



DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY GARRISON
810 SCHREIDER STREET
FORT DETRICK, MD 21702-5000

REPLY TO
ATTENTION OF

MCHD-MWF

MEMORANDUM FOR Fort Detrick Commanders, Directors, and Chiefs

SUBJECT: Fort Detrick United States Army Garrison (USAG) Army Community Service (ACS) Family Readiness and Support Plan (FRSP)

1. REFERENCES:

- a. Army Regulation (AR) 608-1, Army Community Service Center, 21 July 2006.
- b. Operation READY Family Assistance Center Module, 2002.

2. PURPOSE: To assist USAG Commanders, Directors, and Mission Partners in the preparation and support of Families before, during, and after routine deployments, major mobilizations, natural disasters, and/or acts of terrorism. This FRSP specifically addresses the activation of an emergency Family Assistance Center (FAC) to provide information, assistance, guidance, and referral services to Families during any major disaster or emergency situation. This FRSP is to be integrated and included with the Fort Detrick Installation Contingency Plan per AR 608-1, Chapter 4.

3. SCOPE: The Fort Detrick FRSP applies to all personnel and Family members within the Fort Detrick USAG, mission partners, and all units supported by the Fort Detrick USAG. Training, counseling, and resources will be developed, coordinated, and provided to servicemembers, civilians, and Families during the routine pre-deployment, deployment, and post-deployment process. If the ACS Center is required to activate and convert to an emergency FAC due to any circumstance listed in the paragraph above, Community Team Agency (CTA) representatives, as they will hereafter be referred, will be integrated into the FAC. The FAC will coordinate and establish direct links for immediate access to CTA Liaisons and potentially may require physical staffing within the FAC as necessary. The CTAs will include, but not be limited to the following: ACS, Family Advocacy Program (FAP), Army Emergency Relief (AER), American Red Cross (ARC), Chaplain Activities Office, Barquist Army Health Care (BAHC) Facility, TRICARE, Dental Clinic, Army Substance Abuse Program (ASAP), Directorate of Installation Services (DIS), Military Personnel Division (MPD) Identification Card and Military Finance Sections, Director of Information Management (DOIM), Provost Marshal Office (PMO), Staff Judge Advocate (SJA), and Public Affairs Office (PAO).

4. RESPONSIBILITIES:

- a. ACS Center:

MCHD-MWF

SUBJECT: Fort Detrick United States Army Garrison (USAG) Army Community Service (ACS) Family Readiness and Support Plan (FRSP)

(1) Provide Family Readiness Group (FRG), Family Readiness Liaison (FRL), and Rear Detachment Commander (RDC) training as necessary, which includes specific training and information related to the FAC. Provide ongoing readiness assistance to FRGs and unit commanders. Provide a generic Family Readiness handbook to commanders and assist in developing a unit Family handbook and Family readiness plan for their battalion/squadron if requested. Keep commanders abreast of major problems or challenges affecting Families.

(2) Assist Families of mobilized and/or deployed Servicemembers with relocation information and referral services. Assist commanders in providing ongoing training for designated Family sponsors. Prepare and provide briefings and training before, during, and after deployments, mobilizations, or emergencies for commanders, FRG leaders, volunteers, and Family members, as requested or necessary, to address any current issues or situations. Assist Installation Volunteer Coordinator (IVC) to provide and maintain orders for all unit FRG leaders.

(3) Act as the primary resource agency for the coordination, maintenance, and development of the FAC. Manage the FAC during major deployments, mobilizations, or emergencies and serve as primary community contact for Family assistance. The FAC will be prepared to shift into a maximum 24-hour operation when ordered by the Fort Detrick USAG Commander. The FAC will be managed according to current FAC standard operating procedures and other guidelines maintained within the ACS Center. Conduct FAC staff training exercise on an annual basis to test program effectiveness in providing Family support during deployments, mobilizations, or various disaster scenarios. Compile "lessons learned" folder with recommendations for improving procedures.

b. Community Team Agency (CTA) Liaisons:

(1) Continuously evaluate their effectiveness in serving Servicemembers and Families of the Fort Detrick community. Conduct unit and Family member briefings and training upon request.

(2) Attend FAC training conducted by ACS. Provide 24 hour-a-day point of contact for the FAC once activated. Support the FAC once activated and be prepared to move into and provide services from the FAC location if called upon to do so.

c. Battalion, Unit, Company Commanders:

(1) Establish and sustain an FRG and/or develop a unit Family network that provides information, support, and assistance to Families based upon number of unit or individual deployments or as deemed necessary. Appoint, on orders, an FRG leader or military member to serve as FRL to assist in all Family support issues.

(2) Establish and sustain an FRG Steering Committee (if your mission involves deployments) whose purpose is to monitor changing Family needs and design plans to support those needs. The committee will consist of battalion, unit, and company commanders or their representative; battalion or equivalent level FRG leaders, company commanders, senior enlisted Servicemembers, and FRG leaders

MCHD-MWF

SUBJECT: Fort Detrick United States Army Garrison (USAG) Army Community Service (ACS) Family Readiness and Support Plan (FRSP)

from each company level and preferably at least one single Servicemember. Committee meetings should be open to all personnel. Serve as chair of the Steering Committee, if applicable, and ensure that regular FRG meetings are scheduled as needed. Attend the meetings with FRG leaders as mission requirements allow. Ensure that a unit Family chain of concern or telephone tree is in place and current.

(3) Ensure that all in-processing personnel are provided a Family Readiness Guide provided by the unit or ACS. Ensure that platoon leaders conduct a semi-annual counseling session with their military personnel to encourage maintenance of personal affairs. Ensure that dual military and sole parents have sound and solid Family care plans. Develop a Unit Family Readiness Plan responsive to continuous Family needs. Develop a Family Handbook with assistance from ACS.

(4) Ensure that a sponsorship program for incoming personnel is implemented and functioning for all Family support issues. Ensure that periodic orientation briefings for new Families are scheduled and conducted. Ensure that a pre-deployment Family briefing is conducted prior to all field exercises or deployments.

(5) Participate in, and support, FAC exercises and emergency activations.

d. RDC:

(1) Be appointed on orders by the Commander. Be responsible for the Families of the deploying unit or personnel. Act as the commander's representative during deployments and chair the FRG Steering Committee.

(2) Keep the commander informed of all Family assistance actions and keep records of all requests for assistance. Be knowledgeable of all USAG and Major Command (MACOM) Family assistance activities. Prepare an after action report for assistance provided during deployment.

(3) Participate in, and support, FAC exercises and emergency activations.

e. Unit FRLs:

(1) Be a permanent, full-time position if feasible. Act as a primary point of contact for FRG leaders and ACS staff. Serve as a link between the commander, FRG leaders, Families, Servicemembers, and community services. Serve as the unit tax advisor if so delegated. Serve as the unit voting information representative if so delegated.

(2) Ensure Family Care Plans are up-to-date. Assist unit Families with housing issues as necessary. Provide FRG logistical and administrative support to the fullest extent possible. Provide current unit rosters to FRG leaders, Families, and Servicemembers, as requested. Identify, track, and refer "at risk" Families and Servicemembers to ACS staff and appropriate agencies for assistance.

MCHD-MWF

SUBJECT: Fort Detrick United States Army Garrison (USAG) Army Community Service (ACS) Family Readiness and Support Plan (FRSP)

(3) During deployments, keep record of dates, addresses, and location of Families departing the area. Maintain contact by phone or personal visit on an “as needed” basis or when directed by the RDC or FRG Leader.

(4) Provide welcoming, sponsorship, orientation, and networking support for new or “at risk” Family members within the chain of concern. Identify Family member concerns and pass to FRG leader.

(5) Participate in, and support, FAC exercises and emergency activations.

f. FRG Steering Committee(s):

(1) Meet periodically, or as necessary, to plan activities, disseminate information, and discuss Family issues. Publish a newsletter for all members of the installation, battalion, or unit with training dates and other relevant information. Ensure that the chain of concern or telephone tree is in place and current. Support Families in the resolution of problems or difficulties they may be experiencing.

(2) Provide information, assistance, guidance, and referral services to unit and Families before, during, and after an exercise, deployment, or emergency situation. Ensure that FRG leaders and volunteers receive training provided by ACS.

g. FRG Leaders:

(1) Be responsible to the unit or RDC for planning and conducting Family readiness or support activities, ensuring chain of concern is current, and preparing Families for deployment and reunion. Attend all FRG related training provided by ACS and USAG. Attend FRG steering committee meetings.

(2) Participate in, and support, FAC exercises and emergency activations.

h. Military Sponsors: Ensure that the needs of the Family are provided for through available resources. Ensure that the Family is highly prepared at all times for the possibility of sudden deployment/prolonged separations. In special cases, ensure the rear detachment and/or chain of concern is aware of special Family needs during sudden deployment or prolonged separations.

5. PROCEDURES: Soldier and Family readiness preparation will be conducted throughout the year, as required or necessary, to prepare for routine deployments as well as extended deployments or emergency situations. Routine preparation and training, as well as emergency FAC activation procedures are listed below.

a. Routine Deployments

(1) Routine deployment situations receive support provided by ACS and unit staff during each of the following phases as outlined below. Since some units may deploy their personnel directly to the deployment location, while other units have personnel report to another installation for pre-deployment

MCHD-MWF

SUBJECT: Fort Detrick United States Army Garrison (USAG) Army Community Service (ACS) Family Readiness and Support Plan (FRSP)

preparation and training, it is very important that there is a process in place to verify and ensure that mandatory and recommended training, guidance, and support is provided and completed as necessary for all deploying servicemembers and civilians, and their Families.

(2) Deployment Preparation: Each Servicemember completes a Deployment Checklist and Family Assistance Information Sheet from the Soldier and Family Deployment Survival Handbook at the unit or company level. Any special needs Family members will be assessed and addressed. Family child care plans for dual military and sole parents will be evaluated for soundness. The ACS staff, FRG leaders, and Army Family Team Building (AFTB) Instructors, will schedule and conduct Family member training as needed or requested by units.

(3) Pre-deployment: A deployment briefing will be scheduled by the unit prior to the deployment for the deploying personnel and Family members. The commander will conduct a briefing supported by USAG and ACS staff and other CTAs. During the briefing, the RDC, FRL, and FRG leaders will be introduced. Since many units deploy only one or two personnel at a time, this briefing may be limited to scheduling a one-on-one appointment with the ACS Mobilization and Deployment Program Manager.

(4) During deployment: The primary POC for Family support will be the RDC. The FRG leaders and POCs will assist with information, referral, and Family training and activities. Available training will include homecoming and reunion training for Servicemembers and Family members. The Chaplain Activities Office may assist ACS with homecoming and reunion training and support for deployed Servicemembers and Family members.

(5) Post-deployment: The redeployed Commander, if applicable, may resume responsibility for the FAC. For extended deployments, the Chaplain and FAP personnel will conduct Family training to address common reunion issues.

b. FAC Activation

(1) If a FAC is activated by the Installation Commander, the Director, Family and Morale, Welfare, and Recreation (FMWR) notifies the Chief, ACS. The ACS FAC Coordinator immediately begins preparations to expand the FAC into the recommended phase within 24 hours. An ACS staff person is placed on a 24-hour call basis and the 24-hour ACS/FAC Hotline is activated. Families can contact the FAC toll-free by calling the USAG Customer Service Line at 1-800-256-7621 and selecting MWR/ACS (option 3) or calling the main ACS number at 301-619-2197 directly. The on-post location for the FAC will be the ACS Center in the Community Support Center, Building 1520, Suite 300. An off-post FAC location is currently under review and the information will be posted and available once arrangements have been made. The various levels of FAC operation are as follows:

(2) Level I: All CTA and support staff elements are notified that expanded services may become necessary and POCs are required to be immediately available. Information papers and POC rosters are validated and placed in a "FAC Smart Book" for reference. This ACS FRSP is reviewed and validated, equipment is checked, and staff training is completed. A non-tactical vehicle is assigned to the FAC, if

MCHD-MWF

SUBJECT: Fort Detrick United States Army Garrison (USAG) Army Community Service (ACS) Family Readiness and Support Plan (FRSP)

applicable, and transportation is provided for Family members to and from community agencies as needed. Hours of Operation: Monday – Friday, 0730-1700 (9 ½ hours).

(3) Level 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).

(4) Level 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 six 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).

(5) Level IV: The FAC is placed on 24-hour operation on an on-going basis. All support agencies are required to move their CTA liaison 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 to 60 days of a large-scale deployment or emergency situation and 60 to 90 days or longer upon a re-deployment, if applicable. Weekend hours may be scheduled as necessary. Hours of Operation: Monday – Friday, 0600-0600 (24 hours).

6. The ACS Center is the overall proponent for this guidance.

/Original Signed/
DENNIS MCMILLEN
Army Community Service
Outreach Program Manager

/Original Signed/
RAFAEL SANTALIZ, JR.
Director, Family and Morale, Welfare
and Recreation

/Original Signed/
MARY R. DEUTSCH
Colonel, MS
Commanding