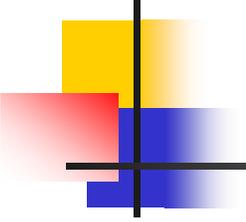


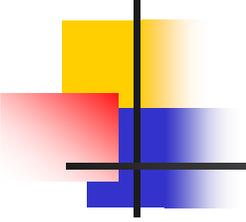
Family Assistance Center (FAC) Operations

FAC Coordinator
Army Community Service
Fort Detrick



Family Assistance Center

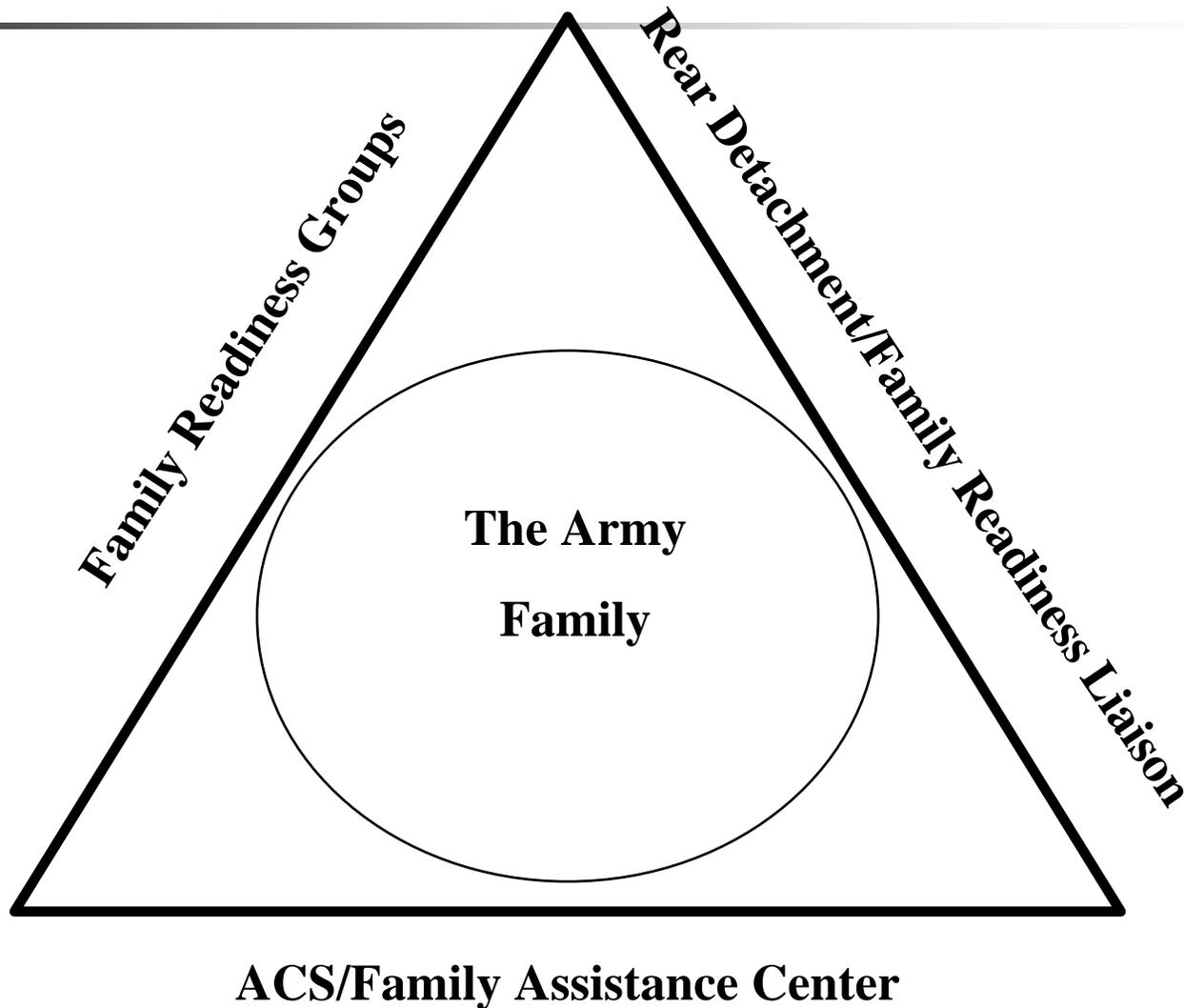
- What is a FAC
 - One stop shop to provide Soldier and Family member assistance and support during an emergency situation due to mass deployment, mobilization, terrorist activities, or natural and/or national disaster, to ensure minimum essential support services are readily available to our community as required.

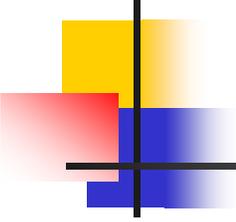


Family Assistance Center

- Back Ground and History
 - 572 FACs in 1990-1991 in CONUS/Europe
 - Pentagon FAC established after 9/11 to aid victims of terrorist attacks
 - “Do what is best for Families”
 - Pentagon FAC took nearly 7,000 phone calls and assisted over 170 Families

Family Support Structure





Family Assistance Center

- Why a Family Assistance Center
 - Information
 - Crisis Management
 - Focal Point for Services
 - Problem Solving Assistance

Why a FAC?

Primary Services:

FAP

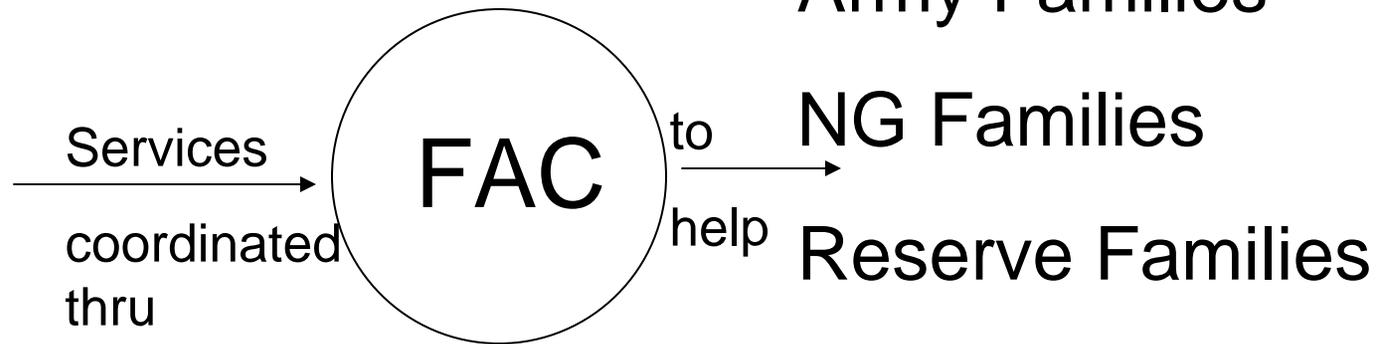
AER

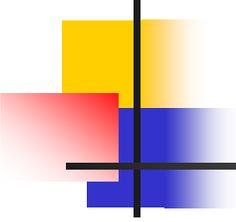
Chaplain

Legal

ID Cards

BAHC/TRICARE

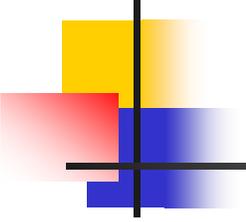




Family Assistance Center

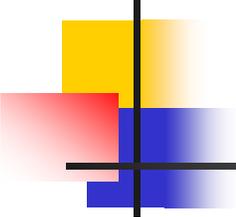
■ Other Support Agencies

- American Red Cross
- Army Substance Abuse Program
- Civilian Personnel Office
- Provost Marshal Office
- Dental Activity
- Public Affairs Office
- Transportation
- Housing
- Child and Youth Services



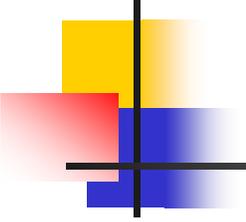
Family Assistance Center

- Purpose of a FAC Exercise
 - Test ability to activate and manage a FAC when an activation order is issued by installation commander.
 - Deliver quality support to Soldiers and Family members of mobilized and/or deployed soldiers or during urgent and/or emergency situations.
 - Address Family Readiness and Support Plan (FRSP) requirements outlined in AR 608-1, Army Community Service



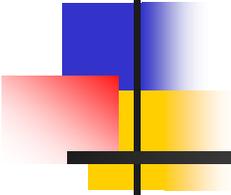
Family Assistance Center

- Concept of Operations
 - Initial Alert
 - Stand Up
 - Provision of Services to Family Members
(with Role Play)
 - Stand Down
 - AAR



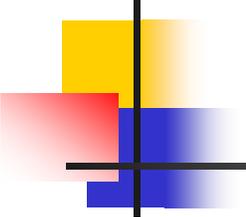
Family Assistance Center

- End state
 - Fully functional Family Assistance Center with trained team members who understand and execute roles and responsibilities required to support needs of soldiers and Family members should activation be required.



Family Assistance Center (FAC) Procedures

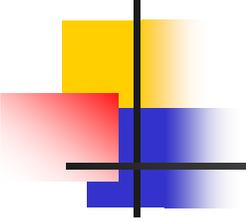
FAC Coordinator
Army Community Service
Fort Detrick



Upcoming FAC Exercise

- An internal ACS FAC Exercise will take place in August 2008. The format and depth of this exercise will be explained in detail to the actual “Players”.
- A post-wide emergency exercise will also take place August 2008. At the request of the Garrison Commander, the FAC will be “stood up” and we will be running through various phases of operation to meet the needs of our Families in the community.

FAC Procedures:



- If a Family Assistance Center (FAC) is activated by the Installation Commander, the Director, Morale, Welfare, and Recreation notifies the Chief, ACS, and the FAC Coordinator immediately begins preparations to expand the FAC into any designated phase within 24 hours.
- An ACS staff person is placed on a 24-hour call basis and the 24-hour FAC Hotline is activated. The on-post location for the FAC will be the ACS Center in the Community Support Center, Building 1520, Suite 300. An off-post location, if required, will be shared with the American Red Cross in Walkersville, MD.

The four phases of FAC operation are as follows:

- Phase I: All support staff elements are notified that expanded services may become necessary and Point of Contacts (POCs) are required to be immediately available. Information papers and POC rosters are validated and placed in a "FAC Smart Book" for reference. The ACS Family Assistance Plan is reviewed and validated, equipment is checked, and staff training is completed. A non-tactical vehicle is assigned to the FAC, if applicable, and transportation is provided for Family members to and from community agencies as required. Hours of Operation: Monday – Friday, 0730-1700 (9 ½ hours).

The various phases of FAC operation are as follows: (Con't)

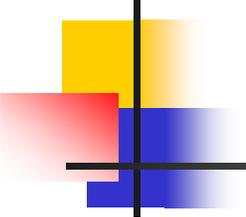
- Phase II: As customer volume or emergency conditions warrant, hours of operation increase up to 12 hours per day, with an ACS staff person on call and immediately available the remaining 12 hours. If particular agencies are being frequently called upon for support, those agencies will be requested to move into the FAC and will help to staff the increase in hours. Weekend hours may be scheduled as necessary. Hours of Operation: Monday – Friday, 0730-1930 (12 hours).

The various phases of FAC operation are as follows: (Con't)

- Phase III: As volume peaks or conditions warrant, the FAC hours of operation increase up to 18 hours per day, with an ACS staff person on call and immediately available the remaining 6 hours. The need to increase the number of agencies in the FAC is determined. All supporting agency personnel will help staff the increase in hours. Weekend hours may be scheduled as necessary. Hours of Operation: Monday – Friday, 0600-2400 (18 hours).

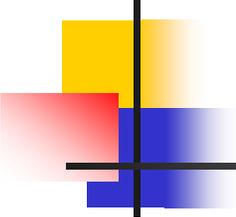
The various phases of FAC operation are as follows: (Con't)

- Phase IV: The FAC is placed on a 24-hour operation on an on-going basis. All support agencies are required to move into the FAC. All agency personnel will help staff the increased hours. To ensure a support structure is in place for Family members during the most stressful times during the emergency situation at hand, the Commander may place the FAC on a 24-hour operation for the first 30-60 days of a large-scale deployment or emergency situation and 60-90 days or longer upon redeployment, if applicable. Weekend hours may be scheduled as necessary. Hours of Operation: Monday – Friday, 0600-0600 (24 hours).



FAC Process Information for Community Team Agency (CTA) Representatives and Central Intake Staff:

- FAC “Smart Books” containing all relevant operational information will be presented to each active and attending CTA representative once the FAC is activated.
- The FAC SOP Processing Clients has specific instructions for client intake and processing assistance.
- All CTA reps and agency POCs will eventually get the latest SOP and other information and guidance as it becomes available.



Point of Contact



Army Community Service

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Civ: 301-619-3787

USAGOOutreach@amedd.army.mil

<http://www.detrick.army.mil/outreach>