
Handout 1 – Notes Outline

Course Description

What can you have in a binder at hand to help you in your role as the Family Readiness Leader/Chairperson? We'll give you ideas of what to keep at hand like your FRG mission and goals and copies of the letters designating your group as "sanctioned". We can give you templates for your meeting minutes and newsletters. We'll let you know what fund raising information you should have available. We'll give you ideas what information you should be keeping for your volunteers.

Objectives

Upon completion of this class the attendees will be able to:

- Organize Family Program materials to meet the suggestions outlined in the course
- List materials needed to complete the Chairperson's Binder
- Identify sources for additional materials to resource the Chairperson's Binder

Binder Composition

Handouts, notes and support material accumulated by FRG Leaders will be used to create a binder composed of specific topic sections.

A. Communities

1. Unit
2. Region
3. State/Territory
4. National

B. Volunteer Management

- Volunteer History
- Continuity
- Privacy Act of 1974

C. Training

D. Resources

1. Regulations
2. General Resources
3. Documentation
4. Communication
 - Meeting Minutes
 - Newsletters
 - Chain of Concern Intake Call Form
 - Call Log Form

5. Fundraising

E. Miscellaneous Notes

CHECKLIST

Unit

Region

- Mission Statement
- Goals
- Charter
- Commander's Letter of Recognition
- Memorandum of Appointment
- Membership Roster
- Chain of Concern
- Chain of Command
- Committees
- Training/Activity Schedule
- FAC Roster
- Resource List
- Community Resources
- SOPs/Inspection Items

Notes:

- Membership Roster
- Chain of Concern
- Chain of Command
- Committees
- Training/Activity Schedule
- FAC Roster
- Resource List
- Community Resources
- SOPs

Notes:

State/Territory

National

- Mission Statement
- Goals
- Chain of Command
- Chain of Concern
- Committees
- Training/Activity Schedule
- Membership Roster
- FAC Roster
- Resource List
- Community Resources
- SOPs

Notes:

- Mission Statement
- Vision Statement
- Chain of Command
- Training/Activity Schedule
- Program Specialist Contact Information
- Resources
- Special Offers
- SOPs

Notes:

“National Guard Family Program”

Vision and Mission

Family is critical to readiness and retention. The National Guard provides assistance to all military families, regardless of branch or component, who find themselves beyond the support capability of active duty military facilities or their home units.

Our Vision

An enhanced quality of life for National Guard members, their families, and the communities in which they live.

Our Mission

To establish and facilitate ongoing communication, involvement, support, and recognition between National Guard families and the National Guard in a partnership that promotes the best in both.

Chain of Command

The National Guard Family Program's 54 Joint Headquarters Offices and 88 Wing Program Offices provide on-the-ground family readiness support to commanders, soldiers, airmen, and their families. Each of the 54 Joint Headquarters Offices (one for each state and territory) has a full-time, federally funded State Family Program Director (SFPD).

The 88 Wing Program Offices are each headed by a Wing Family Program Coordinator (WFPC). WFPCs provide family readiness support specific to members of the Air National Guard.

SFPDs

SFPDs serve as the National Guard's communications link with families. They assemble information on National Guard benefits, entitlements, events, missions, roles, and functions and provide it to family members within the state. In addition, family members can call them with questions and problems. This interaction encourages partnership between the National Guard and its families and promotes the best in both.

The SFPD coordinates family assistance for any Army or Air National Guard deployment. Regardless of location, environment, or time of day, SFPDs are responsible for ensuring that commanders, their troops, and their family members, including single Guardsmen, are prepared for deployment and for the unit's return from deployment.

The State Family Program Office is a one- or two-employee office located at the State Joint Force Headquarters. It is responsible for all Army and Air National Guard families within the state.

WFPCs

Each Wing Program Office has a full-time WFPC. The WFPC develops the Wing's Family Readiness and Support Program. WFPCs serve as the Wing commander's source for programs that help enhance the readiness of both Guard members and their families. They contribute to the overall morale and welfare of the Wing by establishing pre- and post-mobilization, family assistance, and family support requirements.

WFPCs are normally located at the Wing Program Offices.

Family Assistance Centers (FACs)

The National Guard establishes Family Assistance Centers (FACs) in times of contingency call-up, mobilization, or large-scale deployment. They are there to provide support and assistance to service members and their families (both within and outside of the National Guard). Thousands of Guard members have been called to active duty for extended periods of time, and FACs make it easier for them and their families to access needed services and support.

FAC Essential Services

The FAC provides the following essential services:

- ID cards and DEERS enrollment
- TRICARE Medical Health Insurance Enrollment
- Financial services
- Legal services
- Information and referral
- Family Readiness Groups (FRGs)

FACs also provide handbooks and facilitate discussion groups and peer support groups to assist family members in dealing not only with their emotions but also with the day-to-day responsibilities they must now assume when their Guard member loved one is away.

FAC Mission

Although they are a National Guard responsibility, FACs are open to members of all armed services. Under normal conditions, National Guard and other military families are supported by the Family Program and FRGs. However, in times of war, natural disasters, mass casualties, or other situations requiring activation, FACs are established to ensure that Guard families are prepared and supported. The Unit Rear Detachment Representative is often called upon to help. Working together, the Family Program, FRG, FAC, and Unit Rear Detachment Representative allow Guard members to focus on the success of their mission knowing that their loved ones' needs are being met at home.

FAC Operations and Staff

FACs are staffed by people from within the military community. The paid and contract staff are assisted by volunteers, who are mainly family members and military retirees

who want to support the FAC during a mobilization. FACs open and close as needed when units are deployed or return home.

FAC Operations and Staff

FACs can be located in National Guard armories, in Army Community Service (ACS) Centers on Army bases, or in Family Readiness Centers on Air Force bases. Check with your State Family Program Director (SFPD) for the FAC nearest you or check online at www.guardfamily.org. Hours of operation vary, **so call to make sure the FAC is open before you make a long trip!**

Family Readiness Groups

A Family Readiness Group (FRG) is an organization made up of Guard members, civilians, and family member volunteers formed by the unit commander at the unit level. The purpose of the FRG is to allow Guard members and their families to offer one another mutual social and emotional support, outreach services, and information. The FRG is made up of Guard members who belong to the unit, people who have a significant relationship with a Guard member in the unit, and people "adopted" by the FRG. Anyone who has an interest in the unit, whether an employer, retiree, parent, aunt, uncle, grandparent, brother, sister, cousin, or significant other, is encouraged to participate in the FRG. FRGs welcome both those who need its services and those who are willing to help the FRG meet its goals. The collection of people in the FRG make up the unit's "family." FRG volunteers are trained under the direction of the State Family Program Director.

FRG Location

FRGs are located close to local units. FRGs meet at Family Assistance Centers (FACs), which are located in National Guard Armories, Family Readiness Centers, or other facilities; in homes of members; or at other locations convenient to members. For the location of your FRG, contact the senior military person where you or your service member drills.

What Kinds of Help Does the FRG Offer?

FRGs help Guard families locate important information. They're also a great place to make friends — friends who can provide emotional support and help with daily tasks. These are often the very things that Guard families need to cope successfully with all of the phases of Guard life. The FRG can provide information about mobilization and deployment, carpentry, plumbing, automotive repair, childcare, budgeting and financial planning, bookkeeping, taxes, teenagers, TRICARE, pay issues, elder care, and many other life issues.

The FRG is:

- An information conduit;
- A welcoming organization;
- A self-help and referral organization;
- A source of social support and group activities; and
- A unit family dedicated to achieving social and military goals.

The FRG is **not**:

- A babysitting service;
- A taxi service;
- A financial institution;
- A professional counseling agency; or
- Another military organization.

Members are welcome to participate as much as they would like to, or are able to. There are many projects to become involved in, each with an important purpose. These projects might involve improving communications, writing or distributing newsletters, providing hospitality, planning social functions, or organizing fundraising to support the FRG.

Army Community Service (ACS) Centers

Army Community Service (ACS) Centers are permanent facilities located on Army bases. They serve active-duty and retired military personnel and their families, **members of the National Guard and Reserve and their families when on active duty**, family members of military personnel missing in action, and surviving family members of military personnel who died while on active duty.

National Guard Eligibility

During periods of extended active duty, deployment, and mobilization, National Guard members and their families are eligible for the full range of ACS services. (At other times, they are eligible for many, but not all, of these services.) To obtain a full list of programs and services for which you may be eligible, check www.goacs.org for a listing of ACS Centers.

What Kinds of Help Does the ACS Center Offer?

The ACS Centers, in conjunction with the SFPD, provide:

- Essential services and assistance (including financial assistance, legal referrals, TRICARE assistance, ID cards, and DEERS enrollment) to family members, soldiers, and FRGs
- Training, Operation READY training materials, and information briefings for commanders, Rear Detachment Officers (RDOs), FRGs, family members, and soldiers (active and reserve)
- On request, predeployment and redeployment briefings and training for all assigned and attached units
- Stocking and distribution of family readiness pamphlets, directories, Operation READY videotapes and training modules, regulations, and family readiness leader manuals
- Courses and training programs, also through the Mob/Dep program
- Coordination with the Office of Staff Judge Advocate (OSJA) and garrison command to resolve legal and policy matters bearing on family readiness issues

- Mobilization, operation, and supervision of the Family Assistance Center on order

Air Force Family Support Centers (FSCs)

Every Air Force base has a Family Support Center (FSC). FSC services are available to all members of the National Guard and the members of their families. FSCs support readiness by helping families and single service members adapt to the demands of Air Force life. They also help commanders maintain service member and family health and welfare.

FSCs design, develop, and conduct quality of life programs depending on base and community needs and capabilities. The FSC is chartered as a primary prevention agency and functions to ensure resources required to support the entire base are available and accessible. FSC services are available to all Active Duty service members and their families, Guard and Reserve members and their families, and DoD civilians on overseas bases or where authorized by the Commander.

The goals of the FSC are to provide proactive, prevention-based services targeted to alleviate or minimize family stress. The emphasis is on family readiness, retention, and skill building.

FSC Locations

FSCs are located at every Air Force installation worldwide and remain in place at all times. They serve as primary sources of assistance for Family Assistance Centers (FACs) dealing with family separations and crisis situations. Find a FSC near you at www.taonline.com/tappages/taplist.asp?TAPType=Air%20Force.

FSC Staff

At the FSC you will find a director, a superintendent, a Readiness NCO, and a well-trained, committed staff of family professionals. The staff assesses the needs of families, collaborates with other agencies through the Community Action Information Board (CAIB) and Integrated Delivery System (IDS), and delivers activities and services to promote family resiliency and support mission readiness.

What Kinds of Services Does the FSC Offer?

The FSC is the focal point for personal and family readiness services, as well as family separation concerns. The FSC provides:

- Assistance and support to individuals, families, and leadership during mobilization and deployments, evacuations, local/national emergencies, and disaster response;
- Information, referral, and follow-up services to ensure appropriate assistance and resources;
- Family Life Education to strengthen skills, knowledge, and abilities across the entire family life cycle; and

- Leadership consultation to help leaders deal with individual and family concerns, provide crisis assistance, and provide immediate short-term support to individuals returning to work or family life.

Inter-Service Family Assistance Committee (ISFAC)

An Inter-Service Family Assistance Committee (ISFAC) is a committee that facilitates ongoing communication, involvement, support, and family readiness between all branches of the service and both the Active and Reserve components. ISFAC members are drawn from surrounding military installations and communities within each state or region. These committees provide family readiness guidance and assistance during mobilization, deployment, and disaster relief efforts.

A goal of ISFAC is to strengthen existing family assistance delivery systems in the event of mobilization, deployment, or natural disaster through the interaction of committee members. This includes meeting the identified needs of military personnel, family members, and commands by providing information, referral, education, and preventive services to enhance family readiness. These mutually supportive efforts allow for rapid, coordinated services between installations and units.

How do the ISFACs operate?

Active and Reserve component family program coordinators and directors network to identify service providers in all areas. By working together between the components and services, efforts are enhanced rather than duplicated. Work groups meet quarterly or as determined by the needs of the participating organizations. They share ideas, write Memorandums of Understanding (MOUs) to share resources, document their shared responsibilities and vision of family readiness, and implement procedures and policies that give everyone a common framework and set of expectations. During peace and wartime, ISFACs increase communication between units and the services to strengthen family well-being.

Quick Response Role

ISFACs help provide quick response during disasters such as hurricanes or forest fires. Systems to share information, personnel, and resources have already been put in place. States, services, and units are able to respond rapidly to the disaster because everyone knows their roles and responsibilities. ISFACs have helped establish Family Resource Centers. Commanders are briefed on ISFAC activities, history, and capabilities. ISFACs are a command tool available to protect our nation and respond in times of emergency.”

Handout - Volunteer Management Checklist

Information adapted from www.guardfamily.org

- Volunteer Application
- Volunteer Interview Worksheet
- Volunteer Agreement Form
- Parental Permission Form
- Volunteer Time Record
- Volunteer Position Description
- Volunteer Service Record
- Volunteer Exit Interview Record
- Photo Release Form
- Volunteer Reimbursement Form
- Training Request Form

Notes:

Volunteer Management – Job Descriptions Checklist

- A clear link has been established between the institutionalization of volunteer positions and your ability to attract and retain volunteers. Volunteers are most likely to believe their contributions are meaningful when they believe they are filling a meaningful and well-defined role as part of a team. Written job descriptions facilitate the linking of the volunteer to the position.
- Write simple, accurate job descriptions. Make the job seem do-able by providing a well-defined job description. A job description should include a job title, a brief description of the work to be performed, time required, when/where the job must be performed, and an estimate of the number of volunteers needed. By providing details, you help potential volunteers to decide if this is a job they can do and one they will be comfortable performing. If your descriptions are not specific, prospective volunteers may feel unsure of the demands that will be placed upon them and will be hesitant to commit. If you are unclear about what will be expected, those who do volunteer may quickly decide that they have gotten in over their heads or have been asked to do something decidedly different from what they signed up for.
- The position title in a volunteer job description should describe what the volunteer actually does as well as their range of responsibilities. If possible, provide both a first and second-line supervisor. The volunteers should go to supervisors for guidance and to ask questions. In some units, the supervisor for a FRG Chairperson would be the family readiness program coordinator.
- Duties should be described clearly and to-the-point. This is the “what” and the “how” of the position with a list of specific tasks. The ultimate goal or results of the program and volunteer service should be detailed. When volunteer jobs are defined in terms of results, individuals gain a sense of achievement, and programs are more effective because people understand what they are supposed to accomplish.
- State the actual time commitment that is required for the position. One way to lose volunteers is to underestimate the time the volunteer will need to do the job. It is difficult to recruit volunteers if they do not have an idea of how much time they will need to commit. People are hesitant to agree to volunteer if the commitment is open-ended. Positions and responsibilities often evolve according to the energy and creativity of the volunteers. One short-term volunteer position may increase in responsibilities as the volunteer becomes comfortable in the position and seeks additional duties. Set a time for evaluation so that the job description may be changed to accurately reflect what is currently being accomplished.
- State all of the qualifications necessary to include skills, experience, abilities, and physical capabilities. Specify the required training/orientations, including content and duration.

Shown below is a format for a job description:

- 1. Job title:** The name of the position
- 2. Objective:** Why is the job necessary? What do you hope to accomplish?
- 3. Responsibilities:** List specific tasks or areas of responsibility
- 4. Time required:** State the actual time commitment as accurately as possible
- 5. Qualifications:** List specific skills, interest or education recommended (i.e. a newsletter editor would need computer and word-processing skills)
- 6. Training:** Specify the types of training that would be provided through the unit. The unit does not have to “teach” all the training. Often the unit will send volunteers to training within the community such as

"Active Listening and Communication" for key callers, Family Team Building, and a Family Service Center orientation.

7. Staffing: Estimate of the number of volunteers needed to do the job.

8. Evaluation: Who is responsible? It's important that the volunteer has a chance to evaluate their experience and training.

A sample job description for a FRG Chairman may include specific duties such as:

- Obtain knowledge of the unit mission, existing FRG standard operating procedures, and community resources.
- Help organize unit family readiness group.
- Plan and facilitate unit FRG meetings (in conjunction with unit commander and family readiness program staff).
- Assist in recruiting, training, and managing volunteers using unit family readiness resources.
- Ensure that communication is maintained among members.
- Call "key callers" to activate telephone tree/roster.
- Work in conjunction with unit leadership to minimize stress and rumors.
- Submit information to unit newsletter.

The Navy Ombudsman program published an extensive regulation (NAVPERS 15571A) to explain the Navy Family Ombudsman Program outlining the specific functions of the ombudsman. A distinct job description for an individual ombudsman is developed by the specific unit command. The ombudsman is the link between the command and Navy families and serves as a liaison with the following duties: (not inclusive)

- Keep the commanding officer informed regarding the general morale, health, and welfare of command families.
- Function as a trained member of the command team that takes care of families.
- Disseminate official information to the families.
- Let the families know that the command is concerned about them, cares about their well being, and will respect their desire for confidentiality.
- Educate families on how the successful operation of the command affects them.

Each Guard and Reserve component has their individual regulations and guidelines for family readiness programs. Use these guidelines and individualize the volunteer job descriptions to fit the needs of your unit. Look at other service regulations, share information, and profit from the wealth of information available. Your unit, the service members, family members, and family readiness program will benefit.

From Department of Defense Guard and Reserve Family Readiness Toolkit

Privacy Act of 1974

Training Data Checklists

Information to include when creating forms:

- Names, units and contact information of those trained
- Dates, locations and types of training performed
- Instructors, Presenters, Subject Matter Experts providing or assisting training
- Materials Used
- Materials provided
- Support (such as child care, state vehicle use, refreshments, outside agency support, etc.)
- Budget Projection
- Cost Final Summary
- After Action Report
- Name/Position Title/Unit of person submitting report
- Report Submission Date

Types of forms to consider for training data capture:

- Training Request Form
- Course/Training Suggestion Submission Form
- Evaluation Forms
- Training Report Forms
- Training Report Submission Deadlines

Resources Checklist

- Regulations
 - Index
 - Sources
 - Suggested Regulations to Include
- General Resources
- Documentation
 - Volunteer File Checklist
 - Committee File Checklist
 - Event/Activity Checklist
- Communication
 - Sample Meeting Minutes Template and Checklist
 - Sample Newsletter Templates and Checklist
 - Chain of Concern/Intake Call Template and Guidelines
 - Call Log Template
- Fundraising
 - Requirements Checklist
 - Account Information

Authorization Forms

Writing a Standard Operating Procedure (SOP)

Family Readiness Group (FRG) must be organized and structured to be effective. Draft a memorandum on family readiness groups. Establish standard operating procedures (SOP). A sample SOP is provided below:

1. PURPOSE: A statement outlining the purpose of your family readiness group

2. GOALS:

- a. List the goals that your group desires to achieve
- b. Your goals can and should be revised as needed

3. RESPONSIBILITIES:

a. A general statement of the responsibilities of the military chain (command) (i.e., The unit will strive to provide the appropriate command emphasis and support for the FRG and will do all that is possible to ensure its success).

b. Duties of the commander. These should be very broad and general.

c. Duties of the Family Readiness Program staff. These duties may be more specific but should allow for unforeseen situations and change in numbers of program personnel.

d. Duties of the FRG. These should be more specific, but not so explicit as to stifle individual initiative.

e. Duties of the Chaplain if applicable.

4. STRUCTURE/ORGANIZATION: This paragraph describes your organization and can be shown as an organizational chart on a separate page that depicts the structure and lines of responsibility.

- There is no set organizational chart or standard that must be followed. The actual organization you choose depends on your unit, the support system, and the needs and desires of its members.
- A basic FRG structure includes the commander, a chairperson or coordinator, a treasurer, a unit administrator or personnel specialist, a secretary, an information or outreach coordinator, a sponsorship coordinator, and a family readiness program representative. Some units form a specific steering committee with representatives from each section in the unit.
- Job descriptions are important whether the individual is a service member, civilian employee or family member volunteer. Job descriptions provide the parameters of the position and delineate the responsibilities. They provide a framework for the individual and the organization.

From Department of Defense Guard and Reserve Family Readiness Toolkit

Sample Meeting Minutes Template

Minutes

PORTLAND MEDIA SALES PROPOSAL

Date: Tuesday, 15 April 2003
Time: 2:00:00 pm to 3:30:00 pm
Location: Epsom Board Room
Present: Geoff Marshall, Sara Elliott, Sean Murphy, Joshua Sears and Guillam Leslie
Apologies: None
Guests: None

Minutes and Actions of this meeting

Item	Action	Owner	Due Date
Increase Portland Media public exposure – task allocation	• Develop an outline for a web positioning strategy plan	Sean Murphy	5/2
	• Storyboard an advertising solution for a local online campaign	Guillam Leslie	5/2
	• Provide statistics and projections to support Portland Media's Sales Proposal documentation from "Analyst's Research" database.	Geoff Marshall	4/11
Increase attention from market analysts and industry influencers – task allocation	• Introduce Portland Media to Dr Michael Robinson.	Sean Murphy	4/25
Develop strong relationship with business media partners – task allocation	• Collate media briefing, media kit collateral and pitch letters to educate key market analysts about Portland Media.	Sean Murphy	5/2
	• Refine budget to more closely meet Portland Media's current budget.	Sarah Elliott	4/25

Meeting Minutes Checklist

The following is a guide for how to record the minutes of a formal meeting:

- Make sure that all of the essential elements are noted, such as type of meeting, name of the organization, date and time, name of the chair or facilitator, main topics and the time of adjournment. For formal and corporate meetings include approval of previous minutes, and any relevant resolutions.
- Prepare an outline based on the meeting agenda. Leave plenty of white space within the minutes for your notes. By having the topics already written down, you can jump right on to a new topic without pausing.
- Prepare a list of expected attendees and check off the names as people enter the room. Or, you can pass around an attendance sheet for everyone to sign as the meeting starts. The degree of formality used here will reflect the significance of the meeting and its future accountability.
- To be sure about who said what, make a map of the seating arrangement, and make sure to ask for introductions of unfamiliar people.
- Don't make the mistake of recording every single comment, but concentrate on getting the general meaning of the discussion and taking enough notes that you can summarize it later. Remember that minutes are the official record of what happened, not exactly what was said, at a meeting.
- Use whatever device is comfortable for you, a notepad, a laptop computer, a tape recorder, a steno pad or even shorthand. Many people routinely make an audio recording of important meetings as a backup to their notes.
- Be prepared! Study the issues to be discussed and ask a lot of questions ahead of time. If you have to fumble for understanding while you are making your notes, they may not make much sense to you later – when you need to type the minutes up.
- Don't wait too long to type up the minutes, again timeliness is the key to producing an accurate record of the events. Make sure that you have them approved by the chair or facilitator before distributing them to the meeting attendees.

Don't lose sight of the fact that this is an important task. You may be called upon many times to write meeting minutes, and the ability to produce concise, coherent minutes is widely admired and valued.

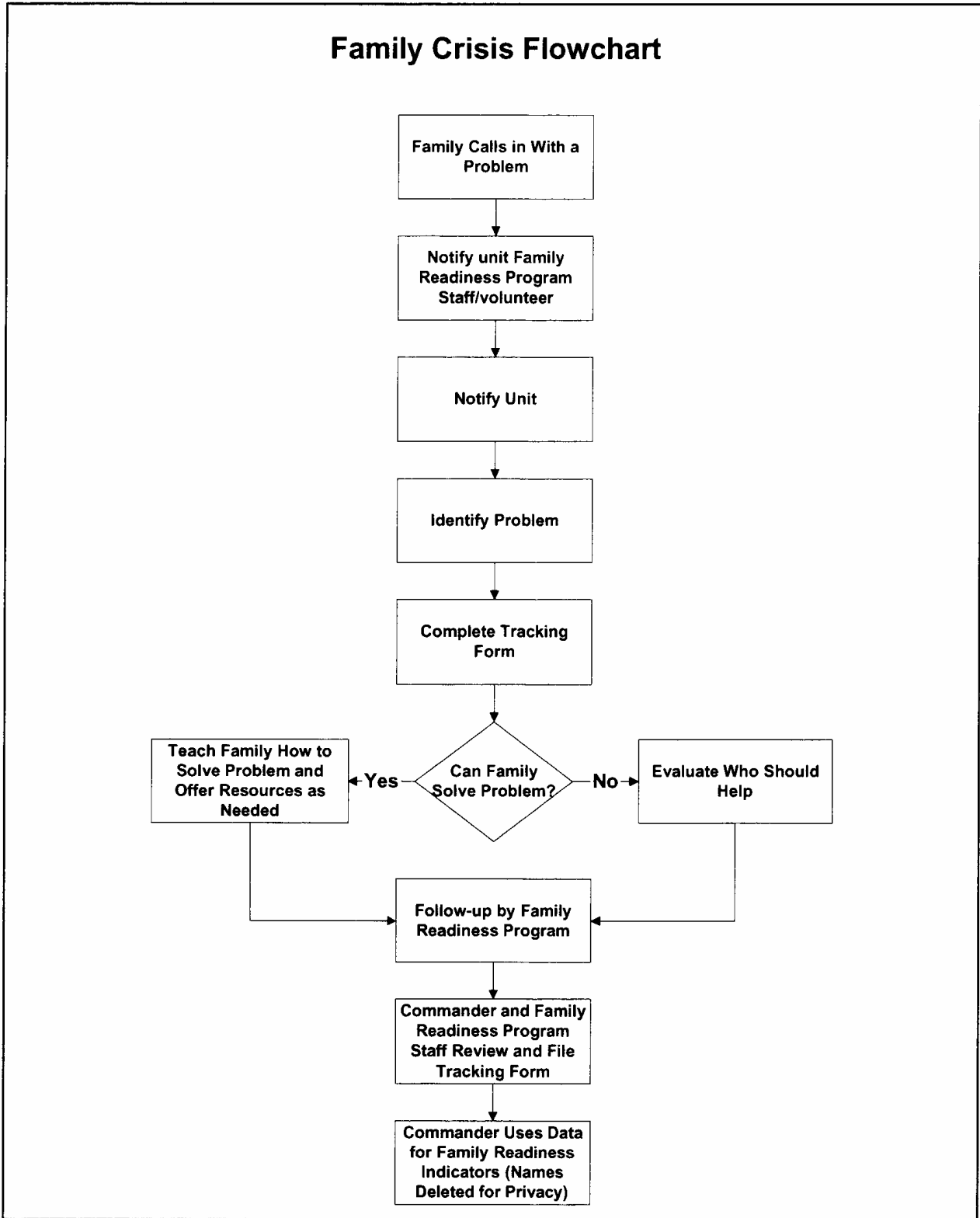
Downloaded from www.meeting-minutes-format.com/index.htm

Newsletters and Outreach Checklist

- Outreach to families is inextricably linked to family readiness. The more connected that families feel to the unit, the more understanding and approving they will be during times of separation and training. An informed family will be a supportive family. As your unit continues to focus on its critical missions, you must not forget your single most important resource – your members and their families.
- For some families, a FRG newsletter may be the only means of communication. Due to a busy family and work schedule, some spouses may never be able to attend FRG meetings or unit sponsored family activities. Guard and Reserve families also live varied distances from the unit.
- In order to maintain communications with family members, the FRG should publish a newsletter each quarter as a matter of routine. During deployments, consideration should be given to instituting a monthly publication schedule.
- Unit newsletters are the commander's best vehicle for speaking directly to family members and should include a column from the commander informing service members and family members of important issues. This is an excellent method for the commander to demonstrate concern for families and set the tone for family involvement. It is also an effective means for increasing family member participation in key programs devoted to family readiness. The newsletter can also include specific unit activities, training cycles, and items of interest.
- Newsletters may be official or unofficial. The status dictates the funding for mailing and distribution. Official newsletters generally include:
 - Unit heading and title.
 - The terms, "Official Information" will be listed under the return address.
 - The signature or signature block of the commander under his/her column to authenticate the official capacity of the newsletter.
 - Information related to unit mission and combat readiness, including family readiness.
 - Notification of field exercises, deployments and redeployments.

- Information that is educational and designed to promote informed self-reliant families. This could include financial management topics, parenting topics, and general information about community resources.
- Information about training programs such as Family Team Building, Army Family Team Building, Ombudsman, and Family Advocacy.
- Information on activities for members and families that promote unit cohesion and promote esprit de corps such as Family Days, Organization Days, and reunion activities. It can include activities sponsoring "Bring a Boss to Work Day" to educate civilian employers about the unit and mission.
- Newsletters are a great way to encourage unit involvement and family member participation. Ask for articles, provide a deadline, and include important topics like welcoming new service members and families, promotions, and retirements. Topics can vary widely and may include:
 - Drill schedule
 - Benefits & entitlements
 - Mobilization checklist
 - Information on TRICARE
 - Common acronyms
 - Photographs and articles about FRG events
 - Recognition of volunteers
- Make your newsletters a reasonable length and interesting.
- Use graphics to make your newsletter more attractive.
- Digital cameras allow you to include photos without additional cost.
- Periodically, ask your unit members and family members about the newsletter.
 - Find out what they would like to see in future issues.
 - Find out what informational needs family members have and use the newsletter to meet those needs.
- Never forget your audience or your purpose in publishing the newsletter.
- Your goal must be to reach out to those individuals and families that it may be otherwise difficult to communicate with and to provide them the information they need to promote family readiness and a sense of community with the unit family.

From Department of Defense Guard and Reserve Family Readiness Toolkit



From Department of Defense Guard and Reserve Family Readiness Toolkit

VOLUNTEER AGREEMENT FOR			
<input type="checkbox"/> APPROPRIATED FUND ACTIVITIES		<input type="checkbox"/> NONAPPROPRIATED FUND INSTRUMENTALITIES	
PRIVACY ACT STATEMENT			
AUTHORITY:	Section 1588 of Title 10, U.S. Code, and E.O. 9397.		
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.		
ROUTINE USE(S):	None.		
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.		
PART I – GENERAL INFORMATION			
1. TYPED NAME OF VOLUNTEER (<i>Last, First, Middle Initial</i>)		2. SSN	3. DATE OF BIRTH (YYYYMMDD)
4. INSTALLATION		5. ORGANIZATION/UNIT WHERE SERVICE OCCURS	
6. PROGRAM WHERE SERVICE OCCURS		7. ANTICIPATED DAYS OF WEEK	8. ANTICIPATED HOURS
9. DESCRIPTION OF VOLUNTEER SERVICES			
PART II – VOLUNTEER IN APPROPRIATED FUND ACTIVITIES			
10. CERTIFICATION 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.			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED (YYYYMMDD)	
11a. TYPED NAME OF ACCEPTING OFFICIAL (<i>Last, First, Middle Initial</i>)	b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)	
PART III – VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES			
10. CERTIFICATION 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.			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED (YYYYMMDD)	
11a. TYPED NAME OF ACCEPTING OFFICIAL (<i>Last, First, Middle Initial</i>)	b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)	
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 (YYYYMMDD)
a. YEARS (2,087 hours=1 year)	b. WEEKS	c. DAYS	d. HOURS
11a. TYPED NAME OF SUPERVISOR (<i>Last, First, Middle Initial</i>)		b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)

DD FORM 2793, FEB 2002

PREVIOUS EDITION IS OBSOLETE.

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

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)

**ARMY COMMUNITY SERVICE (ACS)
VOLUNTEER DAILY TIME RECORD**

For use of this form, see AR 608-1; the proponent agency is OACSIM

INSTRUCTIONS

Upon resignation, retirement, or transfer, a duplicate of this record will be furnished for the personal file of the volunteer. In case of transfer, original record will be furnished the gaining organization. Upon completion of the calendar year, the annual total will be recorded on DA Form 4162.

Name _____																									Year _____							
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
JAN																																
FEB																																
MAR																																
APR																																
MAY																																
JUN																																
JUL																																
AUG																																
SEP																																
OCT																																
NOV																																
DEC																																

Emergency Tracking Form

Date _____ Unit _____

Unit Point of Contact (POC) _____ Unit telephone # _____

Military and or Family Readiness POC _____

Commander _____ Telephone # _____

Name of Individual Calling _____

Address _____

Telephone # _____ e-mail address _____

Service Member's Name _____

Current location (training, deployment, other) _____

Relationship of Caller to Service Member _____

Nature of Problem or Telephone Call _____

Resources offered _____

Was problem solved? Explain _____

Date Taken Care of _____

Date Follow up _____

Notes/Comments _____

From Department of Defense Guard and Reserve Family Readiness Toolkit

BASIC GUIDELINES FOR CRISIS INTERVENTION

- Let the family involved talk. Listen to what they have to say. Be sure that you hear what they expect from you and what is their view of the problem. Repeat back to the person in crisis what he or she said.
- Be non-judgmental.
- Do not try to give advice or try to solve their problems. Listen and reflect back what they have said. Let them process and talk through options.
- The goal of crisis intervention is to allow the individuals involved to become responsible for themselves and to be aware of the consequences of their actions. They have to live with the consequences of decisions. Do not make decisions for them.
- Your role is listening and providing referrals to resources as appropriate.
- Provide attention to all family members. The crisis is affecting them also.
- If you refer them, be specific. Tell them where to go, provide the name and telephone number of the agency and the person who can provide them services. When in crisis, it is often hard to think clearly. Specific facts will help.
- Do not call the police, hospital, and others to assist without the permission of the person you are helping.
- Protect their confidentiality. Ask them what information they are comfortable with you sharing with others. Their trust in you must be developed and maintained.
- FRG members assisting families in crisis should stay in close contact with the command. As a commander, stay visible; ascertain how things are going by staying in touch with the casualty assistance team (as appropriate) and the FRG members. Visit the family. Let them know how to reach you. A well thought out Emergency/Crisis Notification System is crucial to unit, family, and mission readiness. Place it high on your priority list. Be proactive so that when trauma occurs in your unit, you are prepared and the unit is prepared.

From the Department of Defense Guard and Reserve Family Readiness Toolkit

CODE OF CONDUCT

Introduction

The National Guard Volunteer Family Program is dedicated to providing services and training to military families. The National Guard Volunteer Family Program has traditionally demanded and received the highest ethical performance from its volunteers. In an effort to maintain the high standard of conduct expected and deserved by the military families and to enable the Family Program to continue to offer services required, the National Guard Volunteer Family Program operates under the following Code of Conduct, applicable to all volunteers.

Volunteer Code of Conduct

- a. Will conduct myself in a professional manner at all times.
- b. Will refrain from using inappropriate language.
- c. Will not use the National Guard, National Guard Volunteer Family Program name, emblem, endorsement, services, or property of the National Guard Volunteer Family Program unless authorized.
- d. Will not publicly utilize any National Guard affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue.
- e. Will not disclose any confidential National Guard Volunteer Family Program information
- f. Will consider information as privileged and not for public knowledge.
- g. Will not operate or act in any manner that is contrary to the best interests of the National Guard.
- h. Will not enter into any financial agreements
- i. Will not make false statements against the National Guard or United States Armed Services.

Volunteer Signature: _____ Date: _____

Print your Name: _____

Witnessed by: _____ Date: _____

State Family Program Director

Volunteer Services Confidentiality Statement

I, the undersigned, do hereby acknowledge that in my volunteer role for the National Guard, I may have access to confidential information.

I agree that I shall not disclose any such confidential information maintained by the National Guard to any unauthorized person, and I will adhere to confidentiality guidelines of the National Guard.

I acknowledge and agree that disclosure by me of confidential information obtained by me in the course of my volunteer status could be cause for termination from my volunteer position.

Date

Volunteer Signature

I, the undersigned, do hereby certify that I have discussed the guidelines for confidentiality with the volunteer named above.

Date

State Program Director Signature

Volunteer Agreement

I, the undersigned, desire to volunteer my services to the National Guard Family Program of _____ (state name).

I expressly agree that my services are being performed as a volunteer and that I am not, solely because of services, an employee of the United States Government or any instrumentality thereof except for certain purposes relating to tort claims and workman's compensation coverage with regard to incidents occurring during the performance of approved volunteer services. I expressly agree that I expect no present or future salary, wages, or related benefits as payment for these services. I agree to participate in whatever training that may be required in order for me to perform the work for which I am volunteering. I will adhere to the National Guard Family Program rules and procedures, including recordkeeping requirements and confidentiality of the National Guard Family Program mission. I will meet time and duty commitment, or to provide adequate notice so that alternate arrangements can be made. I will act at all times as a member of the team responsible for accomplishing the mission of the National Guard Family Program.

Period of this agreement is ____ (date) ____ (month) ____ (year) through ____ (date) ____ (month) ____ (year), unless terminated sooner by the State Family Program Coordinator or myself.

(signature of volunteer)

(date)

(printed name of volunteer)

Accepted:

(signature of accepting official)

(date)

01/04/05



Guard Family Team Building

The Quest for Volunteers

Volunteer Application

Personal Data

Name: _____ Date of Birth: _____
First/MI/Last

Address: _____

City: _____ State: _____ ZIP Code: _____

Tel: (Home) _____ Work: _____ Cell: _____

Person to be notified in case of accident or illness: _____

Phone number of person: _____

National Guard Member Name and Rank: _____

Unit Address: _____

Work Experience: Provide your most recent work experience (paid or volunteer). Please attach a resume. Please list Organization, Position, and dates of service.

Training Experience: _____

Educational Background: _____

Skills and Interests: Like foreign language; teaching/instructing; public speaking; graphics/art; writing; publicity; computers; child care; fundraising; bookkeeping; general administration; hospitality; other.

Availability: Indicate days and times that you are available to volunteer. When can you start?

Child Care Requirements: Will you need *Child Care Services* while volunteering? If yes, please provide ages of children. _____

Work Environment Preference: office area with other workers, work with customers, work in groups/ teams; private office area; work at home; work alone. _____

Physical: Do you have any health problems that we need to be aware of as you work in the program? If yes, please explain: _____

Applicant's Signature: _____ **Date:** _____

Privacy Act Statement of 1974: **Authority:** Title 10, United States code, Section 3012. **Principal purpose:** To record essential information to refer a person to a volunteer position and to collect demographic data to ensure equal representation of community population in the GFTB program. Routine **Uses:** Recruit volunteers, evaluate experiences, and refer for placement. Providing information is voluntary. Failure to provide adequate information may impede essential statistical information and/or preclude making referrals and managing volunteer records.

Volunteer Code of Ethics

FRG Volunteer Code of Ethics¹

As an FRG volunteer, I am a professional. I realize that I am subject to the same Code of Ethics that binds all professionals in the positions of trust we hold. I accept these responsibilities and respect matters of confidentiality.

I understand as an FRG volunteer, I have agreed to work without monetary compensation. Having accepted this position, I will do my work according to the same standard operating procedures as paid staff is expected to do their work.

I believe that all work should be carefully planned and carried out in a professional manner. I will work with my leader to ensure that I am assigned to a job I can enjoy and want to perform. I will investigate how I can best serve the FRG during my volunteer hours in order to give as much as I can. I have an obligation to my work and will carry out my share of the work that I volunteered to do.

I promise to maintain an open mind and train diligently for my job. I will share my skills with other volunteers, and together we will strive to enrich all our work for the benefit of our service members and families.

Being eager to contribute all that I can do to help enhance the quality of life within the FRG, I accept this Volunteer Code of Ethics and will follow it carefully and cheerfully.

Volunteer's Signature and Date

Supervisor's Signature and Date

VOLUNTEER'S ANNUAL PERFORMANCE EVALUATION

¹ Adapted from "Operation READY, The Army FRG Leader's Handbook"

Volunteer Evaluated _____
 Evaluated by _____ Position _____
 Job Assignment(s) _____

Please respond to the following questions:

I. Evaluate the volunteer's performance (outstanding, very good, average, unsatisfactory, or not applicable) in the following areas:

A. Quality of Work

1. Thoroughness on fulfilling duties _____
2. Completion of assigned tasks within reasonable amount of time _____
3. Demonstration of competence in performance of duties _____
4. Implementation of training materials _____
5. Ability to identify, refer and/or solve problems on the job _____

Please give examples _____

B. Attitude Toward Job

1. Flexibility _____ Comments or examples _____
2. Dependability _____
3. Attendance of training sessions/ unit meetings _____
4. Promptness _____
5. Reliability _____

C. Relationship with Others

1. Communication with staff _____
2. Client rapport _____
3. Ability to develop communication with appropriate community resources _____
4. Ability to follow chain of command _____

II. Did leadership demonstrate other significant qualities such as:

- A. Leadership _____ Yes _____ No _____ If yes, please explain _____
- B. Assume additional responsibilities _____ never _____ occasionally _____ frequently _____

III. Do you have any suggestions for further placements of this volunteer?

III. Attach any commendations, complaints or other comments reflecting the volunteer's work in current position.

June 2005

Chairperson's Binder

Supervisor's Signature

Date

Volunteer's Signature

Date

Source: Hampton (Va.) Dept of Social Services

Voluntary Action Leadership Fall 1992

Annual Report Guard Family Team Building & Guard Family Action Plan

State:	Date:	Completed by:	Position Held:
CONTACT INFORMATION			
Address:	City:	State/Zip Code:	
Email Address:	Phone:		
<i>Complete below if different than person listed above.</i>			
State Family Program Director:			
Address:	City:	State/Zip Code:	
Email Address:	Phone:		

GUARD FAMILY TEAM BUILDING

SECTION 1: GFTB Instructor Trainer Course (ITC)/Advanced ITC (A-ITC)

1. Has your state held an Instructor Trainer's Course this year? ___ yes ___ no
2. Date(s) of Instructor Trainer's Course held in your state this year:
Please attach a list of those ITC trained with date of their training
3. Number of attendees ____
 Number of attendees ITC certified ____
4. Location of ITC training:
5. Follow-up Observation by Program Specialists:

Presenter	Date Observed

6. Has your state held an Advanced ITC this year? ____ yes ____ no
7. Date(s) of Advanced Instructor Trainer's Course(s) held in your state this year:
Please attach a list of those A-ITC trained with date of their training.
8. Number of attendees A-ITC certified ____
9. Location of A-ITC training:

Guard Family Team Building Training Courses

Please complete the information below according to the amount of training held this year.

Training Date	Location	Number of Attendees
Course Title	Presenter	

Training Date	Location	Number of Attendees
Course Title		Presenter

Training Date	Location	Number of Attendees
Course Title		Presenter

Training Date	Location	Number of Attendees
Course Title		Presenter

If more space is needed, submit on a separate attachment.

- 10. Total Number of Training(s) for the year:
- 11. List GFTB challenges as you currently see them:
- 12. List GFTB strengths you currently experience them:
- 13. What GFTB trends do you see in your state?
- 14. Are there GFTB areas in which NGB could assist you?

Please list any course suggestions generated within your state for new GFTB training.

-
-
-
-

SECTION 2: Guard Family Action Plan

- 1. Did you state hold a GFAP Conference this year? ___ yes ___ no
(if answer is "no", go to question 13)
- 2. Date of State GFAP Conference:
- 3. Number of Delegates:
- 4. Number of Work Groups:
- 5. Name of Senior Official at Conference Report Out:
- 6. Proposed date/year of next state GFAP Conference:
- 7. Delegates: Indicate number of delegates in each category below.

- ___ Single Soldier ___ Married Soldiers ___ Sole Parent ___ Surviving Spouse
- ___ Dual Military ___ Civilian ___ Youth
- ___ Officer ___ Spouse of Officer ___ Enlisted

Spouse of Enlisted Retiree Spouse of Retiree

8. Delegates: Indicate number of delegates in each category below.

Army National Guard Air National Guard

9. FRTIs: Indicate number of facilitators, recorders, transcribers, issue support, and subject matter experts:

facilitator recorder transcriber
 issue support subject matter expert(s)

10. Were delegates, FRTIs, and subject matter experts trained on the conference process and issue development?

yes no

11. List Top 5 Conference Issues (Priority order)

- 1.
- 2.
- 3.
- 4.
- 5.

12. List Top 6 Critical Active GFAP Issues (As voted on by the conference delegates)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

13. List Top 5 Services for the National Guard.

- 1.
- 2.
- 3.
- 4.
- 5.

14. Does your state have a GFAP Program Manager? yes no

Name:
Address:
Email:
Phone:

15. Has the GFAP Program Manager attended the NGB-FP GFAP Program Manager training?

yes no Date of Training:

16. Do you have a TAG Steering Committee to review the issues? yes no

If no, what process does your state use?

17. How often does the TAG Steering Committee meet?

Semi-Annually Annually Other (give details)

18. Issue Submission: Indicate the number of issues in each category which were submitted in your state this year.

Family Support Force Support Entitlements Other
 Employment Medical/Dental Youth

19. Number of issues retained for state action this year.

20. Issues: Indicate the number of issues in each category which were submitted to the GFAP Mid-Level Conference.

Family Support Force Support Entitlements Other
 Employment Medical/Dental Youth

21. Attach list of GFAP Issues submitted to the GFAP Mid-Level Conference.

22. How is issue feedback sent back to the submitter?
23. List GFAP challenges as you currently see them:
24. List GFAP strengths as you currently experience them:
25. Current GFAP Accreditation Level:
 Full Accreditation (Cat. 1)
 Full Accreditation w/ Commendations (Cat. 2)
26. What GFAP trends do you see in your state?
27. Are there GFAP areas in which NGB could assist you?

Resources

National Guard Family Program regulation (NGR 600-12/ANGR 211-1)

www.ngbpdcc.ngb.army.mil/arngrfiles.asp

Department of Defense Guard and Reserve Family Readiness Toolkit

www.defenselink.mil/ra/family

Guide to Reserve Family Member Benefits

www.defenselink.mil/ra/family/benefitshandbook.pdf

Deployment Connection

www.deploymentconnections.dod.mil

Return and Reunion Information and Video

www.afcrossroads.com/famseparation/return_menu.cfm

Resource Website Listing

<https://www.gftb.org/Application/Aspx/Content/ResourceCenter/Links/Links.aspx>

Use of Nonappropriated Funds (NAFs)

http://www.apd.army.mil/pdf/files/r215_1.pdf

Privacy Act of 1974 (5 U.S.C. § 552a)

<http://www.usdoj.gov/04foia/privstat.htm>