

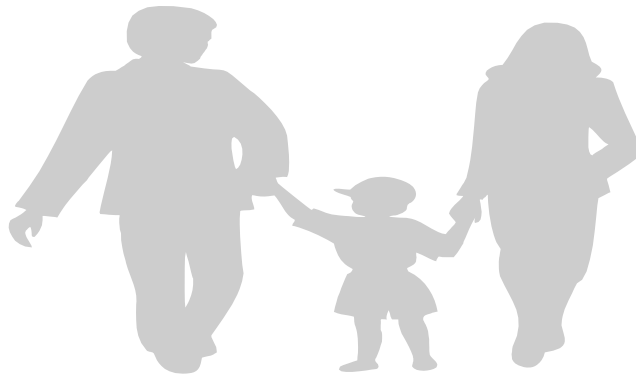
19 March 2009

OHIO ARMY NATIONAL GUARD FAMILY READINESS

QUICK DESK REFERENCE (QDR)

Our Vision

READY FAMILIES...ANYTIME, ANYWHERE!



The proponent for this publication is:

Ohio National Guard Family Readiness Office 1-800-589-9914

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POWERHOUSE 6 SENDS...

12 August 2006

SUBJECT: Ohio Army National Guard Family Readiness Program (06-07)

Both the Ohio Army National Guard and the Family Readiness program have changed significantly since 9/11. It has always been the mission of the Family readiness program to promote self sufficiency, Family readiness and the empowerment of military Families through education, communication and resources. With multiple deployments and no-notice missions such as Hurricanes Katrina and Rita, many Family Readiness Groups (FRG) have now experienced deployment. The key to having a successful program is for each unit to remain mission ready and to not become a surge program where an FRG must rapidly develop upon a deployment. FRG Regional Trainings and Annual State Conferences are two opportunities the state provides, educating FRG leader teams and keeping groups strong and effective. Family Programs continues promoting the 7 Family Readiness values:

- Teamwork – Team of teams concept, delegate tasks, events and responsibilities to sub committees
- Commitment – We deliver what we promise to each other; Families, Soldiers and commanders
- Mutual Trust and Respect – Commanders and FRGs establish an unbreakable trust and bond
- Diversity – We recognize and embrace individual differences as a force multiplier
- Customer Satisfaction – Satisfying Families equates to Soldiers focused on missions when deployed
- Excellence – Commitment to continuous improvement in our Family Readiness Program
- Empowerment – Commander’s establish a vision for Family readiness and Families act on the vision

Family Readiness is a key component of a unit’s mission readiness regardless of the deployment status. Reenergizing FRGs, reeducating leadership and retaining volunteers is vital to resetting an FRG after deployments. As such, it is imperative that we create a steady-state Family Readiness Group that supports and enables a “Ready Families...Anytime, Anywhere” mission capability. To achieve this objective we must work collaboratively with a unit’s FRG Leadership team and its military personnel.

Each FRG Leadership team must be trained to fully understand their individual roles and responsibilities to achieve the desired end-state of becoming “GREEN”. Green is defined as a trained unit commander with a Family readiness vision, an appointed and trained Military Liaison and Family Readiness Group Leader, and a current phone tree. Therefore the State Family Programs office will look to the future to efficiently train each FRG Leadership team to ensure an effective FRG in each of our units.

This commitment to readiness is every bit as essential to our long-term success as any of our measures of effectiveness. Our focus is not to have surging Family Readiness Groups but to create groups that remain in a steady-state of effectiveness.

IT SHALL BE DONE!

Powerhouse 6 (aka: MG Matthew L. Kambic, Assistant Adjutant General – Army)

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Significant Changes made to QDR

*PAS now Family Data Sheet (FDS).

*Annual Report/Award Submissions now due 30 Dec annually.

*Military Liaison (ML) changed to Family Readiness Military Liaison (FRML).

1.0 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 Soldiers 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 that help 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 Soldiers. A successful FRG boosts the morale of its Soldiers and their Families, allowing the Soldier to focus on military training, mobilization, or deployment. Finally, a successful FR Program at the unit level will impact the quality of "Military Life" for our soldier families.

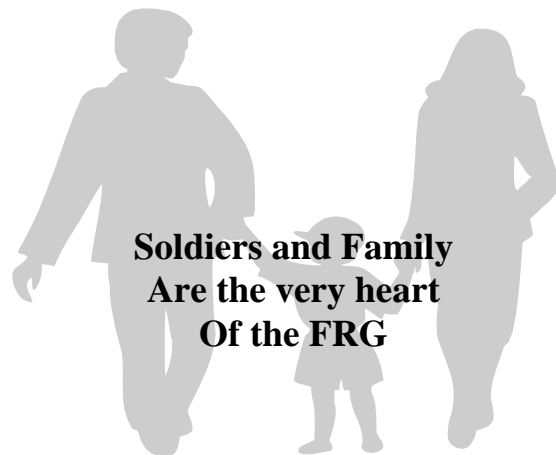
1.1 FRG Basics

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 during deployments and extended training events
 - Introduce core Army National Guard values and encourage resilience especially among our "suddenly military kids"
- Prepare Soldiers and Families for separation and reunion
- Allow Soldiers to focus on their mission during deployments
- Build Soldier 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

The FRG is not:

- Or **should not be** “the” resource-but the conduit to resources
- A babysitting service
- A taxi service
- A financial institution
- A professional counseling agency
- Another military organization



1.2 FRG Leadership Team Position Descriptions

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 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. The CDR will provide a vision for a successful FRG.

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 soldier. 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 can not serve in this role.....*

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, Family Assistance Center (FAC) Specialist, FRSA and FRG members. The FRGL displays the ability to work well with Soldiers and Families and has a working knowledge of all Family readiness programs, procedures, and services. He/she will facilitate the meetings and create the FRG newsletters. The FRGL maintains the FRG Binder.

Assistant FRG Leader (AFRGL) - Assists the FRGL and serves in his or her absence.

FRG Treasurer – The treasurer serves as the custodian of the FRG informal fund which has a \$5,000.00 *annual cap*. Maintain, account for, and document spending of the 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.

FRG Secretary - Prepares and records accurate minutes of meetings and distributes information and correspondence to FRGL and company commander. Ensure confidentially and act in a sensitive manner. Update the contact roster (phone tree), and reports changes to the FRGL as necessary.

Additional Informal FRG Positions: Key Callers, 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.

2.0 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.

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

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 NLT 30 December. Statutory volunteer job descriptions are outlined in paragraph 1.2 along with the responsibilities and expectation. The CDR, FRML, and FRG leader must attend the Regional Foundation Course (RFC). CDR 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.
- At the Battalion/Brigade level these positions typically include the Steering Committee Team Members.

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.

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 are:

- 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

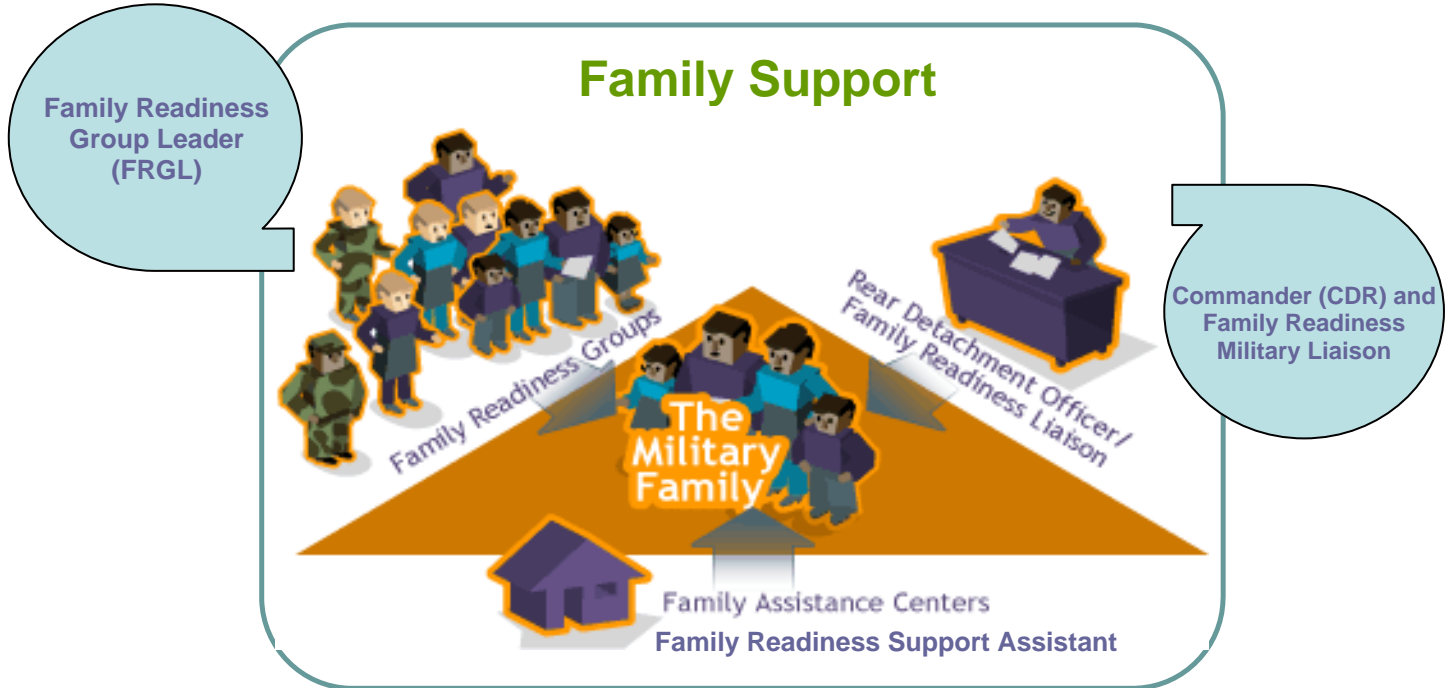
Volunteers for Private Organizations (PO): these volunteers **are not** statutory volunteers for the National Guard Family Programs. As such, they are subject to the policies and procedures for the Private Organization they represent. Some examples of the Private organization include but not limited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

3.0 Responsibilities and Expectations

The three key positions within a FRG are the Commander, Family Readiness Military Liaison, and the FRG Leader. Without the commitment and working relationship between these three the FRG will struggle to exist. In the following sections the responsibilities and expectations that each of these key people hold is described to help you understand where you fit into this program. The following diagram demonstrates how the 3 positions work together to ensure that the Soldier and the Family members will be able to become self-reliant and able to be ready for a deployment at any time.



3.1 Commanders Responsibility to their FRG

- Establish and actively support a unit FRG.
- Provide orientation for statutory volunteers in the FRG.
- Complete appointment memorandum for FRGL, AFRGL, secretary, treasurer.
- Identify and facilitate Family Care Plans for single Soldier or dual military Soldiers as required.
- Coordinate regularly with FRGL team to gauge effectiveness, provide resources, and resolve issues.
- Prepare authorization letter for official FRG volunteers to open FRG informal fund bank account, as necessary.
- Schedule and ensure that all Soldiers and Families attend annual Family Readiness Mobilization Brief
 - Family Readiness briefings (template provided by FRO - Family Readiness Office)
- Ensure that all service members complete or update Family Data Sheet (FDS) annually.
- Ensure FRG has accurate manual and automated phone tree.
- Ensure that Commander, Family Readiness Military Liaison, and FRG Leadership Team attend RFC and Annual State Family Readiness Conference
- Submit annual report and awards nominations to the Brigade Family Readiness Support Assistant (BDE FRSA) NLT 30 December.
- Appoint a rear detachment officer when command is deployed.
- Ensure that vital FRG information is relayed to FRG and Soldiers.
- Encourage all Soldiers, Families, and extended Families to participate in FRG activities.
- Promote diversity within the FRG.
- Approve and submit to the official newsletter (minimum quarterly non-deployed/monthly when deployed).

- 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 Regional Volunteer, FAC, and FRSA.
- Empower the FRG- you pick the right team and they will do the heavy lifting.

What the FRG can *Expect* of the Commander

- Open communication policy to discuss concerns and issues, following Chain of Command/Concern.
- Provide specific vision and attainable goals for the FRG Program in congruence with the ONG Family Readiness Program.
- Foster a working and trusting relationship – more than just passive participation.
- Support and attend FRG meetings when not deployed; ensure the Family Readiness Military Liaison is in attendance when the CDR is unable to attend or deployed.
- Commander’s comments for the FRG newsletter.
- Plan unit level volunteer recognition events.
- Make Family readiness a unit asset---not a liability.
- Ensure sponsorship of new Families and provide information about the FRG and Leader’s contact information.
- Access to one third of the HERO Board with a focus on Families.
- Maintain confidentiality and professionalism.
- Ensure the facilities and office/admin supplies are available to the FRG.
- Take a lead in developing community groups to meet FRG needs.

3.2 Family Readiness Military Liaison *Responsibility* to FRG

- Conduit of information between the CDR 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 CDR with Soldiers that need to complete Family Care Plans.
- 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 Soldiers (insure awareness of FRG to new member and Family).
- Attend RFC and State Family Readiness Conference annually.
- Assist FRGL with FR Binders, FDS, and Phone Tree
- Attend all FRG meetings.
- Coordinate necessary briefs (i.e., annual FR MOB and TRICARE briefs, etc.).
- Lead or support an updated virtual FRG website (vFRG).
- Exhibit a caring attitude towards Family members of unit Soldiers
- 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)

What the FRG can *expect* from the FRML

- 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)
- Assist with rumor control (from both service member and Family)
- During deployment the FRML’s top priority is the deployed unit and FRG.

- Assist in problem solving with Family and service member issues (i.e., pay problems, legal issues and crisis referral during deployment)
- Advocacy on behalf of the FRG with the CDR
- Cooperation setting up a working phone tree and Auto call program
- During deployment, inform FRG of requests for care package items from deployed unit
- Maintain confidentiality and professionalism
- Ensure the facilities and office/admin supplies are available to the FRG

3.3 Family Readiness Group Leader *Responsibility to FRG*

- Is the commander's primary Family member representative and POC
- Is knowledgeable of FR regulations, providing leadership, but focuses efforts as the group facilitator
- Follow CDR intent and vision for FRG
- Assist CDR with Soldiers that need to complete Family Care Plans as necessary
- Identify and recruit other volunteers to participate in FRG (sharing responsibilities)
- Act as FRG spokesperson for communicating Family concerns and ideas to the unit commander
- Plan, coordinate, and execute all FRG meetings
- Promote Family participation in FRG
- Schedule briefings as necessary throughout the deployment/mobilization/redeployment processes
- Ensure accurate manual phone tree and regularly send updates for your automated phone tree to Brigade Family Readiness Support Assistant.
- Submit for CDR review, annual FR report, and nominations for awards that are due to the Brigade FRSA NLT 30 December
- Provide information and refers Families in need to appropriate agencies
- Assist with the Family sponsorship program
- Assistance with rumor control (from both Soldier and Family) FRG to work through FRML on all military related issues

What the Commander can *expect* of the FRG Leadership Team

- Support the intent of the program under *current* commander's guidance
- Develop relationships that enable 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) that include all Family members and significant others to be placed on the YTC allowing unit and Families to plan ahead.
- Organize and maintain effective internal fundraising events to support FRG activities-approved by CDR.
- Ensure that the FRG is ready for No Notice Missions.
- Publish a quarterly unit FRG newsletter – suggest using quarterly State Family Readiness newsletter as a base for newsletters for steady state units.

A Unit FRG is a Commander's Program!!!

In summary, a unit FRG is a team sport.

The CDR establishes vision; the FRG leadership team takes the lead and executes the program, while the FRML is an enabler.

Strive for an active, engaged FRG during steady state (non deployed) and you will both be better prepared for separation during deployments/annual training and increase Family and Soldier satisfaction.



Snapshot of Key Roles and Responsibilities in a Unit FRG Program

Commander	Family Readiness Group Leader	Family Readiness Military Liaison	* Rear Detachment Officer/NCO
Family Care Plan are updated annually	Is knowledgeable of FR regulations	Conduit of information between the CDR and the Families	Conduit of information between the CDR and the Families
Appoint FRG leadership team or host election-provide vision for FRG	Provide overall leadership for unit FRG – as the facilitator	Serve as the Family Readiness point of contact for the unit commander	Serve as rear unit commander / leader during deployment
Ensure that vital Family Readiness information is conveyed to the FRG and Soldiers	Ensure that key information is conveyed to members	Assist FRG in improving awareness of unit mission and training requirements	Update and assist with virtual family readiness site (vFRG)
Encourage all Soldiers and Families to participate in FRG activities	Ensure that FRG phone tree is functional and up-to-date	Report to the commander on FRG activities, concerns, and issues	Maintain regular contact with deployed unit
*Appoint Rear Detachment Officer when deployment is planned	Planning and supervising FRG events	Assist in sponsorship of new Soldiers (ensure awareness of FRG to new member and Family)	Assume the duties of the FRML. Ensure that a copy of the FDS go forward with the unit to the MOB Site
Ensure that Family Data Sheets (FDS) and FRG phone tree updated annually	Coordinate Family sponsorship program and annual Family Readiness MOB brief	Coordinate necessary briefs (i.e., annual FR MOB and TRICARE briefs, etc.)	Help resolve Family readiness problems or refers them to appropriate resource
Approve the official newsletter and schedule annual Family Mobilization Brief	Schedule briefings as necessary throughout the deployment/mobilization/redeployment processes	Attend RFC and the Annual State Family Readiness	Attend all deployed FRG meetings monthly
Ensure that CDR, FRML, and FRG Leadership Team attend RFC & State FR Conference	Assistance with rumor control (from both Service Member and Family) FRG to work through FRML on all military related issues	Assist CDR with Unit FR Binders, FDS, update the vFRG site and Phone Tree. Ensure that a copy of the FDS go forward with the unit to the MOB Site	Understand that the forward and forward Families always come first

*** During deployments the FRML and RDO are often the same soldier. The intent is for the “deploying status” FRML to be a full-time member of the units rear detachment staff.**

4.0 Higher Headquarters Best Practices

Battalion (BN) Steering Committee

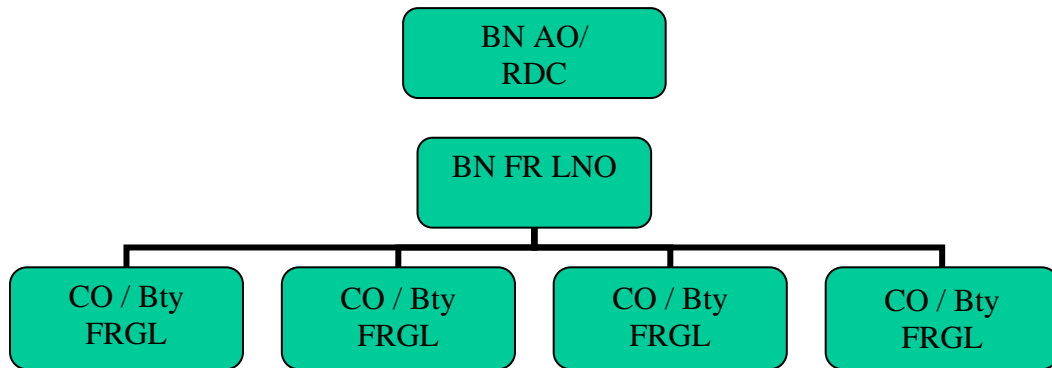
The BN Steering Committee can be a wonderful asset for the unit FRG's and Battalion Family Readiness Liaison (BN FR LNO) or Family Readiness Military Liaison to share resources and ideas. The Steering Committee will consist of the BN FR LNO and the FRGL from each company/battery within the BN. The Steering committee will assist in building communication and camaraderie amongst the FRGLs. This will lead to stronger FRG programs at the unit level regardless of deployment status. The steering committee will help share best practices on how to communicate effectively; how to stop the rumor mills, how to handle those tough Family members that drain you after a phone call or meeting. The BN Steering Committee is also a venue to share successful guest speakers, unit FRG activities for youth, spouse and parents, and finally provides an opportunity to trade newsletter ideas. The BN Steering Committee will facilitate assistance to geographically dispersed Families. The BN Steering Committee can be a great asset to the BN commander and the unit commander. Finally, this special group will collaborate on ideas and initiatives that build camaraderie and trust between the Families and FRG as well as the Families and rear detachment personnel. The suggested meeting schedule for this steering committee during a deployment is below. BN Steering Committees during steady state should meet quarterly at least annually on site and/or by conference call. The BDE FRSA can assist in establishing the BN Steering Committee by facilitating the first meeting as well as provide guidance on policy and procedures.

Sample Deployed Meeting Rotation

Month	Location
1 st	On site meeting
2 nd	Conference Call
3 rd	Conference Call
4 th	On site meeting
5 th	Conference Call
6 th	Conference Call
7 th	On Site Meeting
8 th	Conference Call
9 th	Conference Call
10 th	On site Meeting
11 th	Conference Call
12 th	Conference Call

During a deployment if the Steering Committee believes that meeting on site is a better choice they may look to adjust the schedule. The guidance is that they meet once each month in the best forum for the group. The Battalion Administrative Officer – Rear Detached Commander (BN AO-RDC) will also be attending these meetings. The BN AO will assist with publishing the monthly meeting dates to the Brigade Family Readiness Liaison (BDE FR LNO) to be tracked and published so that the geographically dispersed Families will be able to locate a meeting that is closet to there home.

BN Steering Committee Structure



Attendance at Deployed FRG Meetings: Battalion/Brigade level attendance at the monthly deployed meetings has a great impact on the Families and the service members. It is recommended that a senior non-commissioned officer/officer (NCO/OFF) be in attendance to assist with military related issues/concerns that the FRG or Rear Detached Officer (RDO) may not be able to answer. The military person in attendance will also be available to assist the forward part of the unit if they are in need of resources or supplies. This also provides the senior commander feedback on the success of their subordinate unit FRG. This type of military representation provides the Families a sense of comfort knowing that the higher headquarters is concerned about their deployed loved ones as well as the Family.

5.0 FRG Trainings

Regional Foundation Course: The RFC is the first class 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 Liaisons (FRML), FRG leadership teams which include the FRGL, AFRGL, secretary, and treasurer. The outcome for this training is to make sure that the Families and the service members are prepared and ready for a deployment at anytime and anywhere. This is a one time required class for Commander, Military Liaison and Statutory Volunteers.

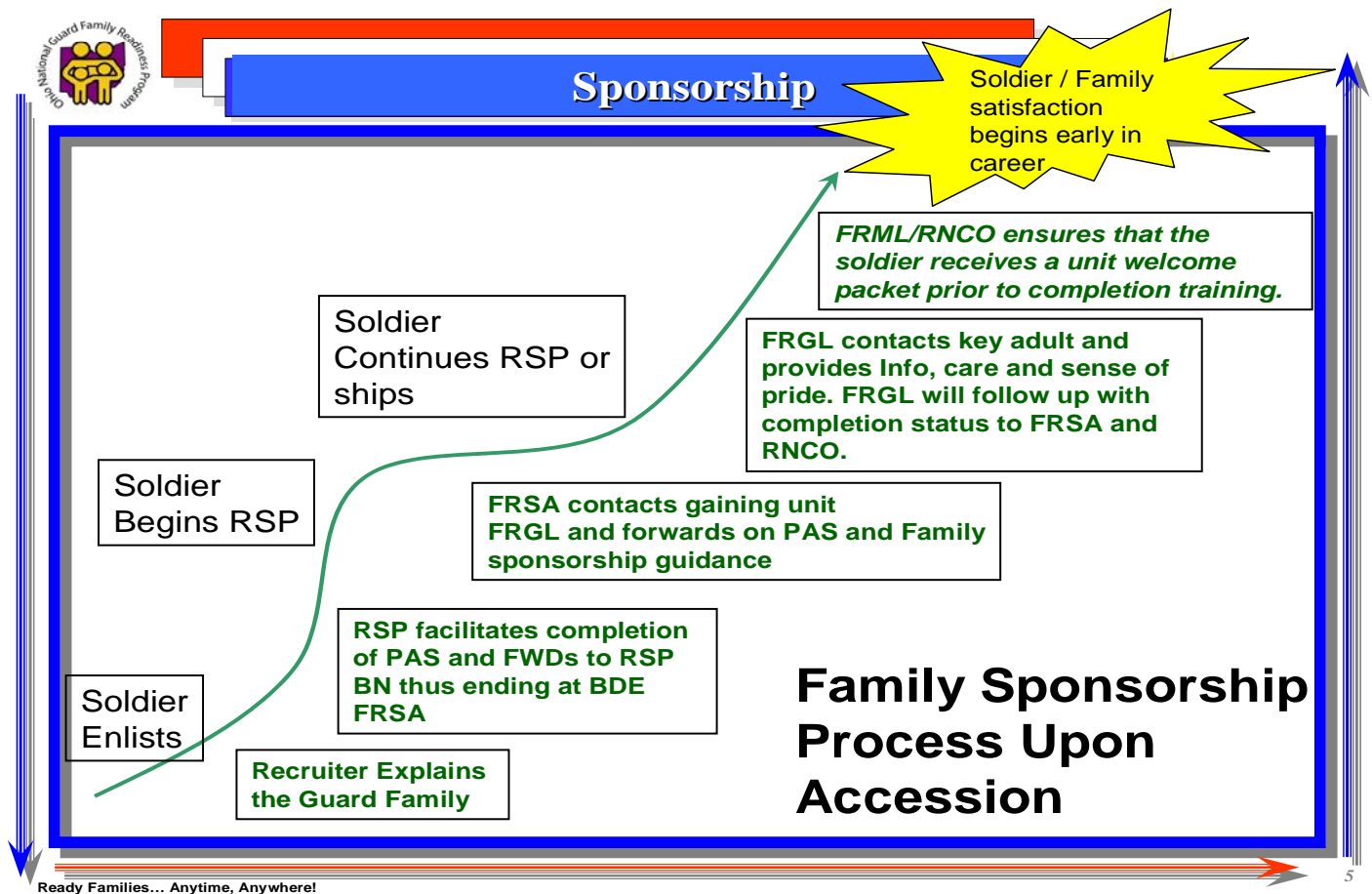
Advanced Course: Also known as Annual State Family Readiness Conference. The conference will offer additional networking opportunities with other FRG’s within the state, a variety of topics that will benefit the military Families within your unit, and make ready Families at the unit level. The annual conference goal is to make a good FRG a great FRG. The annual FRG awards are also presented at this time. Vendors that benefit or provide services to the military Families are also present to share their products and services. The audience is the same as the RFC. The Advanced course is conducted in the Columbus area every spring.

6.0 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 goals, 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 Soldiers.

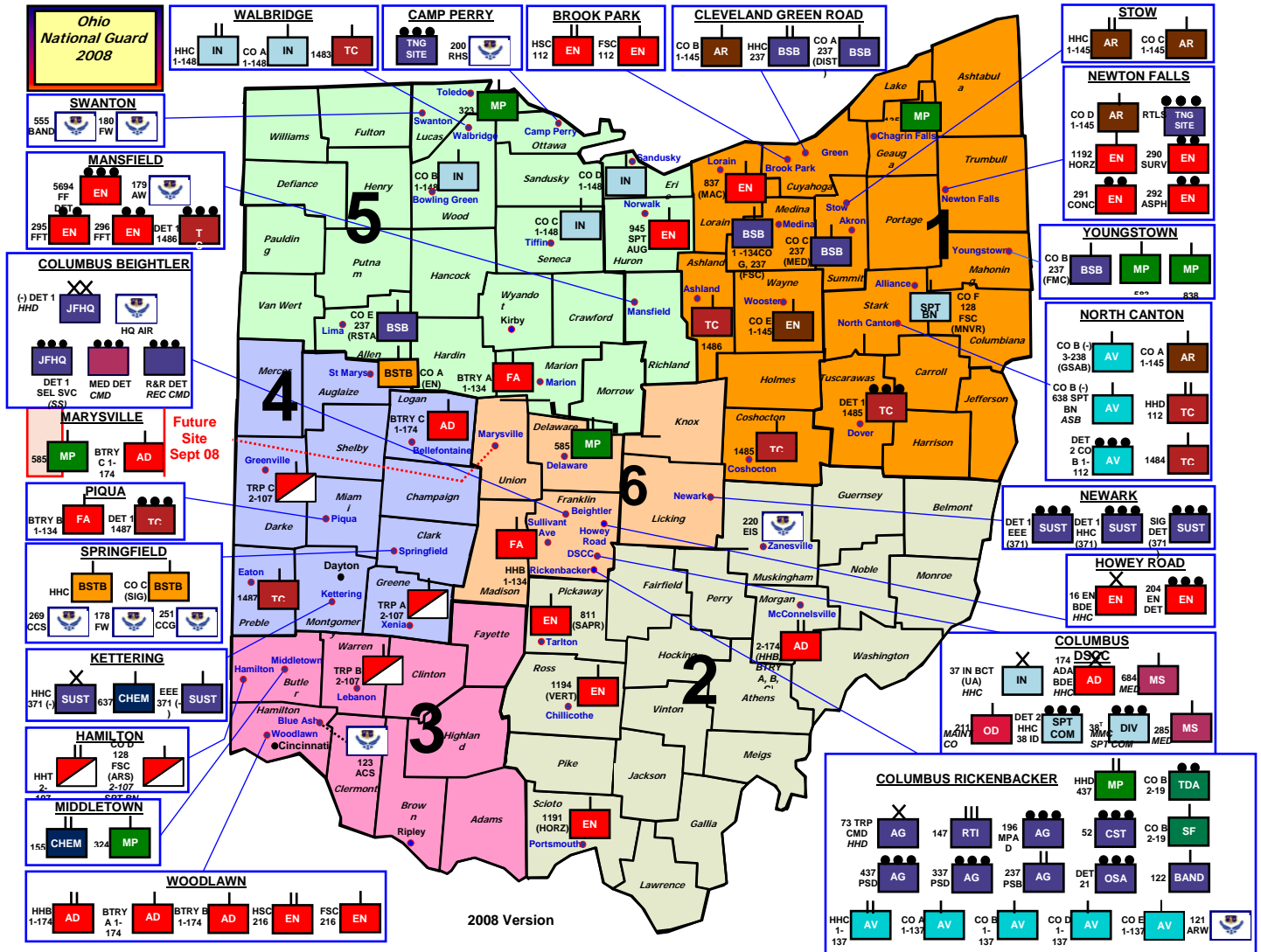
The Brigade FRSA along with the FRG leadership team and current members share the responsibility for an effective orientation and integration program. The sponsoring of a new Family is a shared responsibility of the FRSA, FRG, CDR, and FRML. A checklist is included (Appendix 3) to help assist the key leaders with the sponsorship of the Family.

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 Soldiers 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 Soldier with the FDS. Once the FRSA/FRGL has made contact with the new FRG members they are assigned a sponsor and recognize that the sponsor is there to help them with any questions, problems, or issues that may surface. A welcome packet will also be forwarded on to the Key Adult Family on the FDS from the FRSA. A FRG time and talent sheet (Appendix 5) is included as a resource to assist with new Family Sponsorship at the unit level. Below is a guide to FRGL acquiring the FDS and initiating the sponsorship of a new recruit's Family.

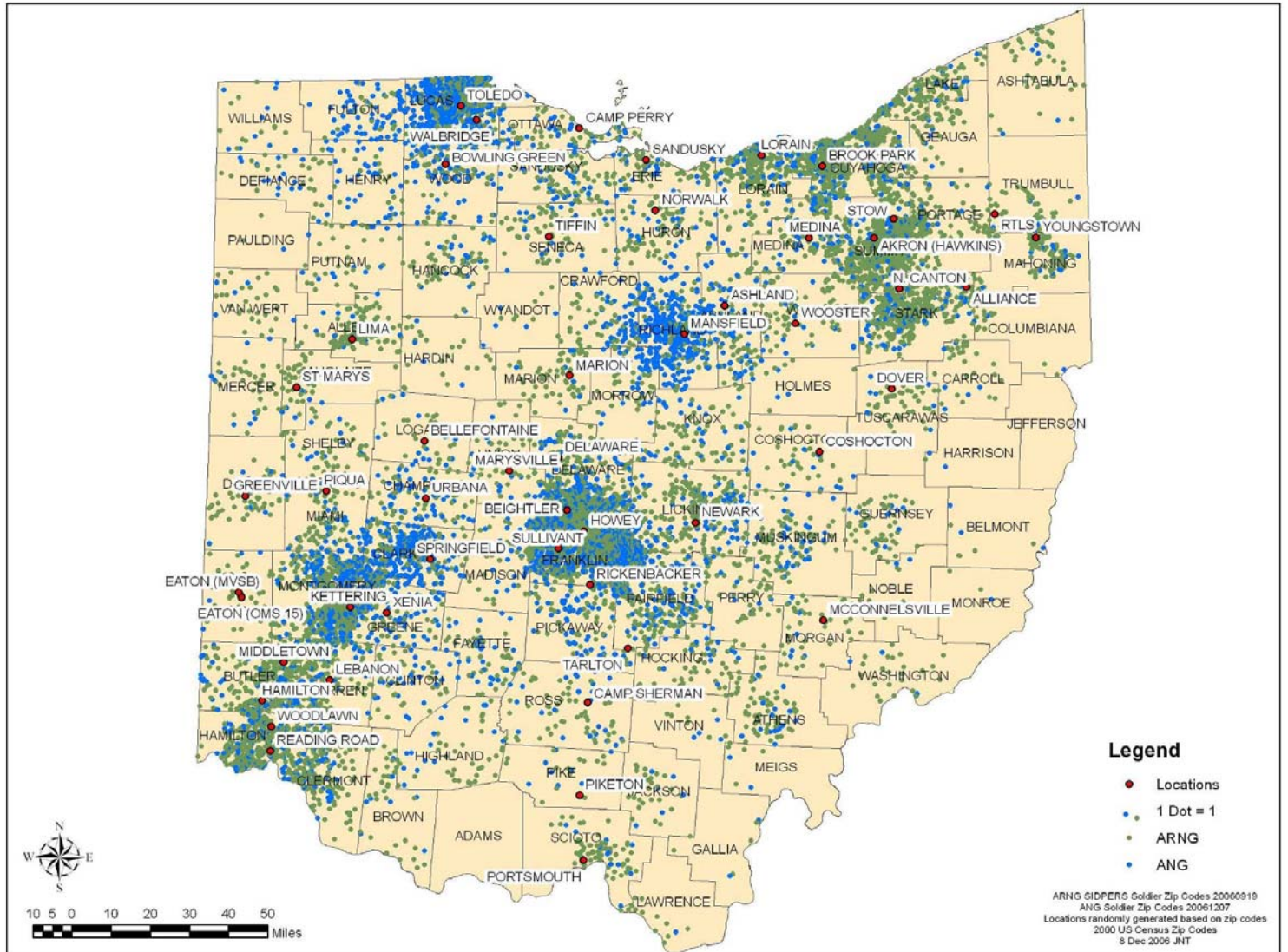


7.0 Snapshot of Locations

7.1 Where We Drill



7.2 Where We Live



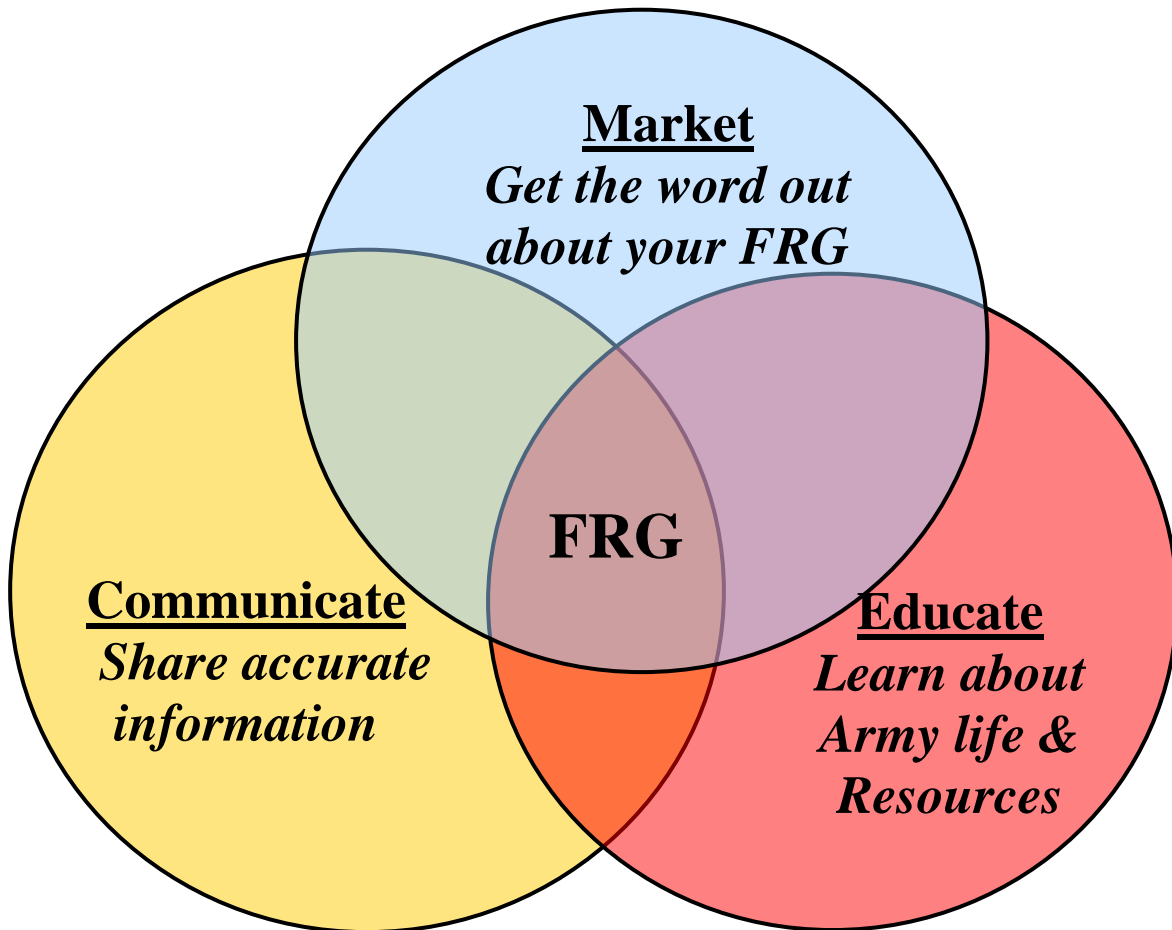
8.0 Steady State Model

The Ohio Army National Guard *Steady State* FR Model describes a sampling of ideas to ensure that a unit FRG program is strong, effective, and viable year after year regardless of deployment status. Recent history has demonstrated that many of our units had to surge (rapidly develop) a FR program upon alert for mobilization. Although these units may have had assigned leaders, there was no command vision for the program, buy in on FR from the Soldiers or their Families, and there was a lack of information flow from unit to FRGL to Families. The model below could also be used as a checklist for units that do not have a functioning FR program.

Steady State Model

- Quarterly meetings as a minimum but could be more often if the group deems necessary.
- 3 social/Family events per year—AT send off/Welcome Home, summer picnic, and winter/holiday party.
- Quarterly newsletter—for example use State Family Program Quarterly newsletter as a base and attach unit specific newsletter as the first page.
- Email distribution for Family members to pass along current information, discount offers from the State Family Programs Office to include the State Youth Program.
- Current and updated telephone trees of all Soldiers with an “Accepted” Family Data Sheet (FDS).
- Bi-Annual elections / re-elections for officers of the FRG.
- Annual report and volunteer award nominations (appendix 1) due to Brigade Family Readiness Support Assistant NLT 30 December. * Always check the state FR website for updates to the form.
- FRG volunteer recognition annually at unit level.
- Sponsorship Program in place and functioning per State Family Readiness Office guidance.
- Support and assist FRML with vFRG website.
- Unit Binder (FOUO) For Official use only are current and kept in a locked area.
- Yearly training calendar (YTC)-samples follow for a newly established FRG and a more advanced FRG.
- Fundraising Internally only.
- Hero Board.

Recipe to make Ready Families... Anytime, Anywhere!



8.1 Steady State Checklist

The following checklists are the supporting tasks to accomplish the goals listed in section 8.0 Steady State Model.

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.
- Coordinate with Brigade FRSA, FR Staff, to include Regional Volunteers and Family Assistance Center (if applicable).
- Completes the Annual FRG Report / Annual Awards submissions and submits to Brigade FRSA NLT 30 December.
- Ensure FRG Leadership Team has attended RFC & Annual State Conference (Advance Course)
- 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 phone roster to ensure the updated phone numbers are on the FRG phone roster and newsletter support.
- Ensure that all Soldiers, Families, and FRG Leadership Team receive Family readiness training.
- Ensure that vital Family readiness information is relayed to FRG leader and Soldiers.
- Encourage all Soldiers, Families, and extended Families to participate in FRG activities.
- Ensure that pre-deployment briefings are conducted for all Soldiers and Families prior to deployments.
- Ensure that the FRG maintains contact with Families.
- Promote diversity within the FRG.
- Review and approve official quarterly newsletter.
- Report any serious Family readiness issues or events to next higher commander.
- Ensure Family Data Sheet (FDS) and FRG phone tree are reviewed annually.

Family Readiness Military Liaison (FRML) Checklist

- Serve as link between commander, FRG Leadership Team, Families and Soldiers.
- Refer Families and Soldiers to appropriate assistance.
- Provide FRG logistical and administrative support as needed.
- Update the unit roster monthly, allowing FRGL to seek new Soldier and discuss FDS
- 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.

- Coordinate with Brigade FRSA, FR Staff, to include Regional Volunteers and FAC (if applicable),
- Ensures the completion of the Annual FRG Report / Annual Awards submissions and submits to Brigade FRSA NLT 30 December.
- Maintain and update the Virtual Family Readiness site (vFRG).
- 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
- 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 provided
 - Committee chairpersons present reports of their activities
 - Treasurer presents current status of the FRG financial accounts
 - Secretary records meeting minutes & maintains in FR binder
 - Schedule guest speakers at 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 NLT 30 December
- Maintain Family Data Sheet (FDS) in FRG Binder (FOUO)
- Ensure that phone roster is current, FRG phone tree is established and tested annually, 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---not by email/electronic only
- FRG uses e-mail to distribute information as necessary
- Ensure that new Soldier and Family are welcomed in accordance with sponsorship program
- Assist in pre-deployment briefings for unit Soldiers and Families
- Ensure that Family Program Regulations and materials are on-hand for Soldiers and Families
- Maintain adequate copies of "Mission Readiness" and deployment checklists
- Ensure that critical FRG information is shared and rumor and gossip are strongly discouraged
- 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 12 months of assignments) & Annual State Conference
- 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 Soldiers, Families, and extended Families to participate in FRG activities
- FRGL works with CDR on risk assessment for FRG events
- FRGL supports the unit readiness goals of the commander.





8.2 FRGs and No Notice Missions

No Notice missions are those local, state, or regional missions (Hurricane Katrina) 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 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 (Bird Flu Pandemic for example). Listed below are some helpful keys for FR success in State Active Duty (SAD) or larger scale No Notice Missions.





- Must have Family Data Sheet (FDS) and Phone Tree up to date at all times – consider an email roster as well.
- Soldiers serving Rear Detachment must understand the FRG importance
- Families must understand these type call ups and missions and be prepared for their Soldier to answer the call on short or No Notice-for example: Family care plans
- Ensure Families are aware of FAC / Regional Volunteer resources
- Lean forward and provide the Families information on emerging threats – Pandemic Flu Family Planning Guide is an example.
- Count on the FRO Web site for information in times of No Notice Missions

Sample Yearly Training Calendars (YTC)

Below are 2 sample YTCs; one for a basic (relatively new unit FRG) steady state, and the other for an enhanced steady state. Feel free to copy and fill in with your own ideas or use the samples if your FRG is just becoming established.

<p>April Family Readiness Conference (CDR, FRML & FRG Leader Team)</p>	<p>May</p>	<p> June AT Send off/ Welcome Home Quarterly FRG MTG 1Jun suspense for YTC</p>	<p>July Unit Summer Picnic</p> <p></p>
<p>March Quarterly FRG MTG Plan for AT/picnic</p>	<p>Steady State FRG (Basic)</p>		<p>August</p>
<p>February</p>			<p>September Quarterly FRG MTG Plan for holiday party</p>
<p>January</p>	<p> December Holiday Dinner/Party Annual FRG Brief Update FDS</p>	<p>November</p>	<p>October FRG Hot dog sales @ IWQ weekend</p> <p></p>



<p>April Family Readiness Conference (CDR, FRML & FRG Leader Team)</p>	<p>May Unit Open House- Concession Stand FRG Sell Flowers for Mothers Day</p>	 <p>June AT Send off / Welcome Home Quarterly FRG MTG 1Jun suspense for YTC</p>	<p>July Unit Summer Picnic (Games/food/awards)</p> 
<p>March Quarterly FRG MTG Plan for AT/picnic FRG Easter Egg hunt- Party</p>	<p>Steady State FRG (Enhanced)</p>		<p>August</p>
<p>February FRG Sell Flowers @ drill for Valentines Day</p>			<p>September Quarterly FRG MTG/ FRG leadership Elections/Guest Speaker Plan for holiday party</p>
<p>January</p>	 <p>December Holiday Dinner/Party Annual FRG Brief Update FDS</p>	<p>November</p>	<p>October FRG Hot dog sales @ IWQ weekend Fall Party/Hayride/ Pumpkin patch</p> 

9.0 Deployed FRG Model

Geographic Dispersion

Many of the Family members are geographically separated from the Soldiers “parent / home” unit and are going to have difficulty attending the meetings. Many Family members that attend the meetings are looking for the camaraderie of Families that are walking the same path as them. If you notice that there is an unfamiliar face at one of your meetings find out who they are and if they are with another unit. Be open to those Family members that may attend your meetings and welcome them into the group. Families will need to be aware that the Commander Call in will be for that “parent” unit, and may not be specific to the unit their loved one is with.

There are some options to include Families who live outside the normal commuting distance to the unit. The FRG could provide a conference call-in number so that Families that wish to dial in for a meeting could do that. If you wish to do this have the rear detachment FRML work this to get it scheduled. Be sure to publish this information in the newsletter as well. The other option would be if the locations (armory) have VTC (video teleconferencing). This option takes more coordination than the conference call and will require a little more prep time. Work with the rear detachment FRML to set up VTCs. In addition to these two options, there is a virtual Family Readiness site (vFRG) that will be created for each battalion whether your steady state or deployed. This site will offer a place for Families to go for unit specific information, contacts and answer to questions you may have 24 hours a day. Consider what best supports your Families.

Please note that this model is based on a unit deploying OCONUS in a potentially hostile area. Work with your BDE FRSA local FAC or Regional Volunteer to modify this model to suit your unit’s mission.

Deployed FR Model

- Monthly meetings (have guest speakers and a required call in from the Commander)
- Printed Agenda for meetings with treasurers report included in newsletter
- Monthly newsletters (send out well in advance of next meeting)
 - Sent by US Mail
- Provide Commander with Monthly Treasurers Report
- Ensure Automated Phone Calling Service is activated
- Collect and Maintain Family Data Sheet (one for each soldier regardless of accept/decline) (FOUO)
 - Build or update FRG phone tree from FDS
- Attend RFC if have not in the past and the Annual State Conference
- Current and updated e-mail distribution list (send snail mail also)
- Plan special events throughout the deployment (know that all meetings do not have to be formal and in an armory)
- Complete and turn in Annual Report and Award Nominations, NLT 30 December.
- Arrange for children’s activities during meetings – start with first meeting or you may find it difficult to get spouses with children to participate later.
- Work with State Youth Coordinator to provide resources and activities for youth
- Welcome new members and assign sponsors for the sponsorship program
- Recruit, train, and manage internal resources
- Provide information and referral assistance to Families
- Share the workload among FRG members
- Establish a recognition/reward program recognizing volunteer time and effort
- Morale activities both on the home front (Families) and for the soldiers (deployed)

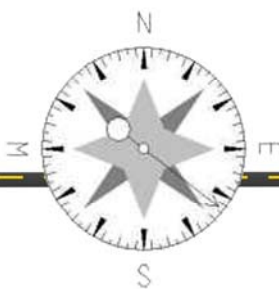
WARRIOR 360°

**Mobilization and
Deployment:
Reunion Briefs**



**Pre-Mobilization:
SRP'S & FMB'S**

**Post Mobilization &
Reintegration:
WHC, 30, 60, 90, 180,
360**

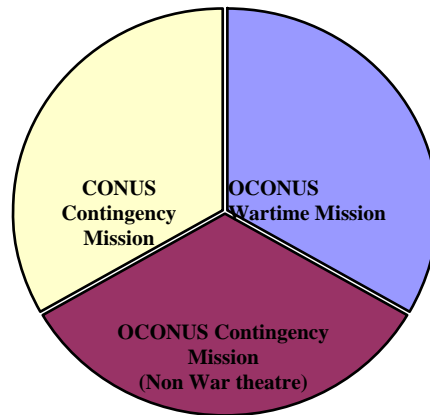


**BUILDING STRONG FAMILIES:
SERVICE MEMBERS FAMILIES EMPLOYERS**

What is the Warrior 360 Program?

The OHARNG Warrior 360 program is derived from the ARNG Yellow Ribbon program and is a program that provides information, events and activities for our Service Members, Families and Employers designed to prepare them for their military and civilian life before, during and after a deployment.

FRG OPTEMPO - MISSION DEPENDENT



Model above describes the Contingency Mission. Depending on the mission, meetings may be held quarterly verses monthly.

9.1 Deployed Checklist

UNIT FRG & Deployments

Steady State FRG Checklist should be incorporated along with deployment checklist. The following checklist applies to the road map in section 9.2 and follows the same sequence.

Road Map checklist—Alert to +90 days:

Alert received

- Make sure that the Family Data Sheets are signed and updated.
- Gather the info off the Family Data Sheet to set up the Phone tree/Automated Phone Service, email and newsletters (BDE FRSA will assist with the set up of the auto call)
- Assure the Family members that they have some time to prepare for the soldier to leave.
- FRG Leadership team take care of your own personal affairs as your loved one may be leaving as well.

IPC- Initial Planning Conference

- Meeting with Unit Command to ensure that the right FRG team in is place
- Ensure that the Unit Command knows what the FRG is responsible for at the Mobilization Brief
- J1 Mob Cell is responsible to schedule this meeting
- Unit Command, BDE FRSA, FRA and Regional FAC will be present at this meeting.
- BDE FRSA will inform FRGL of the responsibilities needed from the FRG for the Soldier/Family Mobilization Brief (ie; snacks for children, babysitting & opportunity for internal fundraising to sell items).

SRP-Soldier Readiness Process

- Soldier attends a three phase SRP to process for a deployment. Family Programs will have a station at the SRP for Soldiers to complete and update FDS information. The Brigade Family Readiness Support Assistant (FRSA) will be present to facilitate running this station.

MOB Order received

- Assist with the planning of the Soldier Family Mobilization Brief (SFMB) (J1 MOB Cell to assist with the Warrior 360 monies)
- Regional FAC will contact the FRGL to coordinate expectations of the FRG during the SFMB

FRG needs to arrange the Following:

- Children's Activities for children under 5 years of age
- Food for Snacks and Lunch (Warrior 360 Money)
- Meeting Dates established for the first 2 meetings within first 6 weeks after the unit leaves
 - Work with FAC and Regional Volunteer to coordinate dates
- Work with FAC/Regional Volunteer to complete the "Deployed FRG Contact Sheet" for the Family members and distribute at the Family Mob Brief
- Automated Phone Service set up (phone tree) –work with BDE FRSA to complete this

*****Important to remember---The FRG Leadership team needs to attend the briefings as well and should not be working children's activities or preparing the lunch.***

Call to Duty Ceremony

- Work any FRG requests or requirements through the FRML and CDR as these ceremonies are very scripted by the State HQ and is a unit responsibility.
- Inform the Family members of the location with time and directions if necessary
- Assist with snacks and refreshments- make sure the location allows for outside food to be brought in
- Decorate the facility

Monthly Meetings

See guidelines and suggestions for the monthly meetings below

- Meetings are held monthly- EXCEPT the first two meetings after the call of duty ceremony, which are held at three week intervals.
This provides timely meetings when Families are going through "changes" once soldier is actually mobilized
 - First meeting will be an administrative how you are doing meeting.
 - Second meeting will include ways to cope and handle stress/separation.
- Schedule subject matter experts from Tricare, military pay, and VA to assist Families in these key areas of interest – see suggested briefers and sequence on following pages.
- Agenda published for the meeting.
- Families are notified about the first few meetings through Automated Phone Service (phone tree) & Newsletters.
- Guest Speakers are secured – use Regional Volunteer and FACs for suggestions.
- Commander Call-In resources are set up: Poly Com, Speaker system if location does not have good acoustics.
- Provide refreshments
- Children's activities

- Meetings may not be cancelled without authorization from the chain of command
- Families know about meetings 90 days out...keep FAC and Regional volunteer informed

*** The effort put into marketing will greatly impact attendance at all FR events....market multiple ways....e-mail, newsletters, snail mail and auto call.**

Monthly Commander Call in Tips/Ideas

Below are some ideas for commanders' on what to talk about on these monthly call-ins to the FRG Meeting. Remember to remind Families that you are most likely talking on unsecured phone lines. It is also helpful to bring along a few Soldiers from the company/battery to also talk with the Families.

Suggested topics to talk about:

- 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 for living quarters
- What are the items that you can not get at the location or the most needed items?
- What the unit has been doing and has scheduled to do: company PT, extracurricular events (volleyball, basketball games/tournaments)
- Who has a birthday or anniversary coming up?
- Talk about what you can do as to what the unit is doing mission related-Remember about OPSEC!!!
- Ask the FRG if they have any ideas or initiatives to build unit and FRG morale

Newsletters

Newsletter will be published monthly and the mailing roster will be taken from the Family Data Sheet (FSD). The monthly newsletter will be mailed to the Family member and postage utilizing appropriated unit funds is permitted. This communication must be official business. The newsletter is very important as this will keep those Family members that can not attend the FRG Meetings, informed on what is going on with the unit. Remember, for Families that do not live close and can not attend the meetings, this may be the only unit information they are receiving. **Commanders and FRML must review newsletters prior to distribution to ensure that operational security is maintained.**

The following items should be included in the newsletter every month:

- Monthly Commander Comments
- Upcoming months agenda
- Treasurer Report
- Upcoming guest speakers
- Previous months follow ups
- Red Cross information
- Local FAC contact information
- Regional volunteer contact information
- FRG Leadership Team contact information
- Rear Detachment Family Readiness Military Liaison contact information
- Upcoming Meetings with Locations for the unit deployed (also other unit meetings, if a large deployment)
- Upcoming Social Events

Be aware of how much information you include in the newsletter, as well as staying within the Operational Security (OPSEC) guidelines. Be wary of too much!

The newsletter will also be included on the vFRG website so that those additional Family members and geographically dispersed Families will also be able to view it.

Deployed Commander's Checklist

- Appoint an FRG Leadership Team or evaluate your current team to ensure they have time etc. to fulfill their mission
- Encourage participation of all soldiers and spouses in FRG events
- The FRG leader supports the unit readiness goals of the commander
- Plan call-ins from the Theatre of Operations during FRG monthly meetings
- Compose a short message to the FRGL for the newsletter
- Leadership is accessible and approachable when help or information is needed
- FRG events include everyone
- FRG leader always emphasizes health and safety before and during every FRG outing

Rear Detachment Officer (RDO)

- Maintain regular contact with unit commander at mission location
- Attend the monthly meetings to open and close the armory, and maintain security
- Ensure that FRG members have opportunities to maintain contact with deployed soldiers
- Provide assistance to the Families in conjunction with FRG leader, higher command, and Family Assistance Center (if applicable)
- 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 the soldiers and the Families
- Assist with Rumor Control
- Be available for the Families and have a caring attitude
- Attend Annual State Conference with FRG Leader team
- Report issues or concerns to the Commander
- Keep a record of all communication with the Families.

Reunion/Reintegration Brief

60-90 days before unit returns

- RDO arrange with the J1 Mob Cell.
- Secure resources: laptop, projector, screen, sound system if needed.
- Secure a location (Family Readiness Military Liaison).
- Provide babysitting for 5 & under (Funded by Warrior 360 program).
- Lunch (Funded by Warrior 360 program).
- Travel for those Family Members more than 50 miles from unit (Funded by Warrior 360 program).
- Youth Program for 6 – 17yrs (RDO and FRG to arrange).
- Refreshments/Snacks (RDO and FRG to arrange).
- Market the briefing-by email, newsletters, Automated Phone Service – still for Families on FDS only.
- It is required to plan a short FRG meeting at the end of the reunion brief.

Homecoming/Freedom Salute

- Unit Rear Detachment work with Officer in Charge (OIC) to secure the location: make sure that they have what is needed for the Families- Wheelchair accessible, outside refreshments permitted
- Inform the Families of the location, date, times
- Decorate the facility if permitted
- If any special presentation to the soldiers, ensure that the script is adjusted to make the presentation – and must be approved by the Homecoming OIC
- Invite Families and market the importance and honor associated with the Freedom Salute for both Family and Soldier.

First Drill back

30 days after unit returns

- Respect Briefings (VA, Education, etc), Soldier/Family Battlemind Post Deployment, Youth Reunion Workshop (State Family Readiness Youth Program), and a Social Opportunity for the Soldiers and Families
- Market to the Families that this is for them to attend, just like the Soldier Family MOB brief. Send out information in the Newsletter, email, Automated Phone Service
- Provide morning snack and refreshments (Unit FRG funds to be used)
- Provide Refreshments and lunch; unit responsibility (Funded by Warrior 360)
- Travel for those Family Members more than 50 miles from unit (Funded by Warrior 360)
- Arrange for child care for 0-5 yrs old; unit responsibility (Funded by Warrior 360)

2nd Drill back

60 days after unit returns

- VA Follow up Visit
- Family Activity at the Unit Level (Warrior 360 will assist with lunch and travel)
- Arrange child care for 0-5 yrs old (Funded by Warrior 360 program)
- NO Youth program from State Family Readiness Office at this drill

3rd Drill back

90 days after return

- PHDRA (Post-Deployment Health Reassessment)

180 Days- Drill weekend

- Unit Family Picnic or event

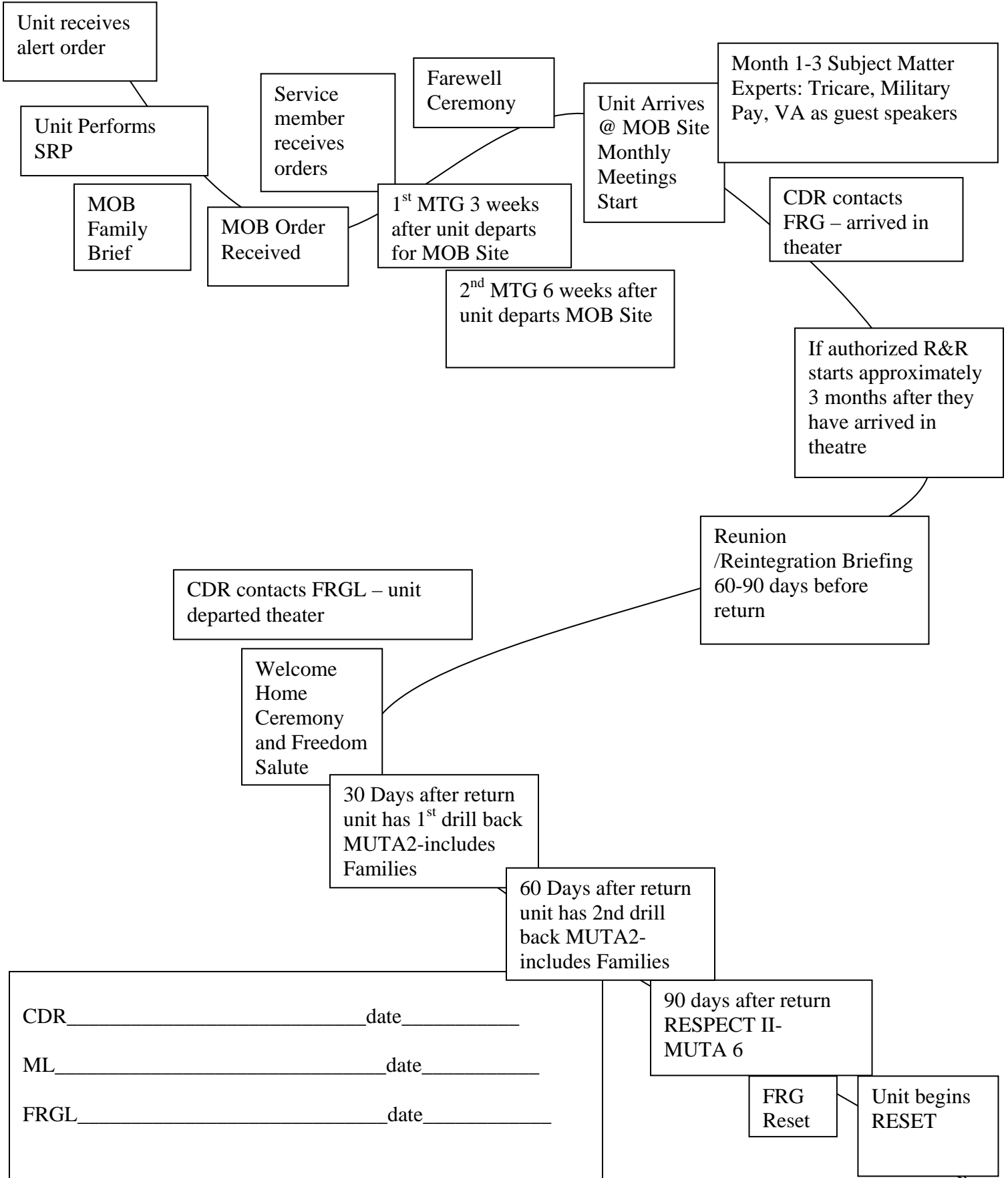
1 year after unit returns

- VA follow up for Service Members

FRG Reset – Generally begins 60-120 day drill post mobilization

- FRG new officer elections or re-elections.
- FRG resets to a steady state
- Get into the habit of quarterly newsletters and plan a social event as soon as practical

9.2 Road Map- Alert to + 90 days
Ohio Army National Guard Deployment “Template”



Monthly Meetings guidelines and suggestions

FRG Meetings will be held monthly on a Saturday or Sunday. Agendas need to be prepared and included in the newsletters as well as a treasurer report for each month. Commander call-ins will also be done at the monthly meetings. If for a particular month you are not meeting at the armory, another plan will have to be made for the commander call in. It will also depend on what type of phone access they will have in theatre. If it is a commercial line that the commander can call on, than look to see if the location of the meeting will provide you with access to a phone line. If not, have the commander email comments back that can be read to the group. A suggestion on an effective way to gather questions back to the commander is to have the Family members write out the question on a 3x5 index card and have the FRGL read the questions to the commander. This cuts down on the repeat questions and to be sure that all can hear the question. There will be a FAC or Regional Volunteer at the first 3-4 monthly meetings. These staff members are there to assist the FRG Leader team and FRML who are the meeting host/hostess.

Suggested guidance is that every quarter there will be a social event that the FRG will host. This can be on site at the armory or off site. Be sure to make these events Family friendly for all Family Members, not just one specific audience.

Guest speaker or subject matter experts are a great asset as well. Bring in these folks if the Families have concerns or questions about a certain topic. Your local FAC (Family Assistance Center) can help to locate these experts. Many of the FACs have already heard these speakers and can recommend a great one. Be sure to vet the speaker; and it does not hurt to ask if anyone else has heard this person. We want you to have the best success and having a poor speaker wastes valuable time.

The FRG needs to make available some avenue for the youth every month. This can be done with the assistance of many outside organizations such as the 4-H, Girl Scouts, Local Church groups, Veterans Organizations as well as the local schools. Many of these young people have to have service hours or projects in order to receive a badge or credit to graduate from high school. Utilize these groups as most have already had a background check and are permitted to be with children. If these local groups can not assist, look to the older children of those Families with youth as they maybe looking to assist as well. It is a good idea to have an activity for the young children as this maybe the only break that the adult caring for them may get. Also the children need to have that camaraderie as well, since they may be the one in their school or neighborhood that is experiencing this situation. Always ensure that there is an adult in charge and on location with the youth regardless of how many girl scouts, etc might be supporting the event.

The FRG should also provide some type of refreshment at the meetings. Be creative with this. Maybe every month is a special theme and all that attend bring their favorite cookie, candy, appetizers, etc. As we have said in the past “if you feed them, they will come”.

Providing a social time at the end of each meeting will encourage the Family members to stay and share the pictures that they have received from their loved one. This is also a wonderful time to build the camaraderie with other Families that are walking down the same path you are. Share your challenges and your successes! Someone out there maybe having the same concerns and is just afraid to ask for help.

This is guidance to help you make the most of your company/battery FRG. There are many more great ideas out there. Think outside the box and ask the Families what they want as well. Provide them with a simple survey/questionnaire early on in the deployment. Make them feel welcome as this group is for all the Family Members. Best of luck and remember the State Family Readiness Program is there is you need assistance, just ask.

Meeting Agendas and Suggested Guest Speakers

Following are *Sample Agendas* for the first 2 meetings after the unit deploys to the MOB site. Your unit FRG agenda should be copied and made available for all Family members that are attending the meetings. Agenda should be included in the newsletters. The first meeting will be an administrative/how you are doing.

1st FRG Meeting Agenda

Welcome and Introductions
Old Business (if any)
New Business:
DEERS/ID card – (Schedule 30 day prior)
Tricare Concerns/Issues
Automated Phone Service –instructions
Red Cross Contact Info
Pay-know Les and know how to read
Treasurer Report
Important info -mailing address, phone numbers, websites
Ideas for upcoming meeting/events
Commander Call In
Q&A
Social Time for Sharing of Photos, Best practices, etc.

2nd FRG Meeting Agenda

Welcome and Introductions
Old Business (if any)
New Business:
Tricare
Automated Phone Service / Discuss Key Caller and Manual phone tree
Pay Issues
Treasurer Report
Important info -mailing address, phone numbers, websites
Separation Issues -FAC PowerPoint presentation
Upcoming meeting dates/locations/speaker
Commander Call In
Q&A
Social Time for Sharing of Photos, Best practices. etc.

Suggested Meeting topics and guest speakers:

Months 1 - 3... Regional FAC as guest speaker, TriCare, Local Police Department-victim/personnel safety, Military Family Life Consultant, Coping with a deployment, Money management

Months 4-6 ...Fun-social event (picnic, day out at zoo, etc.), State Family Program Director or Family Readiness Assistant, 1/2 way through deployment Party

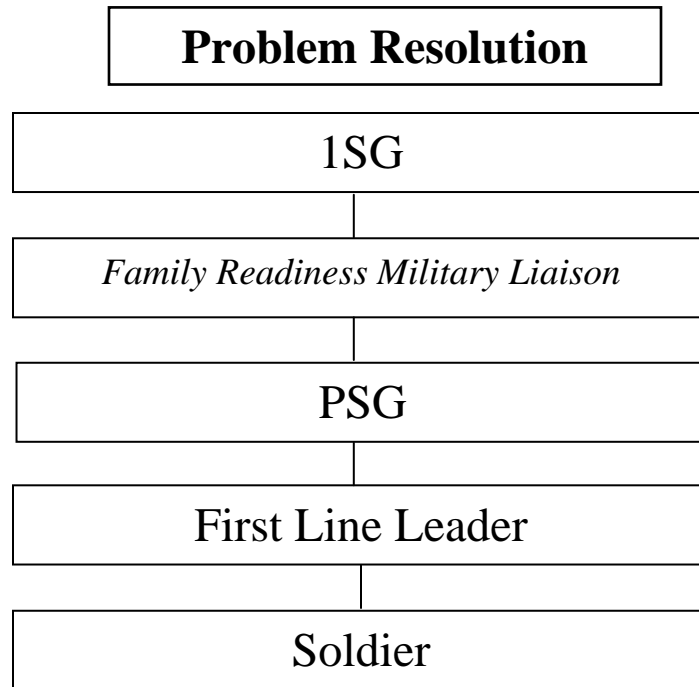
Months 7-9... VA representative to discuss benefits /entitlements, fun-social event

Months 10-12...Reunion Brief, Welcome Home Banners, Welcome Home Plans, and finalization of details

<p>April FRG MTG-Scrap booking Family Readiness Conference (leader Team)</p>	<p>May FGR MTG- Guest Speaker- Local Police Dept Don't be a Victim</p>	<p>June FRG MTG- ½ way there party!! Made it 6 months you can Make it 6 more</p>	<p>July FGR MTG- Summer Picnic (Games/food/awards)</p>
<p>March FRG MTG- Guest Speaker VA- Coping during Deployment FRG Easter Egg hunt- Party</p>	<p>Deployed FRG- Sample TYC</p> <p>Make a Plan before unit leaves!</p>		<p>August FRG MTG- Guest Speaker- VA benefits/entitlements</p>
<p>February FRG Meeting- Youth Program Separation Issues/stages of deployment cycle- FAC</p>			<p>September FRG MTG/ Plan for holiday party/Reunion Brief Luncheon</p>
<p>January Unit Departs to MOB Site FRG MTG 3 wks later- How are you doing/Info? updates</p>	<p>December Holiday Dinner/Party Plans for Homecoming Celebration</p>	<p>November Reunion Brief/ Luncheon</p>	<p>October FGR MTG Fall Party/Hayride/ Pumpkin patch</p>

10.0 Chain of Command/Chain of Concern

Chain of Command



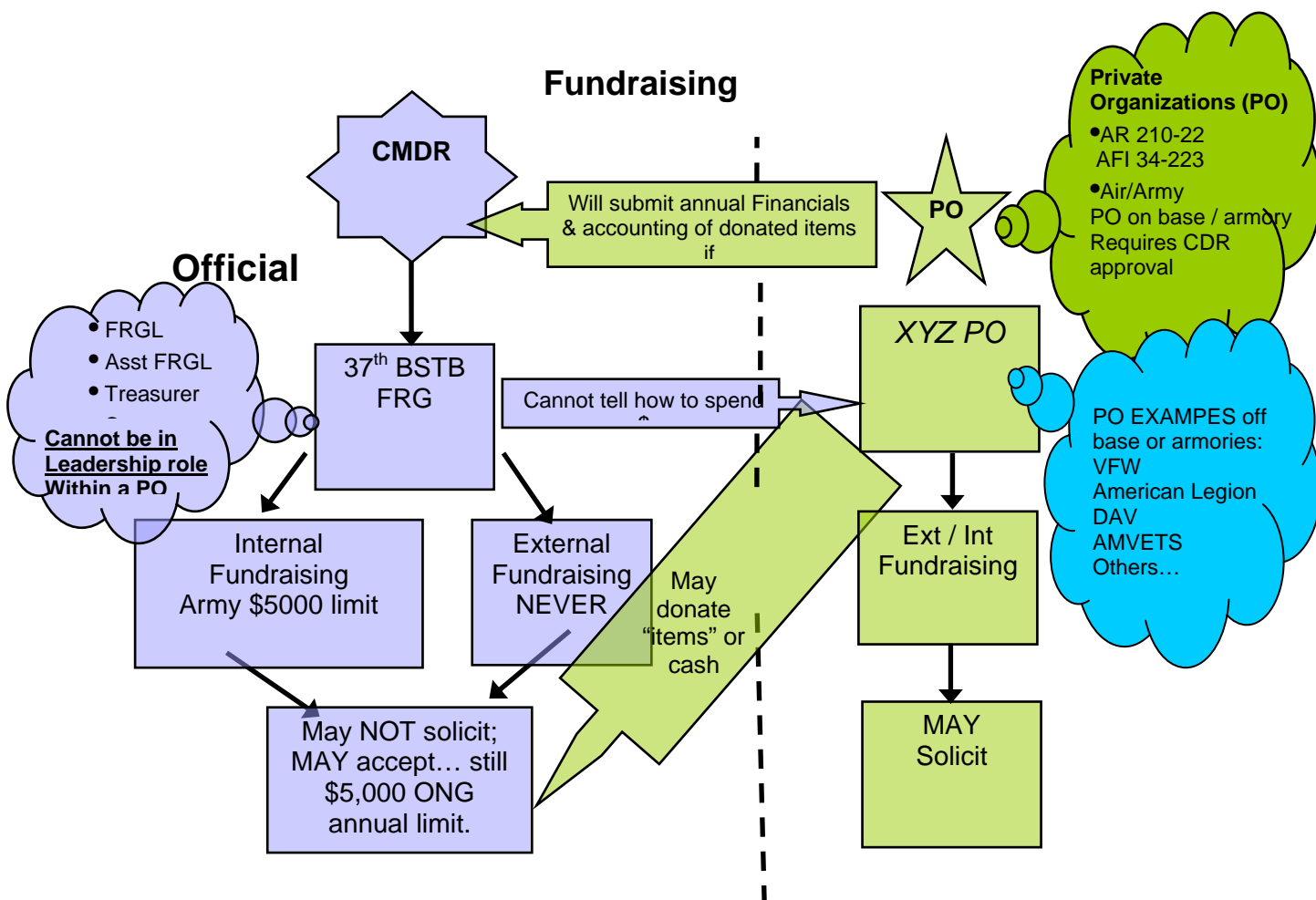
Chain of Concern- Family Members Issues/Concerns



11.0 Fundraising

Fundraising

- FRGs are considered “Official Programs” and with accordance to DA policy, may not fundraise outside of it’s own organization
 - The FRG Informal Fund may not exceed \$5,000 annually-this is the current ONG annual limit.
 - Requires the treasurer submit a monthly report
 - 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 due NLT 30 December
 - 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 (see attached Ohio policy AGOH-J1-FR Policy memo # 07-001 dated 5 OCT 06)
 - 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 5 OCT 06)
- The diagram below represents a possible relationship between FRG and PO



Community Support

It is important for commanders and FRGLs to understand what an advantage a positive relationships with local community organizations can be. 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 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.

When looking for support from the community we need to ask ourselves is this a reasonable request. What we mean by this is some of our FRGs has gotten so effective that some of their events are not only first class, but perhaps exuberant. The point is we work throughout the state to enable organizations to support our unit FRGs. We talk about how their support enables great camaraderie amongst our geographically dispersed families and provides other great programs. We ask that as you work with your unit FRGs and Family Readiness Military Liaison, you keep an eye open for programs or events sponsored or supported by outside organizations to ensure they are reasonable. This “reasonable test” simply means that the event is structured in a way that makes sense, is supportable and will not reflect negatively on the ONG, and the cost is appropriate and would reflect a best value for the generous individuals and groups that donate to our programs.

Finally, unit commanders run all our FRGs, thus it is his or her responsibility to manage the organizations who participate in the unit FRG.

12.0 FRG Tools and Documents

Unit FRG Binder (FOUO)-This binder is the FRGL & ML battle book. Spend the time up front organizing, completing, and updating your binder and each will have an identical copy. Items to include are listed in appendix 6.

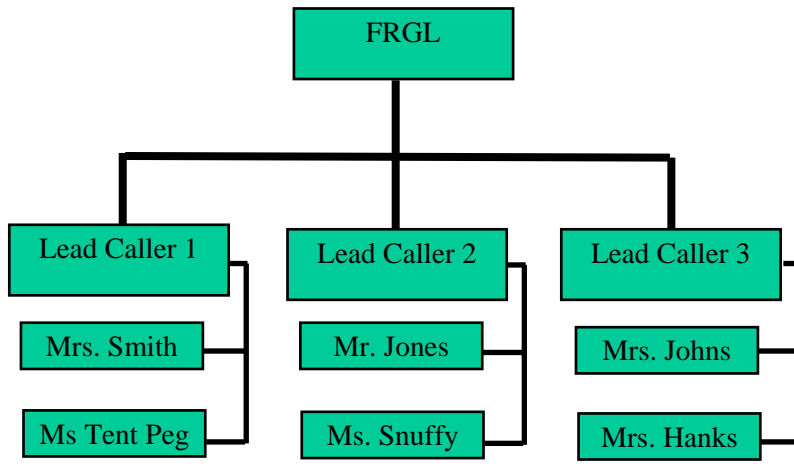
Family Data Sheet (FDS) (FOUO)(AGOH form 600-12-1-R)-The Family Data Sheet (see appendix 9) is a legal and binding document that allows the FRG and RDO to have communication with Soldiers' Families or key adults. It *does not* allow those named on the FDS to change service member legal documents. It is the responsibility of the Commander to make sure that every service member in the unit has an updated and signed privacy act statement. 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 the 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 FAC and a copy taken with the unit.

Family Care Plans- the Family Care Plan is to be completed by all single Soldiers that are legally and financially responsible for dependents (children, medical fragile parents) or any dual military status couples. The Family Care Plan is the legal document that explains who will be caring for the dependents in the time of mobilization. This is very important to have completed and updated annually. The completion of the Family Care Plan is the Soldier and commanders responsibility. The FRG leadership team can assist and identify Soldiers within the unit that need to have the plan completed. The Family care plan can be found in AR 600-20. DA Form 5035 (Family Care Plan).

Phone Tree and email distribution- 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 30 December. Phone trees are also part of the FRG Measures of Effectiveness (MOE). The FRG leader calls the phone tree lead caller to relay FRG information. The phone tree lead 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 lead caller will report back to the FRG leader and reports the outcomes of the calls. When Family members call their lead caller /POC, the process is reversed. If the lead caller can't answer a question or concern, they will call the FRG leader. The lead 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 lead caller should be responsible for contacting between 5 and 10 Families. POCs need to be reliable and must understand how to maintain confidentiality. FRG funds may be used to purchase phone cards for lead callers. Again, phone trees are built from FDS, not unit Soldier rosters.

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 local FAC for training.

Sample Phone Tree:



Automated Phone System - 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 Soldiers. The BDE FRSA will load and make changes to the Auto Call system for the FRG Leader and/or Family Readiness Military Liaison.

Website Guidance

The Virtual FRG (vFRG) is a DOD sponsored / approved and secure website that all units may use regardless of deployment status. The vFRG is set up at a Battalion level with company pages/information on the main page. The vFRG can be an asset to those Family members that are geographical dispersed from the unit as well as those Family Members that may not be able to attend the FRG meetings. vFRG websites can include commanders comments/updates, newsletters, downloadable documents, and a great resource for Families to share information. The BDE FRSA will be responsible to request the site and set it up. It will then be the responsibility of the ML along with the FRGL to ensure that the site does not include any information that could be taken out of context or violates Operational Security (OPSEC).

13.0 Words of Wisdom

The following paragraphs reflect words of wisdom from the men and women who performed in the roles of CDR, FRML and FRGL during deployments. Their experiences may not reflect all situations but are good barometers and bench marks for FRG success.

13.1 Commander Words of Wisdom

CPT Jeremy Banta (CDR), 1485th during deployment in support of Operation Iraqi Freedom (OIF) I:

“When asked to reflect upon my FRG for the 1485th and what went right and what went wrong during deployment one item immediately jumps to mind. Communication. The world is so much smaller now with technological advances that information flows very freely. This has its advantages and its disadvantages. To our benefit, communication with the FRG was much easier. Many emails between me and the leaders were traded. Early on when email was hard to get to on our side I sent periodic updates on the unit. We utilized a free chat site called “Chatzy” so I could answer questions at FRG meeting without having to rely on a telephone connection. The FRG projected the website on a screen and people asked questions as someone typed, then they could all read my answers.

The downside of this is not only related just to the FRG, but to everyone. There is some information that should not be told to Families. Operations information that is “Secret”, mission information, personal affairs of Soldiers (injuries, disciplinary actions, personal matters), equipment shortages, and general complaints about the unit, its leaders, the army, Iraq, etc. were all relayed back to Family members. Once communicated, it was shared and then things grew out of proportion. This information has the ability to hurt the Family, the Soldier, the FRG, and the unit.

One thing that worked well for me and my FRG President was a single line of communication between the FRG and the unit. If someone discussed something about the unit and she didn’t hear it from me, she assumed it wasn’t true. If she heard the same “thing” multiple times, she’d ask if it was valid and I would respond accordingly. Additionally if something happened that I knew would get back to the FRG I notified her immediately so when it would come up, she was prepared with the “real” story.

I guess my point is that a good FRG cares about its Soldiers. A great FRG cares about the unit, as did mine. The FRG and the leadership need to have an understanding early on as to what is “FRG Business” and what is “Company Business”. It sometimes is a hard line to define, but if all parties agree to discuss all issues that arise to determine who needs to take action, you will stop many issues before they arise.”

CPT Jeremy D. Banta
1485th Transportation Company

CPT Jon Stewart (CDR), CO C 1-107th AR BN during deployment in support of OIF II:

“The company level Family Readiness Program (FRG) is a crucial tool for commanders, and crucial during times of deployment. The FRG is a positive source of influence on the overall morale of the company. Commanders must ensure FRGs are well informed, actively involved, and have established lines of communication. While deployed, commanders can help to maintain good FRGs by encouraging involvement in the program, clearly and effectively communicating while deployed, and tasking the FRG leaders properly. These three concepts are the pillars of a strong working relationship with the company level FRG. The most confusing time for a company is during the initial alert. This is the time to increase participation in the FRG because the Families will want information and will want to be involved. Encourage this involvement through your Soldiers and personally contact as many Family members as possible. If time permits, have one or two FRG meetings prior to deploying and maintain an open door policy for Soldiers and their Families prior to departing your local armory. Build this involvement to two culminating events, a final FRG meeting at the armory and a good send off ceremony. Every commander should hold a final FRG meeting in the same room that the monthly meetings will occur while you are deployed, encourage maximum participation. Allow Family members to ask hard questions and give them hard honest answers. Bring your platoon leaders and platoon sergeants to this meeting so every Family member can see who will be leading their loved one during the deployment. Allow the FRG to become a part of the planning process for the send off ceremony. While deployed the number one priority needs to be communication. Plan, coordinate, and conduct a monthly call-in during the FRG meeting. This is a priority one event and should NEVER be delegated. The Families want to hear the voice of the commander, period. Prepare for this phone call in advance, Families deserve clear concise information. Begin the conversation with an update on the current tactical situation of the unit, while still maintaining OPSEC. During the conversation try to identify a few Soldiers by name and some accomplishments those Soldiers made since the last conversation with the FRG. The Family members will be proud to hear their loved one’s name during the conversation. Specifically ask about rumors, and either confirm or deny their existence. Finally have the Family members ask specific questions, this may turn into a long conversation, but make sure each question is answered. There will again be hard questions, but address the issues directly, do not avoid any subject and give direct answers. This phone call should be the culminating event for the monthly FRG meeting, everyone will attend the meeting to get current information and hear the commander’s voice. Try to bring special guests to the conversation for the Family members. The Families want to hear from other people who directly affect their Soldiers, like the Chaplain, Battalion Commander, and Command Sergeant Major to name a few, be creative. This one phone call will maintain the information flow, increase participation, and build trust between the commander and the FRG. Do not be afraid to task your FRG like any other asset to the company. The FRG wants to be involved during deployments, do not be afraid to give them direction. They are a very competent, motivated force which can be used to your advantage. Your FRG wants to increase the morale of your unit, allow them to ship products to you while in theater, and give them a list of what you need. My FRG created their own coins and a deployment yearbook for every Soldier with funds the FRG received through community support. The FRG also created and issued FRG awards to selected individuals following the deployment.

In summary, keep your FRG groups well informed during every stage of the deployment. Personally encourage involvement by your Soldiers’ Families in the FRG in the pre-deployment time frame in order to create maximum participation once deployed. Open and maintain lines of communication while deployed, focus on a monthly phone call with the entire FRG. Truthfully and directly answer FRG members’ concerns in a group setting to dispel rumors and increase trust between the commander and the FRG. Do not be afraid to task your FRG and allow them the freedom to increase your units’ morale.”

CPT Jon Stewart, CO C 1-107th AR BN

13.2 Family Readiness Military Liaison Words of Wisdom

SGT William Pennington served as RDNCO/Military Liaison with CO B 216th EN BN in support of Operation Iraqi Freedom II. His words below serve to remind the FRGL that the ML usually has many other duties as well as supporting the FRG.

“Abundant, massive, and vast would be the chosen adjectives to broadly describe the duties of the Rear Non-Commissioned Officer In Charge. A key attribute of the Soldier, whom is awarded the position of the Rear NCOIC, should be the ability to rapidly adjust and adapt to the situation that is presented within the scope of responsibility. In many situations the Rear NCOIC must draw from past experiences to effectively make a decision. These situations may not warrant the allocated time to prepare for the occasion. An example of this situation is when the Rear NCOIC is relayed unpleasant and unfortunate information of an injured Soldier. Due to the complexity of the issue the Rear NCOIC must accordingly maintain a level of professionalism while limiting the amount of sensitive information to release to the public.

The Rear NCOIC occupies a vast array of scheduled duties. These responsibilities incorporate the following:

Administrative functions: Pay Roll, Trainings Schedules and Records

- Maintaining security and arsenal documents
- Logistic functions
- Retaining accountability of unit and personal equipment supply
- Maintaining orders of equipment
- Retrieving CIF and CCDF equipment and gear
- Conduct periodic inventories with supportive paperwork
- Attending scheduled meetings as well as special meetings as ordered
- Armory maintenance
- Participating in universal collaboration data entry sites
- Readiness NCO functions
- Supervising drill periods
- Maintaining unit manning rosters (UMR)
- Attending military training and schools
- Counseling Soldiers
- Working with Health Services with the MMRB process
- SATP packets
- Training resources and supplies
- Scheduled suspense documents (AARs)

These duties were an absolute necessity to master in order to successfully Function within the Rear Derivative and as a supervisor over the Rear Derivative.

However, arguably the most important roll with the Rear NCOIC is to support the forward unit that is in theatre (CZ) and to support the Families that remained behind as a Family Readiness Group Liaison. Constant communication must be maintained with the forward Company Command in order to be a success. All aspects of the Family Readiness Group must be addressed. There were at least monthly FRG meetings if not more. There were many FRG activities conducted to support the troops over seas as well as Soldiers that remained behind. Attendance and participation is expected and an absolute necessity within all FRG functions. At least 50% of the Rear NCOIC activities were Public Relation driven. Therefore, the holder of the Rear NCOIC position **MUST BE OUTGOING AND TACTFUL WHILE MAINTAINING PROFESSIONAL BEARING.**

The Rear NCOIC is very challenging and requires much dedication in order to prosper within the position assignment. However, there are many intrinsic and unselfish awards that the Rear NCOIC earns throughout the duty. Personally, this is the main area of holding the title that I miss the most.”

SGT WILLIAM R. PENNINGTON III, CO B 216th EN B

13.3 FRG Leader Words of Wisdom

Mrs. Joyce Stingel (FRGL), 1485th Transportation Co in support of Operation Iraqi Freedom I:

“Deployment...the word that puts fear into every military Family’s heart. Double that if you are an FRG leader. But you can do it. The most important thing to remember is to stay POSITIVE. Find good things to focus on, not negative. My words to live by during our last deployment were...”It will be alright.” Any time we had an issue come up or a weird situation (and we had our share of them), I would just step back take a deep breath and say, “It will be alright.” You can’t help yourself, your own Family or your unit Families if you don’t stay positive.

The Families of every National Guard Unit are a diverse group spread over the entire State and beyond. But, you all share a common bond, your Soldiers. If you can get this wide mix of people and personalities to come together as a team you will have a successful group. Spouses have very different needs than the parents of Soldiers and children even more different. You need to start with a good leadership team. If you work well as a leadership team it will give confidence to the rest of the Families. Two things that made our meetings successful were childcare and programs. It was important to entertain the kids, give them something to do and learn, and make them feel a part of the unit. This gave their mom’s (usually mom’s) some time to relax, visit with other Family members and participate in the program. Programs...we put a lot of effort into finding outside sources for speakers and information. We had and still have an incredibly generous and supportive community. We depended on and utilized our community members and resources.

I have found that knowledge is key. What you don’t understand gives you stress. Most Families have very limited exposure to the workings of the Army and simply don’t understand terminology or the “Why’s” of what is going on. Communication between me as the FRG leader and the Command was crucial to being able to give the Families accurate information they could trust. Probably the hardest thing to do as the FRG leader is to separate me the FRG leader from me the spouse. Just because my Soldier tells me one thing doesn’t make it true for everyone in the unit, Families need to understand that.

Family Readiness Groups are a special place where Families of a deployed Soldier can be with people who know exactly what they are going through. The individual circumstances will be different but the emotions are the same. Within that group you will find someone to share it all with, to be your “Battle Buddy” for the duration. Promote those friendships. Deployments are rough, full of emotions and sometimes very long. Be patient, grab your battle buddy share the tears and hopefully a few laughs.”

Joyce Stingel
1485th Transportation Company

Mrs. Lynette Bowen (FRGL), CO C 1-107th AR BN in support of Operation Iraqi Freedom II:

“A Family Readiness group (FRG) is an invaluable resource for every unit. The success of the program depends tremendously on the Commander and the Military Liaison (ML), which in our case, was the 1SG. Both of these men made FRG a priority with their Soldiers. It has to start with leadership if you want your program to be successful.

The ML is a key point of contact to keep accurate information flow. The Soldiers should be consistently asked if they need to update their Privacy Acts so the FRG has correct information. Each new Soldier that enters the unit should complete a PAS before the end of their first drill to ensure his Family is welcomed immediately. Our CDR and 1SG also make the FRG board an important part of their training schedules every month. Ideas for future events are discussed to see how they fit into the training schedules. The FRG can be extremely effective when they are treated as an important part of the leadership team.

Many people think that FRGs are only needed during deployments, but the idea is that our Families need to always be “ready” for a deployment, just as our Soldiers should be. Whether it is a deployment or a drill weekend, its imperative that Family members know who they can call if they have questions. Newsletters are a great source of communication for future events and any offers that are available to Soldiers or their Families. Our FRG currently does a newsletter just about every month because we offer monthly events and find it works better for our Families. Even just a broadcast e-mail or phone message, the Family members will appreciate the consistent communication. This will also help to build confidence in the FRG board as well as keep the Families readily informed.

Another essential part of a successful program would be maintaining morale, not just the Soldiers’ morale, but the Family members as well. Our FRG really came together when we started a program called “Operation Mail Bag”. The idea was to ensure that every Soldier had mail all on the same day during Annual Training 2003. We collected mail from all of the Soldiers’ Families at one board member’s home. Then the mail was separated into larger envelopes with the Soldiers’ name on it. The 1SG was the only one that knew this project was underway and halfway through Annual Training, on a day that everyone was feeling low; the 1SG announced our special mail call. Every Soldier received a mailbag full of letters, candy, and other special things from home. Those Soldiers whose Family members did not participate received mail from more active Family members. We wanted to ensure that every Soldier got mail that year. We maintained this program throughout our deployment and came up with a variety of themes to keep it entertaining. The Family members had fun coming up with crazy things to send and the Soldiers enjoyed receiving the wild care packages. Ideas like “Operation Mail Bag” help to keep the morale high on both sides whether your unit is deployed or away at regular training.

Offering a variety of events also helps build strong relationships for the Soldiers and Families. Christmas, Halloween or Easter are all great opportunities for everyone to get together and start building friendships. Try other fun activities outside of those holiday traditions such as an afternoon bowling event, baseball game, craft night, etc. It gives the Families something to do while their Soldier is away, and gives the Soldier comfort to know that his Family is having fun with fellow Soldiers’ Families, these friendships will be crucial if a Soldier has to leave.

If your unit is called for deployment, the CDR needs to keep the lines of communication open by calling into your FRG monthly meetings. This helps build trust with the Family members, diminishes all of the rumors and will keep people coming to the meetings. It was a tremendous help that our CDR always ended each call with an opportunity for Family members to ask questions. Honest answers were given and follow up was always done through the FRG board if an answer was not known immediately. Constant communication is a vital part to the success and peace of mind of the Soldiers and their Families. If you provide accurate information, constant support all the way up the chain, consistent communication and an enjoyable atmosphere, you will always reap the reward of having a winning program. The Family Readiness Program is ultimately a command driven program, but it has to have all of these essential elements to be successful. Good luck and have fun!”

Lynette Bowen, FRG CO Leader, CO C 1-107th

14.0 References

References

1. AGOR 600-12 Ohio Family Readiness Regulation
2. AGOR 600-8-22 Covers FRG Awards and Submissions
3. AR 600-20, *Army Command Policy*, Management of Family Readiness Groups, 2002.
4. Operation READY, curriculum of Family readiness training materials developed by Texas Cooperative Extension, The Texas A&M University System, under contract to U.S. Army Community and Family Service Center, Washington, D.C., 1994, 2002. This curriculum includes the following training modules and reference materials:

Army FRG Leaders' Handbook

The New Army Family Readiness Handbook

The Army Leaders' Desk Reference for Soldier/Family Readiness (new)

The Soldier/Family Deployment Survival Handbook (new)

15.0 Appendixes

FAMILY READINESS ANNUAL REPORT

SECTION I

Unit _____ Battalion/Base _____ Date _____

Commander's Name _____

Military Liaison Rank, Name, Address, Phone Number and Email address _____

FRG Leadership Team Contact Information:

FRG Leader Name:	Address:	Phone Number:	Email Address:
Assistant FRG Leader Name:	Address:	Phone Number:	Email Address:
FRG Secretary Name:	Address:	Phone Number:	Email Address:
FRG Treasurer Name:	Address:	Phone Number:	Email Address:

Estimate Volunteer Hours during FY (Please include as "other" non-statutory volunteer hours; which supports FRG

EXAMPLE: FGR Leader Mrs. Mary Smith	Hours: 125 hours	40 hours-Plan and execute meetings 60 hours- Outreach calls, newsletters 10 hours- Holiday Party 10 hours- Summer Picnic 5 hours- AT send off/Welcome Home

SECTION II

Date of last Family Readiness Briefing _____

Number of assigned unit members' _____

Number of Family members active in the FRG _____

Number of unit members that require a Family Care Plan _____

Number of newsletters sent through out the year times PAS Key POC

_____ Newsletters x _____ POC = _____ total newsletters sent

Upcoming FRG Events (Description, date, time)

Brigade FRSA: _____

SECTION III

1. What is the current balance of your Family Readiness Program fund \$ _____ as of _____ (date)
2. How much money did you take in during FY _____? _____ (\$5,000 limit)
3. Did you, the Unit Commander, review all expenditures to ensure they supported the Family Readiness Program?
_____ Yes _____ No
4. Did you, the Unit Commander, reconcile all income and expenditures to ensure that all balances were accurate and funds were properly accounted for? _____ Yes _____ No
5. If you found discrepancies, did you document and take corrective action, if necessary? _____ Yes _____ No _____ NA
6. Do you have any current discrepancies, losses, or concerns to report? _____ Yes. _____ No
Explain. _____
7. Did your next higher headquarters review your findings in Item 4, and validate by signing below, as required?
_____ Yes _____ No

Next High Headquarters' Signature

Date

SECTION IV

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

Please indicate if the FRG sponsors:

- | | |
|--|--|
| _____ Manual/Auto Call Telephone Tree | _____ Sponsorship for new Family members |
| _____ Annual Family Readiness Briefing | _____ AT Send off/ Welcome Home |
| _____ FRG Camaraderie Event | _____ Internal Fund Raisers |
| _____ Newsletter | _____ E-MAIL Communication |
| _____ Deployment Send-off/Welcome Home | _____ vFRG WEB Page |
| _____ Family Days | _____ Attend Family Readiness Conference |
| _____ Benefit Briefing | _____ Unit Open House |
| _____ Advertising and Awareness of the FRG | _____ Recruit new Family members |

SECTION V

IG CHECKLIST: DO YOU HAVE THE FOLLOWING ON FILE?

_____ NGR 600-12

_____ AGOR 600-12 (Ohio National Guard Family Readiness Program, Dec03).

_____ The unit has kept a copy of the Duty Appointment memorandums for the assigned FR Military Liaison, Family Readiness Group Leader, AFRGL, Secretary and Treasurer (AGOR 600-12, para 6i (4).)

_____ Copy of Annual Report (AGOR 600-12, para 6e (1i)).

_____ Ohio Army National Guard Quick Desk Reference (QDR), APR 2008

_____ The unit keeps Family Data Sheets (FDS) of unit personnel on file at the unit (AGOR 600-12-1-R

_____ Copy of manual family phone tree rosters

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

SECTION VI

Has the commander authorized and/or approved a PO to operate or be affiliated with the unit?

PO Name _____ POC/Phone number _____

Date Approved _____

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

Unit Commander Signature

FRGL Signature

Snapshot of FRG Sponsorship Roles and Responsibilities

FRG Sponsorship Program			
Task	Commander	Family Readiness Military Liaison	FRG Leader
Welcome the Family and their Service Member	X	X	X
Assign a sponsor			X
Introduce to CDR, FAC, Readiness NCO, Family Readiness Military Liaison (FRML), Regional Representative			X
Tour of facility	X	X	X
Orientation briefing	X	X	X
Provided history and mission of unit/squadron/Ohio National Guard	X	X	
Drill and Annual Training Schedules		X	X
Mobilization Overview	X	X	
Complete the FRG contact information sheet and questionnaire			X
Complete annual personnel update, audit & survey (add any new skill sets)			X

Appendix 3 FRG Sponsorship Checklist

FRG Sponsorship Checklist New FRG Member: FRG Sponsor:	
Task	Date Completed
1. Service Member signs Family Data Sheet (FDS) during Red Phase of RSP. PAS is forwarded to FRSA. FRSA forwards on to FRGL with form letter explaining follow on requirements. FRSA will assist FRGL with sponsorship as needed.	
2. Welcome Family member with a personal phone call once FDS is received from FRSA. (During Red phase of RSP and while Soldier is at basic and advanced training).	
3. FRSA provide Welcome Packet (Letter from FRSA, Regional FAC Contact info, Unit maps, Newsletters, Phone rosters, POC for core members)	
4. FRG assign a sponsor to new Family	
5. Invite the Family to light breakfast at armory to introduce CDR, Readiness NCO, Family Readiness Military Liaison (FRML), Regional Representative and regional FAC 6a. Tour of facility 6b. FRG Orientation briefing 6c. Mobilization Overview	
6. Complete the FRG time and talent sheet and return to FRGL.	

Appendix 4 Family Sponsorship Tracker

Microsoft Excel - Family Sponsorship Tracker 8.22.08.xlsm

File Edit View Insert Format Tools Data Approval Window Help

Type a question for help

100%

Reply with Changes... End Review...

Arial 14 B I U

FEEDBACK

	A	B	C	D	E	F	G	H	I
1	FAMILY SPONSORSHIP TRACKER								
2				FRSA	FRGL				
3	SOLDIER	FAMILY MEMBER	UNIT	PACKET MAILED	DATE PHONE CALL MADE	PKT REC'D Y/N	SPONSOR	FIRST DRILL W/ UNIT	FEEDBACK
4	John Smith	Mary Smith	123.YYZ						
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18	** Family introduction at social event/FRG meeting with Soldier at first drill								

2:174th 1:145 BDE

Family Readiness Group Information, Time and Talent Sheet

New member name: _____

Street Address: _____

City, State, Zip: _____

E-Mail Address: _____

Home Phone: _____ Work Phone: _____

Mobile Phone: _____ other contact #: _____

Guard member name: _____

Relationship: _____

Children (Names) _____ Ages: _____ Gender: _____

Availability:

Specific skills: (Examples might include: Leading, managing, administration, organizing, computers, information technology, foreign languages, facilitating, working with children, baby sitting, cooking, event planning, writing, charting, calligraphy, graphing, proof-reading, telephone, oral presentations/public speaking, budgeting, handling money, project management, contracting, transportation; organizing – dinners or banquets; fundraising, crafts, carpentry, home improvement, and many others not mentioned.)

My specific skills or things I like to do:

Other hobbies/interests:

What can the Family Readiness Group do to help you?

Commanders Unit FRG Binder Check List

- Duty Appointments
 - A. Family Readiness Military Liaison
 - B. Family Readiness Group Leader
 - C. Family Readiness Group Assistant Leader
 - D. Family Readiness Group Treasurer
 - E. Family Readiness Group Secretary
 - F. Council Map of State with Regional Rep. Name

- AGO Regulation 600-12 (Army) Ohio National Guard Family Readiness Program

- Ohio Army National Guard Quick Desk Reference (QDR)

- U.S. Army FRG Leader's Handbook, Operation READY (2006)

- NGR 600-12 National Guard Family Programs Regulation

- AGOR 600-23 Family Care Counseling and Plans Regulation

- Samples of Privacy Act/Volunteer Agreement

- Unit Telephone Tree – Manual and Automated

- DEERS/RAPIDS Information.

- Family Care Plans Information (as necessary)

- Mission Readiness Booklet

- Signed Unit Family Data Sheets (FDS) (FOUO- can be in separate binder)

- Additional Information
 - Annual Report
 - Newsletters
 - Conference Information

INFORMATION PAPER

AGOH-J1-FR
14 March 2008

SUBJECT: Brigade Family Readiness Support Assistants (FRSA)

1. Purpose. FRSA's work as *part of the State Family Program team* to provide the Brigade Commander a family readiness program assistant to coordinate/mentor various aspects of the Command's Family Readiness program and provide quality assurance throughout the entire MSC. The primary focus of support will be to Unit Commanders at all levels, Family Readiness Military Liaison and Family Readiness Group Leader Teams within the brigade.

2. Facts. The State Family Program office will place an FRSA within each Brigade to support and assist the Family Readiness program. The FRSA will assist with the administration side of the Family Readiness program to insure that all regulations, policies and guidelines are followed at each level. The FRSA duty station will be located at the Brigade Headquarters unless an alternate location is agreed upon with the brigade commander and Family program director.

3. Responsibilities: FRSAs will focus on the administration and training side of running a Family Readiness program. This is in contrast to the Family Assistance Center (FAC) coordinators who are based regionally in Ohio and provide resources and specific FRG support during a deployment. The FRSA responsibilities include but are not limited to the following:

- Mentor and provide administrative assistance to Commanders, ML and FRG Leader Teams on Family program regulations and policies
- Track and report all changes and updates to the FR Measures of Effectiveness (MOE): Trained Cdr, FRML, FRGL and completed phone tree
- Insure and assist updating Manual/Automated Phone Trees generated from Family Data Sheet(FDS).
- Unit FRG recruitment - assist unit commanders when there are vacancies within the FRG or when FRG Leader teams are stepping down
- Family Sponsorship at the unit level – assist / guide FRGL with contacting new Families. This should be delegated to the unit FRG, however, FRSA can also make these contacts as necessary. FRSA may develop a brigade-wide Family sponsorship template
- As part of the State Family Program, support FR training requirements
- Support and track unit FR Annual Mobilization Briefings
- Support commander in establishing and conducting BN Steering Committees during both Steady State and Deployment.
- Understanding of the Deployment Cycle and be able to assist in all areas of this process.
- Understand the roles and responsibilities of other FR support programs and be a conduit to these programs.

4. Further Guidance. If you need further guidance or information on the FRSAs, please contact the State Family Readiness Assistant, Diana Whatmough at 1-614-336-6077, 1-330-523-0055, by email at diana.whatmough@us.army.mil or the undersigned.

Approved by: LTC Robert Bramlish
State Family Program Director
614-336-7352

INFORMATION PAPER

AGOH-J1-FR
25 September 2008

**SUBJECT: Ohio National Guard Family Data Sheet (FDS)
Information Release/Family Readiness Checklist**

- 1. Purpose.** The general purpose of completing the FDS:
 - a. Continuous Family Readiness information flow to ensure ready families and Service Members.
 - b. Generate the roster and phone tree for the unit Family Readiness Group (FRG).

- 2. Facts.** The FDS is a formal document permitting the FRG to communicate with Service Members' families or key adults. It *does not* allow those named on the FDS to change a Service Member's legal documents, etc. It is the responsibility of the unit Commander to make sure that every Service Member in the unit has an updated and signed FDS. Key adults listed on a Service Member's signed FDS are automatically included in the unit FRG. It is mandatory for the Service Member to either accept or decline the FDS. Only the first key adult on the FDS will be added to the FRG phone tree. FDSs for steady state units should be updated annually and can be done at the unit family day event. A copy of the FDS will be maintained with the Family Readiness Group Leader (FRGL) and the unit. When a unit is deployed, the Family Readiness Office will maintain an automated database of the FDS generated at SRPs.

- 3. Instructions.** All Service Members must use the FDS to indicate whether he/she would like the Family Readiness Office to include his/her family members in Family Readiness programs. If the Service Member does not agree to release contact information for key family members, the Family Readiness Office welcome the opportunity to provide support to Service Member families whenever possible but cannot include them in distribution lists for the Family Readiness Newsletters and other events coordinated by the Family Readiness Office.

- 4. Completing the FDS.** The Service Member must first accept or decline the release of his/her key contact information to the Family Readiness Program. Then the Service Member is asked to fill out three sections.
 - a. Section I - consists of the Service Member's unit information and also gives the Service Member the opportunity to recertify the information contained therein at later reviews.
 - b. Section II - consists of Family/Key Adult Contact information. The Service Member has the option to provide a primary contact and a backup contact. When mailings are sent out or auto calls made, only the primary contact will be used. The primary contact will have the responsibility to push the information to the remaining family members listed on the FDS.
 - c. Section III - provides an opportunity for the Service Member to plan for and submit a "Safe Haven Address" to the unit and Family Readiness Group. This Safe Haven Address is used in the event that a state emergency forces you and your family to relocate.

Appendix 8 Info. Family Data Sheet Information Paper

5. Once each year, the Service Member must review the information to include the address and phone number of the key adult family members ensuring information is still correct. Once complete, he/she must initial and date Section I, line a. Information can be recertified up to 4 times using the additional lines provided.

6. Service Member Families participating actively in a unit FRG will result in greater Service Member and Family satisfaction throughout a Service Member's career.

Approved by: LTC Robert Bramlish
Director of Family Readiness
614-336-7352

Ohio National Guard

Information Release/Family Readiness Preference (FOUO)

FAMILY DATA SHEET / 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**. Section II should be completed if you mark accept as indicated below.*

----- I ACCEPT THE TERMS REGARDING THE RELEASE OF INFORMATION TO INDIVUALS SPECIFIED IN SECTION II BELOW.

----- I DECLINE TO RELEASE MY ADDRESS, PHONE NUMBER, DUTY LOCATION, AND OTHER PERTINENT INFORMATION TO MY UNIT'S FAMILY READINESS GROUP, THE RED CROSS AND LIKE ORGANIZATIONS, AND WANT NOBODY TO PARTICIPATE IN THE FAMILY READINESS GROUP.

Service Member's Signature _____ Date _____

Printed Service Member's Name _____

Address _____ Phone _____ Email _____

PRINT LEGIBLY

SECTION I – UNIT INFORMATION/RECERTIFICATION – form should be reviewed and initialed annually

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

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

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

SECTION II – FAMILY/OTHER INFORMATION

I 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 [] Cross Leveled from another unit? _____ UNIT

Appendix 10 Volunteer Agreement

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			
<p>10. CERTIFICATION</p> <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			
<p>12. CERTIFICATION</p> <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>(2,057 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>

Appendix 11 Youth Parental Permission

PARENTAL PERMISSION For use of this form, see AR 608-1; the proponent agency is OACSIM.	
SECTION I	
I, _____ <input type="checkbox"/> parent <input type="checkbox"/> guardian, give my permission for _____ <i>(name of child)</i> , to volunteer at _____ <i>(name of agency/activity)</i> on _____ <i>(installation)</i> on _____ <i>(date or day of week)</i> from _____ <i>(time)</i> . I understand that my child will be performing the following volunteer services. _____ _____ _____ <i>(Description of volunteer service performed)</i>	
SECTION II - FOR APPROPRIATED FUND ORGANIZATIONS	
I understand _____ <i>(name of child)</i> will be performing as a volunteer and he or she is not, because of these services, an employee of the United States Government or any instrumentality thereof <i>(except for certain purposes relating to criminal conflicts of interest, the Privacy Act, tort claims and workman's compensation coverage concerning incidents occurring during the performance of approved volunteer service as specified in 10 USC Section 1588(d)(1))</i> and shall receive no present or future salary, wages, or related benefits as payment for these volunteer services.	
TYPED/PRINTED NAME OF PARENT OR GUARDIAN	
SIGNATURE OF PARENT/GUARDIAN	DATE (YYYYMMDD)
SECTION III - FOR NON-APPROPRIATED FUND ORGANIZATIONS	
I understand _____ <i>(name of child)</i> will be performing services as a volunteer and he or she is not, because of these services, an employee of the United States Government or any instrumentality thereof <i>(except for certain purposes relating to tort claims and workman's compensation coverage concerning incidents occurring during the performance of approved volunteer service as specified in 10 USC Section 1588(d)(2))</i> and shall receive no present or future salary, wages, or related benefits as payment for these volunteer services.	
TYPED/PRINTED NAME OF PARENT OR GUARDIAN	
SIGNATURE OF PARENT/GUARDIAN	DATE (YYYYMMDD)

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

AGOH-J1-FR

5 October 2006

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 (11 AUG 2003) and ANG Supplement to AFI 34-223 (28 MAR 2005); 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. FRGs funds are informal funds. The FRG annual income cap is \$5,000.00. (Army) and according to Air Force Instruction (AFI34-223) may not exceed a monthly average of \$1,000.00 (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 supplements1 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.

GREGORY L. WAYT
Major General
The Adjutant General

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

AGOH-J1-FR

5 October 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Family Readiness Fund Raising Frequently Asked Questions (FAQ)

1. The following questions are discussed to provide answers to frequently asked questions surrounding fundraising and Family Readiness Groups (FRG), or to provide some "best practices." **Questions are in bold print.**
2. **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, 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.
3. **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.
4. **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.
5. **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.
6. **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.
7. **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.

8. **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.

9. **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 events intended audience is the general public, FRGs may fundraise.

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

11. **Can One Call Now (automatic phone tree) be funded by the National Guard?** FRGs are authorized OMA 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).

12. **Is all this new information on FRGs, Fundraising and PO in the current AGOR 600-12 (Army) and 211-1 (Air)?** NO, but this regulation will be updated in the next few months to reflect this new guidance. On the Army side, the new February 2009 QDR has current guidance, Family Data Sheet Form, Policy Letters and Annual Report. This info is also hanging on the State FR Website. On the Air side, the PO policy letter, this FAQ serve as the current update to guidance.

13. Questions concerning this memorandum should be directed to the undersigned at 614.336.7352.

ROBERT C. BRAMLISH
LTC, EN, OHARNG
State Family Programs Director

DISTRIBUTION:
A, D

Appendix 14 PO Request

SAMPLE ARMY NATIONAL GUARD PO REQUEST (on ONG property)

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

April 9, 2006

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 Soldiers 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,

Diane Smith

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 2006

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.

I look forward to working with the Friends of the Joint Force Headquarters. You may contact me at (614) 123-4567 if you have any questions.

Yours Very Sincerely and Respectfully,
George C. Marshall,
COMMANDING

INFORMATION PAPER

**AGOH-J1-FR
24 March 2008**

SUBJECT: FRG Automatic Phone Tree Ohio Army National Guard

1. Purpose. To explain general purposes of automatic phone trees and rules of use.

2. Facts. All unit Family Readiness Groups (FRGs) are required to have a manual phone tree with participants derived from service member Family Data Sheet (FDS). The FR office is additionally funding automated phone trees. Currently this service is provided by the vendor SchoolMessenger. Phone trees are a mechanism to disseminate information to Soldier families as part of the Family Readiness Program (Air National Guard units may also be using this service). 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, and FDSsing information to families in case of State Active Duty mobilization – especially a no notice mission such as our experience during Hurricane Katrina recovery. 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 FDSs bad news such as a wounded or injured Soldier.**

3. Maximum number of Key Adults on unit FRG phone tree will be based on unit strength; however, each Soldier is limited to one (1) Key Adult for purposes of the automated call program.

- a. Situation: Automated Phone Tree System – SchoolMessenger
- b. Step One: All Army National Guard units that submitted a phone tree to the FR office through our Family Assistance Centers (FAC) have been loaded into the FRG Automatic Phone Tree system. Updates or changes to phone trees will be done by sending changes to the brigade FRSA. FRGLs will no longer be able to add or delete from these automated phone trees.
- c. Step Two: How to begin use. FRGLs should contact their FRSA to obtain the web username and FDSsword, telephone User ID and telephone PIN and sign up to participate in an optional thirty (30) minute training session with SchoolMessenger.
- d. Step Three: **Sending a Message. Remote Telephone Access.** Users will utilize SchoolMessenger primarily by sending telephone messages remotely (i.e. without logging online). Please follow these steps to successfully complete a message over the phone:

1. Dial: 1-866-816-2036.
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.
3. Enter your PIN code and press pound (#).
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.
9. You will be given an option for each list currently saved on your account. Just press the number of the list you want to use.
10. Select the number that corresponds with the type of job you are sending.
11. Select the number of days that you want to allow for your message.
12. To select your default call time setting, 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.

If you submit your message and find that there was an error, you can cancel the job using the web interface.

- e. Users may also utilize SchoolMessenger through the Website located at:

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

Using assigned username and FDSsword, users will be able to access SchoolMessenger online and send phone messages to respective units. FRGL's will only have access to contact rosters for their particular unit(s).

1. Upon arriving at the SchoolMessenger website, users will need to **build a list** of individuals that will receive the message.
 - a. To do this, click on the Notifications tab and within the Notifications tab, on the Lists tab. Then click "Create New List." Provide a name and description of this list. Then under "Rules," choose the list content (i.e. which units are to be contacted).
2. Next, **create the message** that should be sent to the individuals on the list that has just been created. To do this, click on the Messages tab within the Notifications tab.
 - a. Users may choose to have SchoolMessenger phone them to record the message. Users choosing this option will be

provided with a popup requesting a phone number to call you as well as a name for the message.

- b. Another option is to “Create Advanced Message.” Click on the Create Advanced Message tab, enter a name for the message, give it a short description and then type what the message should say. Finally, click save and move on to the Jobs tab within the Notifications tab.
3. Once at the Jobs tab, users should first click “**create new job**,” then click “Phone.”
 - a. Then fill in the following information or provide it via drop-down lists: Job name, description, type, List (which refers to the individuals that you wish to receive the message, Start Date, number of days to run, delivery window, and whether you want an emailed report when the job completes.
 - b. Once this information has been filled in, choose which message should be delivered (if you have multiple messages saved). Also, choose the number you wish to show up when the call is made and finally, the number of times the call should be attempted. Additional features that should be checked include: Skip duplicate phone numbers and allow call recipients to leave a message (only if you wish to permit this option). If you wish to let recipients leave a response, you must say in the message to press “0” (zero) at the end of the message and the leave message option must be clicked to on.
4. Finally, click “Proceed to Confirmation.” Then “**Submit Job**” or “Save for Later” if you wish to send it at a later time.

4. Training and Technical Assistance. You are invited to participate in a thirty minute training session with a SchoolMessenger representative by calling and scheduling with your FRSA. The toll free number for SchoolMessenger tech support is: 1-800-920-3897 or you may email: jscholfield@schoolmessenger.com. You may also call 1LT Aaron Testa at 614-336-7152 for any questions or contacting your FRSA. If you do not know who your FRSA is, call 1LT Aaron Testa at 614-336-7152. The SchoolMessenger Website, which offers further technical assistance, is <http://www.schoolmessenger.com/support.html>.

Approved by: LTC Robert Bramlish
State Family Program Director
614-336-7352

OHARNG COMMANDERS CHECKLIST
Private Organizations (PO) on ONG property

_____Date

Commanders Checklist. This checklist is used annually to ensure compliance with regulatory guidance according to AR 210-22. Commanders will maintain a current file for the PO containing documents referred to in this checklist. This checklist will be reviewed and signed by the commander and PO designee every two years

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? a. Requirement waived for federal property by State USPFO b. Requirement waived for state property by State Quartermaster	Waived Waived	
3. Does the PO have a written charter, articles of agreement, constitution, bylaws, or other authorization documentation acceptable to the unit commander? If no, the PO must produce the mentioned documentation and submit them to the commander. (example, figure 2-1 of AR 210-22)		
4. Does the PO have any other documentation that states 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)		
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. Reporting 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. d. Names, addresses, and phone numbers of officers.		
16. Has the annual review/audit of PO been conducted and documented? (Annual review/audit due by 1 February) If no, this must be done by 1 Feb.		
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

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.

You are an integral link in your chain of concern. When official information needs to be put out, you are the person we count on to get the news out quickly and accurately. 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. Do what you can to help, but never neglect your own family because you feel obligated or guilty. The Army provides help agencies. Your responsibility is to refer people to these agencies when help is needed.

We hope this notebook 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.

Thanks again!

Guidelines

DO

- Be pleasant when you call.
- Be sure to introduce yourself.
- Write down the message (unless you receive an email from the FRGL) you have before you call so it will be concise and clear.
- Have your Communication Log nearby when you call.
- Verify phone number and address occasionally to ensure FRG roster is correct. (Phone roster generated from the Family Data Sheet){FDS}
- Try to answer questions as best you can; if you cannot, find a source that can answer the question and call back with the information.
- Some messages that you will be asked to deliver will not allow for questions – you need to politely explain that you have no additional information and any questions must go to the FR Family Readiness Military Liaison.
- Keep trying to call if unsuccessful on the first attempt.
- Specify what hours are reasonable for accepting and making phone calls.
- Call your FRG leader when you have completed your calls.
- Keep your FRG leader informed of disconnected or unanswered 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.

POSITION TERM

- Length of Deployment or two years Steady State

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. Safeguard 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.



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 FDSsed 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 FDSs 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!”

Types of Calls and How to Deal with Them

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 FAC 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.”

Top Ten Phone Reminders

1. LOG YOUR CALLS.

Name, date, time, reason for call

2. INTRODUCTION

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

Be cheerful and enthusiastic.

Ask, "Is this a good time to call?"

3. 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.

4. MESSAGE

Ask if they have a pen and paper ready.

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

5. LISTEN

Really listen to concerns and questions.

Be sensitive to background noises.

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

6. QUESTIONS

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

7. COMMITMENT/CONSISTENCY

Return your calls.

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

Contact your FRG leader after every phone tree message.

8. OBJECTIVITY

Stick to the facts.

You are helping the family member; focus on that.

STOP RUMORS IMMEDIATELY. NO GOSSIPING ALLOWED!

9. REFERRALS

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

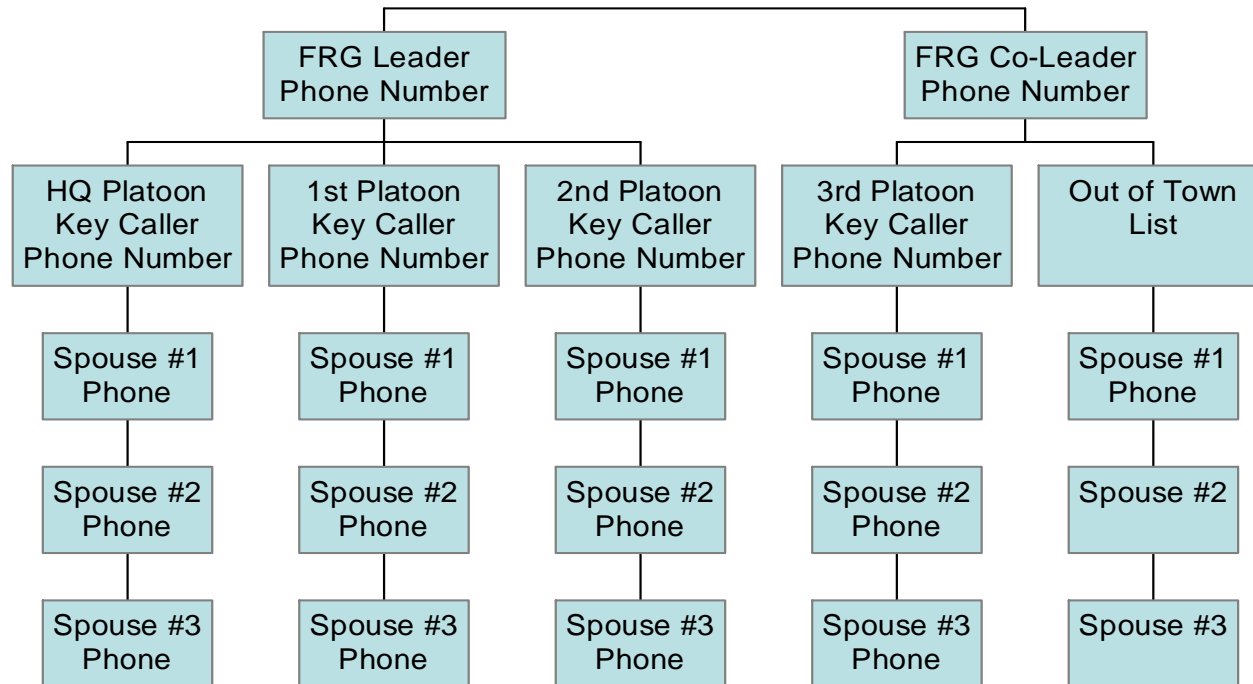
Let the available agencies do their job.

10. SAYING GOODBYE

Be polite, tactful, and diplomatic.

Summarize any decisions made or commitments to call back. Write them down.

Family Readiness Chain of Concern *(Sample Only)*



This document is for official government use only. At no time should this information be given to persons Not on this roster. Updated 1/30/04

RD POC
Phone Number

For emergency use only
BN FRG Leaders
Phone Numbers

UNIT INFORMATION



FRG LEADER PHONE NUMBER _____

EMAIL: _____



COMMANDER PHONE NUMBER _____

EMAIL: _____

REAR DETACHMENT PHONE NUMBER _____

EMAIL: _____



CHAPLAIN PHONE NUMBER _____

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): _____

Birthday: _____ Anniversary: _____

Children:

<u>Name</u>	<u>Age</u>	<u>Birthday</u>	<u>Comments</u>
-------------	------------	-----------------	-----------------

Pets:

Contact NAME:

Home Phone #:

Work Phone #:

Cell Phone #:

OTHER:

Email:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:

Day: _____ **Date:** _____ **Time:** _____



_____ **FRG meeting reminder**
_____ **Greeting/introduction**

_____ **Fundraiser/event reminder**
_____ **Other**

NOTES:

Day: _____ **Date:** _____ **Time:** _____



_____ **FRG meeting reminder**
_____ **Greeting/introduction**

_____ **Fundraiser/event reminder**
_____ **Other**

NOTES:

Day: _____ **Date:** _____ **Time:** _____



_____ **FRG meeting reminder**
_____ **Greeting/introduction**

_____ **Fundraiser/event reminder**
_____ **Other**

NOTES:

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? _____

Nature of Illness: _____

Prognosis: _____ Red Cross notified? YES NO

Immediate needs: _____

DEATH

Who died (relationship) _____

Where did death occur _____

Cause of death: _____

Date of death: _____ Red Cross notified? YES NO

Funeral arrangements (date, time, location): _____

Immediate needs: _____

Family Programs makes for *Self-Sufficient Families!*

