found discrepancies, did you document and take corrective action if necessary?

Yes No

Do you have any current discrepancies, losses, or concerns to report?

Yes No

Explanation:

no discrepancies found

Print report and have Commander sign

Commander Signature

Print report and have Treasurer sign

Treasurer Signature

Reporting Approval:

I hear by certify that all information in this report is correct for my unit.

Print report and have Commander sign

Commander Signature

Print report and have FRGL sign

FRG Leader Signature

APPENDIX M

Family Readiness Group Survey

Use this survey to find out more about your FRG members. Find out their thoughts, feelings, and what is important to them. This will help you to create a readiness group that will offer the kind of fun, information, friendship and support that your members want and need.

My name is _____

I would like to be contacted at (phone number) _____

I would like to receive text messages (cell number) _____

I want to receive e-mails on upcoming meetings, events, etc. My e-mail is

List two reasons why you like to attend Family Readiness Group activities:

a. _____

b. _____

Please check what programs/topics would interest you:

- | | |
|--|---|
| <input type="checkbox"/> TRICARE | <input type="checkbox"/> Personal Safety |
| <input type="checkbox"/> Stress Management | <input type="checkbox"/> Nutrition/Exercise |
| <input type="checkbox"/> Deployment Issues | <input type="checkbox"/> Cooking Classes |
| <input type="checkbox"/> Parenting | <input type="checkbox"/> Time Management |
| <input type="checkbox"/> National Guard Youth Programs | <input type="checkbox"/> Tips on Budgeting/Personal Finance |
| <input type="checkbox"/> Drug and Alcohol Abuse | <input type="checkbox"/> Car/Home Maintenance |
| <input type="checkbox"/> Reintegration Issues | <input type="checkbox"/> Other, please list: _____ |

Would you like a question and answer session with the Commander? Yes or No

Indicate at least two characteristics or skills you possess:

- | | |
|--|--|
| <input type="checkbox"/> I like to bake | <input type="checkbox"/> I am a terrific writer |
| <input type="checkbox"/> I like to talk on the telephone | <input type="checkbox"/> I have typing/computer skills |
| <input type="checkbox"/> I am friendly and outgoing | <input type="checkbox"/> I have access to a computer |
| <input type="checkbox"/> I have fundraising experience | <input type="checkbox"/> I have experience writing newsletters |
| <input type="checkbox"/> I am a good organizer | <input type="checkbox"/> I am familiar with the community |
| <input type="checkbox"/> I am artistic/create crafts | <input type="checkbox"/> Other, please list _____ |

Check activities you most want from this group:

- Activities with children
- Fundraising
- Educational presentations
- Potlucks or go out for dinner
- Meet other spouses
- Craft activities as a group
- Activities with other adults
- Volunteer work as a group
- Information about the unit
- Other, please list _____

What more can we do to interest you in participating?

How involved can you be in this group? Check all that apply:

- I have too much time on my hands and would love to help.
- I am not sure how involved I'd like to be at this time.
- I am readily available to help the group when needed.
- I can't come to many meetings, but I'll help in other ways.
- My time is limited, but I want to be involved as much as possible.
- I want to come to meetings, but I must have childcare in order to attend.
- I might like to volunteer but want to know more about the positions available.
- I really am unable to do anything outside of the meetings.

Would you come to an FRG activity if the unit was not deployed? Yes or No

Is transportation to and from meetings a problem? Yes or No

Is babysitting a problem? Yes or No

Which is the best time for you to attend meetings/events?

- Weekend day
- Weekend night
- Weeknight

What day of the week is best for you? _____

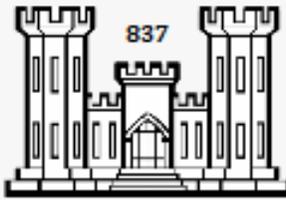
Additional Comments _____

APPENDIX N

Common Acronyms			
A&FRPM	Air and Family Readiness Program Manager	JFHQ	Joint Force Headquarters
AFRGL	Assistant Family Readiness Group Leader	JFSAP	Joint Family Support Assistance Program
ALCON	All Concerned	JOC	Joint Operations Center
AMVETS	American Veteran's	MFLC	Military Family Life Consultant
AO	Administrative Officer	ML	Military Liaison
AOS	Army One Source	MOB	Mobilization
ASFPD	Assistant State Family Program Director	MOE	Measures of Effectiveness
AT	Annual Training	MOS	Military One Source
ATAG	Assistant to The Adjutant General	MSC	Major Subordinate Command
AW	Air Wing	NCO	Non Commissioned Officer
BDE	Brigade	NCOIC	Non Commissioned Officer In Charge
BN	Battalion	OCONUS	Outside the Continental United States
BTY	Battery	OIC	Officer In Charge
CDR	Commander	OMK	Operation Military Kids
CG	Commanding General	OPTEMPO	Operating/Operations Tempo
CH	Chaplain	PAO	Public Affairs Office
CONUS	Continental United States	PO	Private Organization
CTD	Call to Duty	POC	Point of Contact
CYC	Child and youth Consultant	QDR	Quick Desk Reference
DEERS	Defense Eligibility Enrollment Reporting System	RDO	Rear Detachment Officer
DOD	Department of Defense	RFC	Regional Foundation Course
EIN	Employer Identification Number	RISFAC	Regional Inter-Service Family Assistance Committee
EOC	Emergency Operations Center	RNCO	Readiness Non-Commissioned Officer
FDS	Family Data Sheet	RSP	Recruit Sustainment Program
FM	Family Member	SFMB	Soldier Family Mobilization Brief
FOUO	For Official Use Only	SFPD	State Family Program Director
FP	Family Programs	SM	Service Member
FR	Family Readiness	SME	Subject Matter Expert
FRB	Family Reunion Brief	SOP	Standard Operating Procedure
FRG	Family Readiness Group	SRP	Soldier Readiness Process
FRGL	Family Readiness Group Leader	SYC	State Youth Coordinator
FRGS	Family Readiness Group Secretary	TAA	Transition Assistance Advisor
FRGT	Family Readiness Group Treasurer	TAG	The Adjutant General
FRML	Family Readiness Military Liaison	TFAC	Troop and Family Assistance Center OR Troop and Family Assistance Center Specialist
FRSA	Family Readiness Support Assistant	TFACC	Troop and Family Assistance Center Coordinator
FW	Fighter Wing	WHC	Welcome Home Ceremony
ISFAC	Inter-Service Family Assistance Committee	XO	Executive Officer
IWQ	Individual Weapons Quall	YR	Yellow Ribbon
		YTC	Yearly Training Calendar

APPENDIX O

June 2013 Issue 10



The 837th Family Readiness Group (FRG) Newsletter



Unit Address – 3520 Grove Avenue, Lorain, Ohio 44055-2048 • Commander – CPT Chad Apple, 1SG Joseph Bernert

Upcoming FRG Events

Meeting:

July 13th 12:00pm

Call-in!

Enjoy the 4th of July Holiday!

Social Event/Fundraiser:

July 13th 5-9pm

Spaghetti Dinner/Girls Night
out

(See Social Events)

Social Event:

July 20th 11am-?

Family Day out

(See Social Events)

Fundraiser:

July 26th in Ravenna

Time TBA

Meeting/Summer Party:

Saturday, August 3rd

FRG meeting followed by
event set up starting at 10am

Family Gathering at Lorain
Armory @ Noon

Meeting:

September 7th 12:00pm

At Lorain Armory

FRG Email:

frg837en@gmail.com

Follow the 837th on Facebook:

www.facebook.com/837enco

Notes from the Commander:

In our last update I exposed you to our process that is used to continuously improve, the AAR – After Action Review. Over the course of this past month, we've had many opportunities to improve in all areas of our assigned mission. Even as early as this morning, we are still learning. Although we are continuously learning, you better believe that we are making a difference in our assigned area, making a name for ourselves, and have the enemy reacting.

Our Sappers are motivated.

Even in the face of imminent danger, they strive to accomplish this tough mission. Illness, injury, even assigned days off doesn't keep our Sappers from missions. They are persistently willing to put themselves in harm's way day in and day out, regardless of their individual situation. This in itself is the purest definition of selfless service. From hardship, comes teamwork – a brotherhood. I truly believe this.

Theodore Roosevelt once said, "The spirit of brotherhood recognizes of necessity both the need of self-help and also the need of helping others in the only way which every ultimately does great God, that is, of helping them to help themselves." I'm proud to be a part of this brotherhood. I'm proud to represent Ohio, carry the "BRUTUS" name, and most importantly proud of all we've accomplished thus far.

Over the next few months, we will maintain our current operational tempo (OPTEMPO) and begin planning for our return. Change is inevitable. Often times, change brings criticism toward the Leaders of an organization.

Bottom line up front, we will take care of your Sapper.

All the Sapper comforts afforded in this aged war (food, mail, gym, internet, phone, laundry, ect.) will likely see a decrease in emphasis. Meaning, they will gradually cease to exist. The way ahead is an expeditionary one. It will be tough. Allow your Sappers to vent, but keep this thought in the forefront of your mind. Be supportive, but understand that we've accepted these hardships when we swore (or affirmed) an oath to "support and defend the Constitution of the United States, against all enemies foreign and domestic."

Lastly, please accept my deepest apologies for not sticking to the Barbarian, correction, Brutus Update schedule. As I'm sure you can imagine with the brunt of fighting season upon us, we've remained extremely active since our last update. While this is no excuse, it's a constant reminder that we are still at war, living in an expeditionary environment, and combating an enemy that wishes us harm.

It remains an honor to lead your Sappers.

BRUTUS 6

Resources for You to Use

Military One Source

www.MilitaryOneSource.com

Phone: 1-800-342-9647

Red Cross (Nationwide)

1-877-272-7337

Operation Military Child Care

1-800-424-2246

www.naccra.org/military

Our Military Kids

www.ourmilitarykids.org

866-691-6654

Ohio National Guard

www.onc.ohio.gov/family

www.ohiocares.ohio.gov

****Joyce Stingel****

TFAC Specialist, Troop and
Family Assistance Center,
Region 1,

Ohio Army National Guard

(614) 336-6337

joyce.e.stingel.ctr@mail.mil

From our FRG Leader: Lindsey Peters

Another month has passed and we are again another month closer to the return of our soldiers in the forward. Before we know it, the FRG newsletter will start to contain information on the Welcome Home Ceremony and Reintegration Events. Until we make it to the finish line, we will still have hurdles to overcome. Continue to focus on living one day at a time, keep thinking forward, and lean on each other when needed- don't be afraid to ask for help. We can support each other in a way that only another family of a deployed soldier can. We would love to see as many of you as possible at the summer party. Joyce Stingel from our regional support team will have a table of information set up for all of us!

Please stop by and see if there is anything she can assist you with.

A few items to note:

Our next meeting is a conference call on July 13th!

You can join us by calling [1-888-637-8915](tel:1-888-637-8915) The meeting passcode and password are: 96258

Deployment T-Shirts: We will be closing out our shirt sale this summer with the final pick up day at the Summer Party, August 3rd. If you are thinking of ordering a hooded sweatshirt for the fall or a t-shirt for this summer make sure that you email your order to Carey at cmaubihl@yahoo.com.

The last day to order a shirt is Friday, July 5th.

At the Summer Party, we will have shirts available for sale at \$10 each. These are the tan shirts originally printed by CPT Apple. These shirts are in limited quantity, and are available first come, first served. When they're gone, they're gone!

We have Barbarian Unit bracelets for sale and we can order more if needed! Please send an email to Lindsey if you are interested in purchasing a bracelet. Bracelets are \$1. They will also be available for pick-up at the Summer Party.



Did we mention the Summer Party??

An email was sent via Signup Genius to RSVP as well as to sign up to bring side dishes/desserts and drinks to the Summer Party.

We hope to see you there! 😊

Job Searching? Here are free resources for Service members and families

[-OhioVetsCan.com-](http://OhioVetsCan.com) Search for job openings posted by military friendly employers and create your own personalized web page to include your resume and summary of skills.

[-H2H.jobs](http://Hero2Hired.com) – Hero2Hired allows Reserve Component service members to search for jobs, explore career paths and translate military skills into matching jobs.

Here is how to reach your FRG Leadership Team!

Leader: Lindsey Peters
(440) 452-4142
frg837en@gmail.com

Secretary: Anna Deiters
(330) 592-2235
annakdeiters@gmail.com

Treasurer: Carey Aubihl
(330) 447-8032
cmaubihl@yahoo.com

Outreach Committee Chair:
Lisa Moulder (440) 453-9871
lisamoulder@hotmail.com

Community Liaison:
Cindy Miller (440) 258-3911
cindymillerusmc@gmail.com

Social Committee Chair:
Amy Dean (330) 241-9423
adean12@roadrunner.com

Treasurer's Report

Previous Balance: \$2,544.23

Incoming: \$408.80 Outgoing: \$0 New Balance: \$2,953.03

We have had multiple benefactors come forward to assist us with shipping our care packages and birthday boxes. For this month, no FRG money was taken out of our checking to cover shipping costs! We'd like to thank those of you who contributed, You rock!!

More Resources!!

Make sure to check out the email updates from Joyce Stingel. There are tons of state wide and local events as well as information on programs for children and adults.

www.naccrra.org/military-families referrals for child care and assistance with fees

If you are looking for an idea on how to celebrate your soldier's birthday while he's away, check out this resource. <http://bakemeawish.com/operation-birthday-cakes.php>

Deployment Resources, Camps, Retreats, and More... check out the following link for Family Readiness and Warrior Support Program at http://www.ong.ohio.gov/frg/FRG_index.html LOTS of events are available via this site so check back often for new events!

Project Evergreen: If you are looking for assistance with yard upkeep, check them out at www.projectevergreen.com. They will work with a landscaper in your area to make sure you lawn gets what it needs even if it's as simple as a weekly mowing!

Also, if you have a resource that you think should be shared with our group, please email us at frg837en@gmail.com!

Social Events

Spaghetti Dinner fundraiser/Girls' night out!

When: July 13th, 5-9 pm

Where: Stadium Bar and Grill 8330 Tyler Blvd. Mentor, OH

Adults-\$10, Children \$7 for full dinner

Chinese auction

Contact Julie Lewis for tickets 440-223-0784 for the fundraiser and RSVP via Signup Genius

Family Day Outing (Picnic and Swimming)

When: July 20th, 11am-?

Where: Hinckley Lake, Hinckley Reservation- Hinckley, OH

Summer Party

When: August 3rd, Noon to 3pm

Where: Lorain Armory, Lorain, OH

Please contact our Social Committee Chair Amy Dean for any questions!

To RSVP to these events and future events, please do so via the Signup Genius system! To receive Signup Genius Event Notifications, please follow the link sent via e-mail or make sure we have your e-mail by contacting Lindsey Peters.

237TH CHARLIE COMPANY

FAMILY READINESS NEWSLETTER

COMMANDER'S CORNER

Families of C Co 237th,

It is hard to believe we are now in 2013 and our latest deployment is now behind us by 90 days give or take. As we begin the reset process of the unit, we also begin the reset process of the Family Readiness Group. My many thanks to the ladies and gentlemen who stepped up to the plate during our deployment to help out and I wish them all well in their new endeavors.

What does it take to be in a Family Readiness Group? Will it encompass all my free time? I have a family, how can I possibly run or take part in a volunteer group? I am not married to a soldier, how can I take part? There are many questions that come up when I talk to family and friends about taking part in our unit FRG. I can answer them all with this statement; An FRG is a group of dedicated individuals that care about the wellbeing of the families and soldiers of Charlie Company. Is this you?

If you are a parent, spouse, fiancé, adult child or best friend, you can take part. We have openings for Family Readiness Group Leader, Assistant Leader and Secretary. Full training is available and while we are finalizing our deployment cycle, the hours these positions require is minimal. If you have any interest in a position with the FRG, or if you would like to assist but do not want a formal position, please contact our unit Readiness NCO, SFC Anthony Walker, as soon as possible.

I look forward to seeing all of you at our next Family Readiness Group Meeting,
Respectfully, *Captain Marshall Bickert*, Commander Charlie Company



VOLUME 1, ISSUE 1

In this issue:

Commander's Column	1
Free Tax Filing and Assistance	1
Youth Camps	2
Important Numbers	2

WHAT WE ARE LOOKING FOR

- FRG Leader, Assistant Leader, and Secretary
- Newsletter Editor
- Refreshment Coordinator
- Child Care for FRG Meetings
- Volunteers!!!!!!

FREE STUFF!!!!!!

Are you aware that as a soldier or dependent of a soldier you are entitled to free tax preparation and tax advice from a variety of sources?

For free tax software, please visit Military OneSource at www.militaryonesource.mil for

your free H&R Block at Home Tax Preparation Software. Military OneSource also offers free tax preparation advice from tax advisors by calling 1-800-342-9647.

Turbo Tax also offers free tax software to eligible service

members. Please visit www.military.com for more information and to see if you qualify.

For other financial advice please reach out to our own Personal Financial Counselor, Bruce Neiman. All services are free!

IMPORTANT NUMBERS

**Troop and Family
Assistance Center-
North Canton**

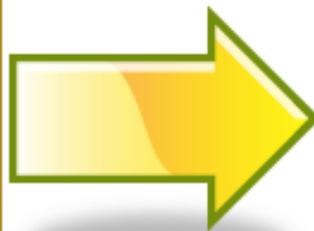
Joyce Stingel and Rita Stahl
1-866-278-5756

**C CO RNCO
SFC Walker
614-336-6803**

**State Youth Programs
1-877-460-2177**

**Military OneSource
1-800-342-9647**

*If you need assistance,
we are here!*



**Ohio National
Guard Youth
Camps! Spaces
are limited
register soon!
For more info on
Youth Camps:**

Sue Ann Carroll
2825 West Dublin
Granville Road
Columbus, Ohio 43235
614-336-7456 or
877-460-2177

The Operation: Military Kids and Ohio National Guard Youth Program Camp Season is beginning soon! THREE of our camps have opened for registration to ALL Active, Reserve and Guard families in Ohio. These camps will fill quickly so please register soon! You will find details and registration links to each camp below. Each camp website will provide additional details on the programs.

TEEN Winter Overnight Camp - February 1-2, 2013, 4-H Camp Palmer, Fayette, Ohio, open to military youth ages 13-17, Cost is \$25 per teen. You can get more details and REGISTER NOW at the link this link <https://www.regonline.com/teenleadershipwintercampcopy>

Hero Camp - Cincinnati Zoo Overnight, March 23-24, 2013, Cincinnati Zoo & Botanical Gardens, Cincinnati, Ohio, open to military youth ages 6-12, cost is \$15! Parents you can register for the STRONG FAMILIES WORKSHOP here as well! You can get more details and REGISTER NOW at the link this link <https://www.regonline.com/HeroCampCincinnatiZooOvernight>

Hero Camp - Cleveland Museum of Natural History, May 18, 2013, Cleveland, Ohio, open to military youth ages 6-12, cost is \$10! Parents you can register for the STRONG FAMILIES WORKSHOP here as well! You can get more details and REGISTER NOW at the link this link <https://www.regonline.com/HeroCampClevelandMuseumofNaturalHistory>

Teen Leadership Camp, June 26-30, 2013, @ Camp Oty Okwa, South Bloomingville, Ohio, open to military teens ages 12-17, Cost is \$25 per teen. Registration for this event opens MARCH 15, 2013.

Camp Kelleys Island, Operation: Military Kids Camp, August 5-9, 2013, 4-H Erie County Camp and Camp Patmos, youth ages 9-15; cost is \$55 per youth. Registration for will open MARCH 15, 2013!

Troop and Family Camps 2013, 4 Camps to choose from! These camps are open to all Active, Reserve and Guard military families in Ohio. Cost is \$50 per family of 4 (\$10 per additional family members) June 7-9, 2013 @ Camp Joy, Clarksville, Ohio
August 23-25, 2013 @ Camp Patmos, Kelleys Island, Ohio
August 23-25, 2013 @ Beulah Beach Resort, Vermilion, Ohio
September 27-29, 2013 @ Camp Ohio 4-H Camp, Saint Louisville, Ohio
Registration for this event opens MARCH 1, 2013!

Search for us on Facebook under Ohio Operation Military Kids or Ohio National Guard Family Readiness, each of these sites has ALL of the up to date offers and discounts on programs for military members!

Follow us on Twitter! @OhioOMK

Check out the new and updated website for Operation: Military Kids Ohio for the latest and greatest about what is going on in the Youth Program @ <http://www.ohio4h.org/operation-military-kids>

CAMP RAVENNA FRG NEWSLETTER

Inside this issue:

Message from FRG Leader	2
Message from 1st Sergeant	3
Treasurer's Report	4
Military OneSource Tax Filing Service	4

FRG Leadership Team

- Leader— Judy Keslar
(330) 979-9611
judykeslar@yahoo.com
- Secretary—Meghan Fowler
(330) 877-0453
ohioss45@aol.com
- Treasurer—Carol Meade
(330) 469-9769
meadeecm@aol.com
- Military Liaison—
SPC Jessica Wilson
(614) 336-6660
Jessica.wilson6@us.army.mil
- Family Readiness Support
Assistant (FRSA) -
Emily Cunningham

Message from Camp Ravenna's HHC Commander

Hello Camp Ravenna Families and Friends. I hope everyone has had a safe and enjoyable winter so far, only a few more weeks to go. I know all of us have had enough of the cold and flu season as well.

Emily Cunningham is our new Family Readiness Support Assistant (FRSA) for the Special Troops Command. Her job focuses on the administration and training side of running a Family Readiness program. This in-

cludes tracking and updating all changes to the MOE, assisting with the phone tree, annual reports and briefings. Emily will be a great resource for the CRJMTC and HHC command and to the FRG officers as well. This year there will be no State FRG Readiness Conference in Columbus as in years past. Consolidated training between Brigades is being looked at for later on in the year, stay tuned for more informa-

tion.

Contact information for Military One Source: 800-342-9647, www.militaryonesource.com

MAJ Mark Stepuk
HHC Commander



Message from Camp Ravenna's FRG Leader

Hello Camp Ravenna Families,

It is the beginning of 2013 and we have a year of activities planned. First let me start by thanking everyone that came and enjoyed the Christmas party. I hope that the menu was okay and that everyone enjoyed it. I hope that having the activities for the kids helped also.

Now on to future activities. We have been asked by RTI to help the student soldiers coming to school at Camp Ravenna with supplies and snacks that they may need or want while they are here. We have decided to make it a fundraiser by having snacks and supplies available in the evenings so the students can pick up what they need and have a little down time from their studies. Our goal is to keep prices as low as we can and still make a little profit. This will help out the soldiers too. So what I need

from you is if you are interested in volunteering to help run the mini "PX" please let me or LTC Meade know.

Then our next activity is to have an Easter Egg Hunt and luncheon this year. It would be for our soldiers and their families/guest. Possible dates are 16, 17, 23, 24 March. If you have input on the date or location, please let us know. It could be possible to conduct this event at an off post location that is more centrally located to those that would attend. Please provide us any input you have and if you would be interested in attending or hosting an Easter Egg hunt.

After that our next activity is our Summer Picnic which is scheduled for 25 August.

We are also looking for a fundraiser to do, I would like to have a shirt, hat, coffee mug with Camp Ravenna on it to sell to the



soldiers training here this summer. I think they would sell. It would be something for them to remember their stay with us. If you have any connections in this area or other ideas please feel free to pass them on to us.'

FRG Leader,
Judy Keslar

"Next activity is to have an Easter Egg Hunt and luncheon ."

Message from Camp Ravenna's 1st Sergeant

Hello All,

I hope everyone is getting their new year started off right.

I want to thank the Family Support Group for their dedication in putting together a very successful holiday part for the Soldiers of Camp Ravenna and their families.

There are a lot of upcoming opportunities to enjoy the winter months with your children and your spouse:

Military Kids and Ohio National Guard Youth Program Camp

Registration is open, you can research what each is about at the following:

<http://www.ohio4h.org/operation-military-kids>

Teen Winter Overnight Camp 2FEB2013

<https://www.regonline/teenleadershipwintercamp>

Hero Camp 23-24Mar2013

<https://www.regonline.com/HeroCampCincinnatiZooOvernight>

Hero Camp 18May2013

<https://www.regonline.com/HeroCampClevelandMuseumofNaturalHistory>

Strong Bonds Marriage Enrichment Weekends:

(registration closes two weeks in advance of each event)

16-17Feb2013 https://www.research.net/s/16-17_Feb_Links

23-24FEB2013 https://www.research.net/s/23-24_Feb_LYW

Any questions can be directed to: SSG Susan Menendez at 614-336-4118 or susan.l.Menendez.mil@mail.mil

Thank you all for everything that you do in making Camp Ravenna a success.

Take care and be safe,

MSG Quickle



"There are a lot of upcoming opportunities to enjoy the winter months with your children and your spouse."

Camp Ravenna Family Readiness Group

1438 State Route 534 SW
Newton Falls, Ohio 44444-8503

TREASURER'S REPORT:

Beginning Balance November 1, 2012	\$	1,137.13
Nov 21 Donation from NEOFP		250.00
Nov 29 Deer Hunt Expense Repaid		204.54
Nov 29 Proceeds from Deer Hunt Concession		420.69
Dec 10 Proceeds from Basket Auction		353.00
Dec 10 Christmas Party Expenses		-1,142.39
Jan 06 Donation from APCO		<u>500.00</u>
Ending Balance as of January 31, 2013	\$	1,722.97

TAX FILING

Military OneSource Tax Filing Services

Military OneSource is once again offering a free, electronic tax filing service. If you are eligible under the Military OneSource program, you can complete, save, and file your 2012 federal and up to three state returns online free with the H&R Block At Home ® tool.



To access this free version of H&R Block At Home®, you must start your return from the Military OneSource H&R Block At Home® link. Once you click the link you will be required to log in to Military OneSource. From the login page you will be directed to a site containing additional information on tax preparation, including the link to the Military OneSource free H&R Block At Home® service.

If you have questions about this tax service or about preparing your own tax returns, please call 1-800-342-9647 and ask to speak with a Military OneSource tax consultant. Trained tax consultants are available 7 days a week from 7 AM to 11 PM EST. For information about deductions, exemptions, and filing deadlines visit the Military OneSource Tax Programs page.

www.militaryonesource.mil

