



GETTING PREPARED, STAYING PREPARED

FAMILY READINESS GROUP (FRG) ESSENTIALS TRAINING



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to go. Ready to fight. Ready to lead.

INSTRUCTIONS FOR CERTIFICATE

1. Review slides online
2. Open a new browser and visit: <http://quizstar.4teachers.org/indexs.jsp>
3. Register for the QuizStar Site by clicking on the yellow arrow “Sign Up” and creating a Username and Password.
4. On the next screen, select “Click here to search for a new class.”
5. In the Class #1 box type “Fort Bragg FRG Essentials Training” and select Exact Match. Check the checkbox next to the training and click the Register button.
6. The following screen confirms your enrollment in the class. Click on the “Classes” tab at the top of the page to view your enrollment.
7. Click on 1 Untaken Quizzes and on the next page; click “Take Quiz” to begin.
8. You must pass with an 80% or better to receive a certificate.
9. Once you pass the exam with 80% correct, email david.l.stamper3.civ@mail.mil. At a minimum, you should submit the following information:
 - Full Name
 - Phone Number
 - Email
 - Name of FRG Quiz taken
 - Test Date
 - Unit to which you are or will be assigned for FRG volunteer duties.
10. It may take 1-2 business days to process your certificate.



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Ready to Deploy, Stay on Mission, Deploy and Stay

IN THIS CLASS, WE WILL REVIEW:

- Community Overview
- FRG Team
- FRG Mission
- Getting Started
- Effective Leadership
- FRG Communications
- FRG's Tasks in the Deployment Cycle



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Ready to Serve, Ready to Support, Ready to Lead

GETTING PREPARED. STAYING PREPARED



Soldier Support Center

Bldg 4-2843, 3rd Floor, Normandy Drive
(910) 396-8682/8683 or (800) 457-4636



Hours of Operation:

Monday - Friday 0800-1700



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ARMY COMMUNITY SERVICE (ACS)

Information & Referral

Relocation Assistance

Airborne Attic/Lending Closet

Multi -Cultural Readiness

Employment Readiness

Financial Readiness

Army Emergency Relief

Military Family Life Consultants

Mobilization & Deployment

Survivor Outreach Services

Family Advocacy

Victim Advocacy

New Parent Support

Exceptional Family Member

Installation Volunteer Services

Army Family Team Building

Army Family Action Plan

Soldier Family Assistance Center (SFAC)

Instructors Note:

Army Community Service offers a wide variety of programs tailored to assist Soldiers and their Families



TOTAL ARMY STRONG

The strength of the Nation is built on the readiness and resilience of every member of the premier all-volunteer Total Army - every Soldier, civilian and Family member.

We will uphold the Army's responsibility
to provide benefits and high-quality services that are components
of a professional force dedicated to the Army for the long term.



The Army remains steadfast in its commitment to:

- ★ Maintain the trust between Leaders and their Soldiers, Families and civilians
- ★ Foster an environment that promotes adaptability and self reliance
- ★ Promote physical, emotional, social, Family and spiritual strengths
- ★ Honor the service and sacrifices of those who serve our Nation



ARMY STRONG.™



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CHILD, YOUTH & SCHOOL SERVICES (CYSS)

*CYS Registration
4th Floor, Soldier Support Center
432-CARE (2273)*

FREE CYS REGISTRATION!!!!



Instructor Note:
*CYSS is a sister organization to ACS and they handle all things
'children'*



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CYSS TOTAL ARMY STRONG INITIATIVES

- For Families with deployed Soldiers there are FREE hours of childcare available per month
- There are discounts for Child Development Center (CDC) and Family Child Care (FCC) providers if you use full/part-time childcare for Families with deployed Soldiers
- There are Sports Registration discounts per school year for Families with deployed Soldiers



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MORALE, WELFARE, AND RECREATION (MWR)

- www.fortbraggmwr.com
- Calendar of Events
- Deployment Specials
- Event Flyers



Instructor Note:

Fort Bragg MWR runs all the restaurants, bowling alleys, swimming pools, etc on the installation. There is ALWAYS something going on and some events are FREE! Check out the website for updates and flyers for events

Consider planning FRG events in conjunction with MWR events



FAMILY READINESS GROUP TEAM



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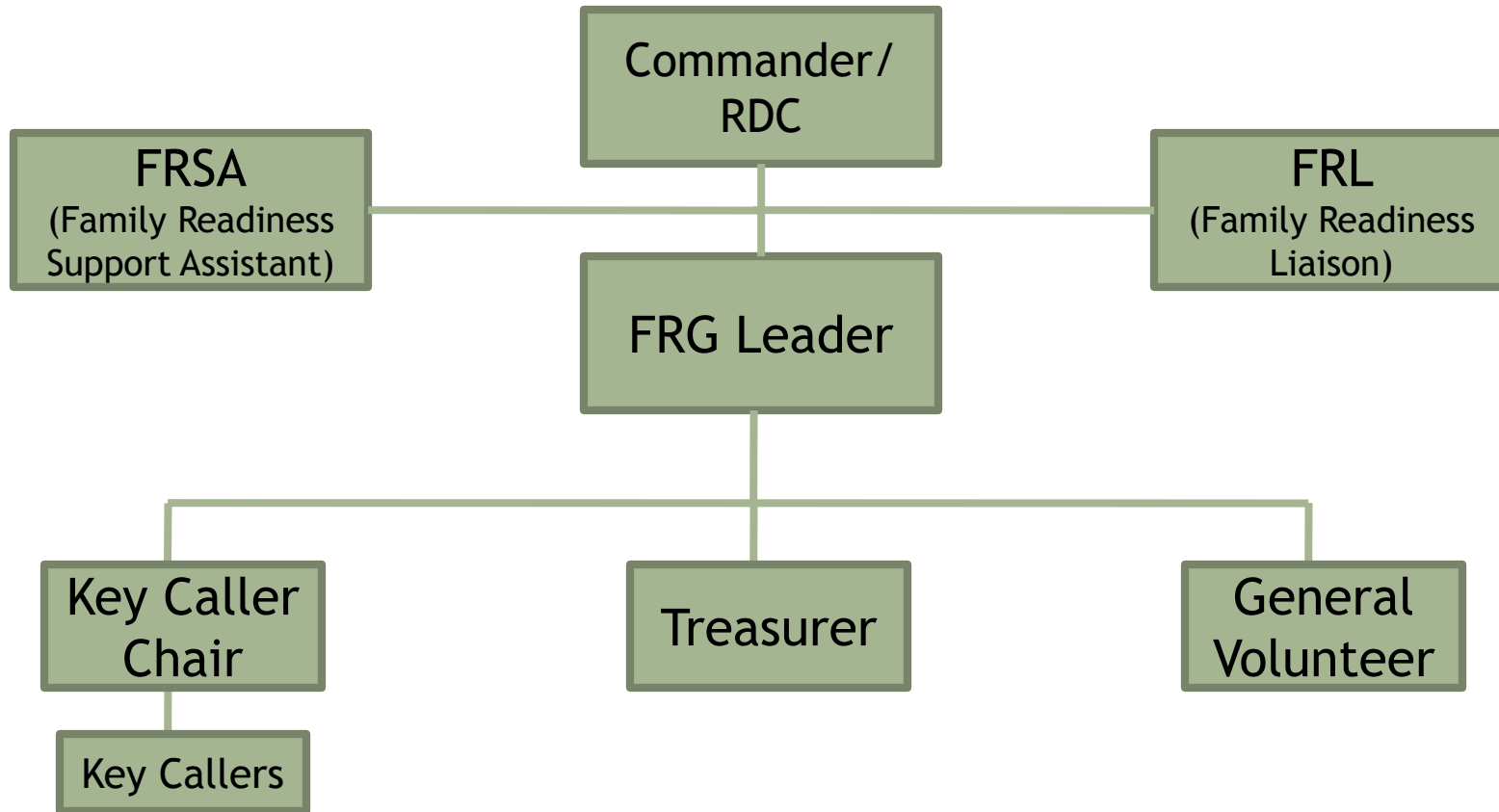
Resources for Educating About Deployment and You



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FRG TEAM



Instructor Note:

This slide represents a visual look at a typical FRG Set-up. Keep in mind it may change with the number of volunteers and/or positions you have in your FRG



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COMMANDER / REAR DETACHMENT COMMANDER (RDC)

- Rear Detachment is the primary communication link between the deployed unit and the Family members at home
- Provides oversight support to FRG and FRG Volunteer activities
- Commander identifies the # of Volunteers needed for FRG Plan
- Ensure volunteers are properly registered IAW AR 608-1
- Ensures FRG Volunteer training is completed and positions filled



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FRG LEADER ROLE

- Meets regularly with Commander
- Create a team of volunteers
- Assign responsibilities and manage the volunteer team
- Facilitates FRG events and meetings





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FRG KEY CALLER RESPONSIBILITIES

- Relay information from command accurately; in some cases, command will provide a script
- Make information calls in **TIMELY** manner
- Call periodically to check on Families, especially in deployment and post deployment phases of deployment cycle
- Address Families' questions, referring to others individuals or agencies when appropriate
- Maintain Family privacy and confidentiality

See Instructors Note



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How to Get the Most Out of Your Deployment

Instructor Note:

- *It is very important that the telephone tree operate well. The key callers' ability to carry out their responsibilities will determine how well the telephone contacts serve as an effective way for both the FRG and unit to support Families. It is therefore important for key callers to understand their responsibilities.*
- *Since the key caller will have an ongoing relationship with Families, via telephone contact, Families may feel comfortable sharing personal information or seeking help from the key caller. They will need to be prepared to listen and refer the Family to the appropriate agency for assistance. Keep in mind the key caller's role is to provide information and not to resolve Family issues.*
- *It is vitally important for the key caller to protect a Family's privacy and not to discuss information unless given permission to share it with the FRG leader or RDC. Sometimes spouses need to vent and trust that their communication with the key caller will be kept confidential. Gossip can destroy the FRG.*
- *Key callers will need to safeguard the key caller Family roster. This information is protected by the Privacy Act. As such, addresses and telephone numbers cannot be shared with others without the Soldier or spouse's written consent. Destroy your key caller Family roster when you quit or receive updated rosters.*



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TREASURER & ALTERNATE TREASURER RESPONSIBILITIES

- Primary money handler
- Responsible for custody, accounting, and documentation of FRG Informal Fund
- Provide input on FRG Informal Fund SOP
- Maintain FRG Informal Fund ledger that includes:
 - Cash value of donated items as well as monetary donations
 - All cash transactions (income and expenditures)
- Prepare and submit monthly and annual reports to leadership

See Instructors Note



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Instructors Note:

- ***Maintain FRG Informal fund ledger, which specifies costs earmarked for each event.***
- ***Prepare and submit monthly and annual reports to leadership that provide:***
 - *Current balance*
 - *Total income that includes all cash donations, the cash value of donated items, and cash that was received during fund raising activities*
 - *Itemized list of expenditures with explanation how expenditures consistent with fund's purpose as established in the FRG Informal Fund SOP*
 - *An annual report on the FRG informal fund activity will be provided to the first colonel (06) commander or designee in the unit's chain of command no later than 30 days after the end of the calendar year*
- ***FRG Informal funds are private funds generated by FRG members that are used to benefit the FRG membership as a whole.***
- ***Newsletters that contain 80% official information and up to 20% unofficial information can be paid for by APF funds and not the FRG Informal fund***
- ***The Treasurer and Alternate are personally liable for any loss or misuse of funds.***



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Ready to take the fight to the enemy and the

Family Readiness Support Assistant (FRSA) Role

- To maintain the continuity and stability of the FRG as units undergo changes in volunteers and leadership
- Provide the CDR/RDC, FRL, and FRG Leader with administrative assistance in support of Family Readiness Programs
- Work closely with ACS and community resource agencies to provide appropriate referrals for the CDR/RDC, FRL, and FRG Leader

*Remember your FRSA works for your Commander and WITH the
FRG Advisors/Leaders and community resources*

See Instructors Note



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Instructors Note:

- *Family Readiness Support Assistants (FRSAs) are paid Civilian employees that are located at the BN and/or BDE level. They work for their respective Commanders and are there to assist each Commander reach their Family readiness goals.*
- *The FRSA is there for administrative support. They are an amazing resource and a vital part of the FRG team.*
- *The FRSA will not lead any FRG meetings, make decisions or serve as the official spokesperson for the unit*
- *The FRSA will not be directly involved with unit fund raising activities or be accountable for the monies in the FRG account*



FRG MISSION



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Resources for Educating About Deployment and You



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WHAT IS AN FRG?

“An FRG is a command-sponsored organization of Soldiers, civilian employees, Family members and volunteers belonging to a unit.”

(Source: AR 608-1, Appendix J)

The FRG also provides a communication network between command and Families



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WHY AN FRG?

- Assist unit commander in enhancing Family readiness
- Encourage self-sufficiency by providing information, referral assistance and mutual support
- Provide a network of communications among Family members, chain of command and community resources, which includes:
 - Providing feedback to command on state of unit Families
 - Disseminating official, accurate information from command to Families
 - Offering referral assistance to community resources

The FRG is NEVER part of casualty notification process

See Instructors Note



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Instructors Note:

There are (have been) some misunderstandings about the purpose of the FRG. Some of these are briefly discussed here:

- *Coffee groups and FRGs are not the same thing. A unit may have any number of coffee groups, but there is only one FRG per unit. Everyone connected to the unit is automatically considered a member of the FRG regardless of whether any of the Soldiers, civilians or Family members (immediate and extended, such as parents, siblings, or fiancées) choose to participate.*
- *With frequent deployments, units and Soldiers are experiencing back-to-back deployment cycle. The FRG is being called upon to assist units, Soldiers and Families in each phase of the deployment cycle.*
- *The purpose of the FRG is to keep Soldier and Families informed and to provide education and mutual support. This is a benefit to all unit Families. However, when Families are experiencing a problem, the FRG will refer Families to the appropriate agency for assistance. It is not the function of the FRG to solve Families' problems.*
- *There is a difference between unit events and FRG events. The FRG is permitted to raise money to support the FRG's events and FRG activities. Events planned by the unit are not the responsibility of the FRG. Unit informal funds and FRG informal funds should never be mixed.*



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FRG ACTIVITIES

Mission Essential

- FRG member, staff, and committee meetings
- FRG newsletters
- Maintenance of updated Family rosters and Family readiness information
 - Phone Tree
 - Email Distribution List
- Educational briefings/trainings for FRG members

Non-mission Essential

- FRG social activities
- FRG fundraising activities

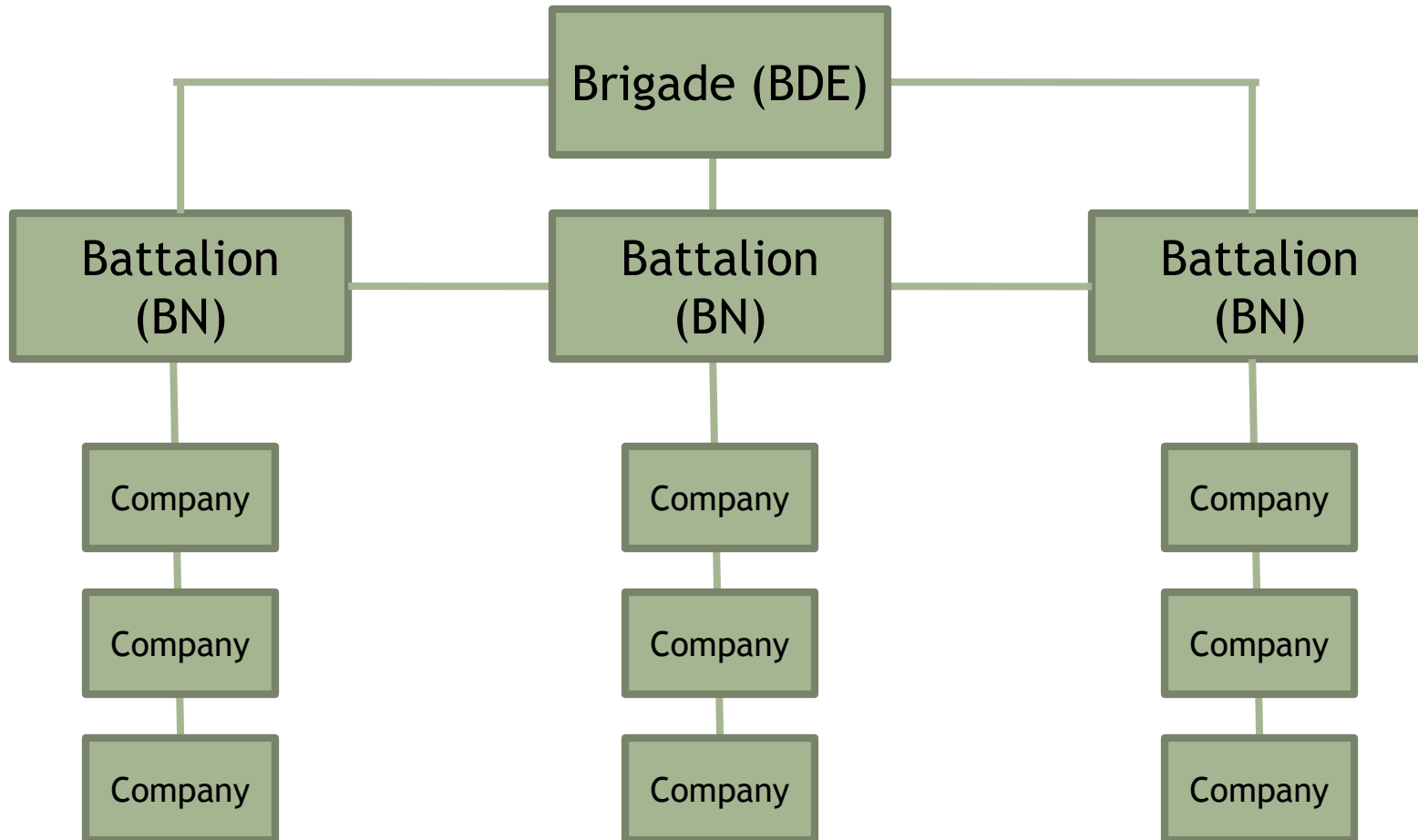
Note: *The FRG must use its FRG informal fund for these activities.*



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SAMPLE UNIT STRUCTURE



See Instructors Note



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Readiness, Training, and Support for the Army

Instructors Note:

- *FRGs are typically established at the company level. In some instances, a single central FRG may exist at battalion level. These are usually found in military school situations, separate companies, or units that typically do not deploy as a unit, such as a hospital.*
- *The battalion commander provides guidance and support through the battalion FRG steering committee and battalion (and company) rear detachment commanders. The battalion commander also advises and authorizes support and funding for FRGs.*
- *The battalion steering committee is headed by FRG Advisor, who is typically commander's spouse. The FRG steering committee informs FRGs on battalion commander's Family readiness plans and policies. The committee also provides guidance to company-level FRGs on FRG activities needed and how to address emerging FRG and Family issues.*



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FRG SUPPORTS THE UNIT'S "FAMILY"

- **Soldiers and/or Civilian Employees**
 - Assigned to the unit
 - Attached to unit for deployment (augmentees)
- **Family Members**
 - Spouses
 - Children
 - Extended Family (parents, grandparents, etc.)
 - Others as identified by Soldiers (e.g., boy/girlfriends, fiancées, guardians)
- Some individuals may be geographically dispersed

See Instructors Note



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Instructors Note:

- *All service members (Soldiers, sailors, airmen) in a unit are part of a Family that may comprise parents, grandparents, siblings and other relatives. Many of these Family members are likely to live in different geographical areas and some distance from the location of the FRG. Nonetheless, these Families are considered part of the FRG and should be included in information sharing if the Soldier wishes. Sending a newsletter or e-mail to geographically distant Family members can be a useful way to keep these Family members informed.*
- FRGs play a vital role in Family readiness and in assisting units and Families with deployments.



GETTING STARTED



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Resources for Educating About Deployment and You



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PREPARATION FOR FRG LEADER ROLE

- Meet with the unit commander
- Review FRG Leader Handbook
 - Available on web at www.myarmyonesource.com
- Get any training needed
 - Available on web at www.myarmyonesource.com
- Talk with volunteers in the unit's FRG, especially FRG volunteers who held key positions
- Meet with current or past FRG Team Members
- Review FRG Continuity book (if available)

See Instructors Note



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Instructors Note:

- *As the new leader of FRG, it is important to prepare for your role. A key step to being prepared for the FRG Leader role is to have an understanding of the FRG leader role and responsibilities as well as FRG activities. Ways to gain this knowledge are:*
 - *Meet with the unit commander to discuss command's vision of FRG activities and FRG leader's responsibilities.*
 - *Review Operation READY materials for FRG leaders which provide how-to information. Operation READY materials can be downloaded from the www.myarmyonesource.com*
 - *Get any training needed.*
 - *(Note: In addition to this training series, other online training is available for FRG leaders on the web at www.myarmyonesource.com)*
 - *Talk with volunteers in the unit's FRG, especially FRG volunteers who held key positions (e.g., co-leader, newsletter editor, FRG Informal Fund manager, phone tree chair).*



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INITIAL FOCUS FOR FRG LEADERS

- **Credibility**
 - Be reliable and dependable
- **Clout**
 - Ability to work with unit leadership
- **Content**
 - Use all channels of communication to convey your information
- **Consistency**
 - Have solid timelines and task list
- **Charisma**
 - Positive attitude and good personality

See Instructors Note



GETTING PREPARED. STAYING PREPARED

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How to Get the Most Out of Your Program and Your

Instructors Note:

- *Credibility starts with being a reliable and dependable professional who knows how to work with all the marketing channels.*
- *Clout starts with the stature and status of the FRG Program, and grows with your ability to win top level support in your command structure and in your community.*
- *Content is the sum total of all the messages you want to convey. It must be solid information, clear and captivating, and must fit well with both the programs you are supporting and the community in which you live and work. All the channels of communication are thirsty for good content.*
- *Consistency comes from having a solid timeline and task list. A regular schedule for keeping in touch with and meeting the needs of all the people in all your communication channels is essential.*
- *Charisma counts! The end audience and all the people in the channels of communication respond more positively if you have charisma working for you. You may embody it, which is great, but you may need to recruit for it. When you find someone who has it, use it!*



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GUIDANCE ON RELATIONSHIP WITH UNIT LEADERSHIP

- Keep in mind FRG is the unit commander's program
- Prepare to discuss at first meeting with unit commander:
 - Commander's Family readiness plan and unit's deployment and training schedule
 - Commander's vision for FRG, FRG activities and FRG leader's role
 - Expectations (e.g., what issues to be handled by commander vs FRG leader, when to seek guidance, unit's point of contact)
 - Resources for FRG
 - Ways command will support FRG aside from resources
 - Frequency and methods of communication between unit leadership and FRG leader
 - FRG Goals or Mission Statement

See Instructors Note



GETTING PREPARED. STAYING PREPARED

Instructors Note:

- *Command support is critical for an FRG. The degree to which the FRG leader can establish a positive working relationship with unit leadership [commander, RDC, and Family Readiness Liaison (FRL)] is an important element in the level of command support the FRG receives.*
- *The first meeting between the commander and the FRG Leader sets the tone of the relationship. Each person will get a sense of the other's style and the nature of the working relationship.*



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GUIDANCE ON PUBLICITY OF FRG

- Reaching out to Soldiers and Families in different ways is essential
- Publicity requires ongoing effort and involvement of the FRG leader
- Ways to publicize FRG include:
 - Attend unit and community events to introduce yourself and FRG
 - Inform new arrivals to unit about the FRG
 - Have command promote FRG to Soldiers and Families
 - Include FRG activities in vFRG web site
 - Encourage Soldiers and Families to talk about FRG to others (i.e., word of mouth)

Ensure Soldiers and Families know what the FRG does and how the FRG can help them.

Sell them on the benefits!

See Instructors Note



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Instructors Note:

- ***With the FRG now serving a broader network of Soldiers' Families, it is likely that many Family members are not aware of the FRG. Publicity will therefore be an important effort to increase awareness of the FRG. Reaching out to Soldiers and Families in different ways will also be necessary to connect with as many unit Families as possible. Because the FRG leader serves as the key spokesperson, it is important that the FRG leader be involved in many publicity efforts. For example, FRG leaders are suggested to make a brief presentation or meet Families informally at unit pre-deployment briefings.***
- ***When talking with Soldiers and Families, think about the key take-away messages. Soldiers and Families will want to know what the FRG does and how the FRG can help them.***



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GUIDANCE ON REPUTATION OF FRG

- The FRG's reputation is based on all the FRG and volunteers do
- The FRG leader has a direct influence on FRG's activities and environment

Remember Creditability and Consistency!

See Instructors Note



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Instructors Note:

The reputation of the FRG has a bearing on the extent to which the FRG is able to be in contact with Families and thus able to provide them with important information. The FRG's reputation is formed by everything it does. As the leader you can influence the FRG environment and how activities are carried out. Keep in mind that your own style and abilities will also have an impact on Families' perceptions of the FRG. Here is a list of things to keep in mind during the time you serve as the FRG leader.

Factors critical to establishing a positive reputation include:

- *Ability to provide timely and accurate information and meaningful activities*
- *Ability to meet the membership's needs*
- *Having a positive environment that:*
 - *Represents all unit Families (i.e., both enlisted and officer and other unit demographics)*
 - *Encourages all to participate*
 - *Acknowledges participation is voluntary*
 - *Is receptive to members' input*
 - *Treats members and volunteers with respect*
 - *Acknowledges members' and volunteers' contributions*
 - *Promotes connections and builds camaraderie; includes welcoming new arrivals*
- *Having a FRG leader and key FRG volunteers who are personable and approachable*
- *Ability to control or effectively address negative situations (such as gossip & factions within the FRG).*



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GUIDANCE ON FRG MEMBER MEETINGS

- Always have an agenda and follow it
- Keep in mind some Families cannot attend
- The frequency of FRG meetings depends on where Families live and need for meeting
- Meetings provide an opportunity to:
 - Share important information and ideas
 - Provide education and training
 - Foster connections between Families
 - Have Families identify issues of concern
 - Provide referral and forward to Commander
 - Advertise volunteers opportunities

Don't forget to include your Single Soldiers!

See Instructors Note



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Instructors Note:

- ***In the first meeting with FRG members, you will want to:***
 - *Inform Soldiers and Families about the FRG*
 - *Address any known issues of concern to the Soldiers and Families*
 - *Educate FRG membership about military and community services*
 - *Provide information on how to access the unit's virtual FRG (vFRG)*
 - *Recruit volunteers. A form such as the Family Readiness Group Information Form can be given out requesting individuals to identify their interests in participating in the FRG.*
 - *Provide a social activity or allow time for the membership to meet and talk*



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GUIDANCE ON CHILDCARE FOR FRG ACTIVITIES

- Discuss child care with commander/RDC for options available and pre-approval for use of funds
- CYSS Kids On Site (KOS) involves the use of paid caregivers and paying an hourly rate fee based on the ages and number of children
- CYSS Volunteer Child Care in a Unit Setting (VCCUS) program is a pool of trained child care volunteers (FRG volunteers can be trained)
- Arrange “*Kiddie Corner*”
 - Pro- no worries of expense, whole Family is included
 - Cons- could get loud, those that don’t have children may not come back



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RESOURCES FOR FRG LEADERS

- Other FRG Team Members
- Battalion FRG steering committee
- Web-based FRG forum
 - www.armyfrg.org
- Operation READY materials
- Family Readiness Group Center
 - (910) 432-3742

EFFECTIVE FRG LEADERSHIP

“Never doubt that a small group of thoughtful, committed people can change the world; indeed it’s the only thing that ever has.”

~Margaret Mead



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BENEFITS OF EFFECTIVE FRG'S

Families

- Connection to unit and unit Families
- Connection to community resources
- Able to problem solve and cope with separations

Soldiers

- Peace of mind that their Families will receive official information
- Reduced stress because of FRG support
- Ability to focus on the mission with the knowledge that the Family is connected to the FRG

Commanders

- Ability to be more responsive to Family issues
- Reduced time spent handling individual Soldier/Family issues
- Increased Family readiness and deployment preparedness

Mission Ready Families = Mission Ready Soldiers



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ARE YOU READY TO BE THE FRG LEADER?

Things to think about:

- Your schedule
- Personal/Family situations
- Your personality
- Your abilities
- Your health
- Interest level/commitment

Instructors Note:

Being an FRG Leader can be a demanding job and there are many factors to take into consideration before accepting the volunteer position



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WHAT MAKES AN FRG LEADER EFFECTIVE

- Level of knowledge and preparation
- Use of available resources
- Has desirable leadership qualities
- Ability to establish good relationships with others (unit leadership, FRG volunteers, Families, local support agencies)
- Ability to manage the demands on the FRG and on you, the FRG leader

Instructors Note:

An FRG Leader needs to be resilient, resourceful, and respectful of others



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WHAT A FRG LEADER NEEDS TO KNOW

- FRG mission and activities
- FRG leader responsibilities
- FRG program structure
- FRG Volunteer registration requirements
- Unit mission, deployment schedule, and leaders
- Unit Families
- Deployment cycle and both command goals & Family issues in each phase
- Military and civilian community resources for Families
- Army regulations and unit policies
- Military structure and protocol



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TIPS ON HOW TO DEVELOP YOUR KNOWLEDGE

- Get training
- Collect and review information
- Talk with others
- Attend Army, unit, or community-sponsored educational programs/trainings
- Attend FRG steering committee meetings
- Visit websites, such as MyArmyOneSource, Military One Source, and official FRG website
- **Enhancing your knowledge is an ongoing effort**
- You are not expected to know EVERYTHING and it's okay if you don't



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TIPS ON RELATIONSHIP WITH FRG VOLUNTEERS

Do:

- Maintain communication to keep informed and address issues
- Work as a team
- Creative positive working environment (supportive, praise)
- Encourage volunteers to take care of themselves (Rejuvenate)

Do NOT:

- Make unnecessary changes
- Undermine
- Micromanage
- Criticize in public
- Blame



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TIPS ON RELATIONSHIPS WITH FAMILIES

- Be personable and approachable
- Create positive environment
- Encourage Families to volunteer and participate
- Facilitate Families' needs
- Conduct social activities to reduce stress, boost morale, and build camaraderie
- Have command provide information and take action, when needed



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to lead. Ready to fight. Ready to serve.

MANAGING THE WORKLOAD FOR THE LONG TERM

- Maintain health and well-being
- Manage demands on you
- Take action “when stressed out”
- Find effective ways to relax



FRG COMMUNICATIONS



OPERATION
READY

Resources for Educating About Deployment and You



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to go. Ready to fight. Ready to lead.

TYPES OF COMMUNICATION

- Meetings
- Newsletters
- Phone
- Email
- vFRG and the eArmy Family Messaging System

Instructor Note:

These communication channels are used to:

- *Publicize FRG events*
- *Address issues of concern,*
- *Highlight available military and community resources*
- *Build camaraderie*
- *Relay command information*



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
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PURPOSE OF FRG PHONE TREE

- Provide timely official information from command
- Disseminate information about FRG and unit events
- Be a resource to Families when need assistance solving a problem/issue
- Keep pulse on Family issues and concerns
- Plan social functions

FRG Phone Tree is protected by the Privacy Act and should ONLY be used for Official FRG Mission Activities

See Instructors Note



GETTING PREPARED. STAYING PREPARED

OPERATION
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Instructor Note:

- **The FRG Phone Tree is an essential tool for us to be able to reach out to the unit's Soldiers and Families. After all, providing a network of communication is the mission as an FRG**
- **Having an accurate, current unit Family roster is essential to setting up and maintaining FRG phone tree**
 - Command is responsible for providing updated Family roster information to FRG
 - FRG leader is responsible for setting up the phone tree
- **Having trained FRG volunteers serving as key callers is needed to perform this activity**
 - FRG leader is responsible for recruiting, training and supervising key callers
 - FRG leader is responsible for establishing procedures and providing needed tools and guidance to key callers
- **Timeliness and accuracy are critically important when disseminating information**
- **Monitoring issues key callers face ensures key callers are supported and Families dealt with appropriately**



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to go. Ready to fight. Ready to win.

FRG PHONE TREE OPERATIONS

- FRG Leader receives information from command
- Information passed on to Key Caller
- Key Caller contacts assigned Families
- Key Caller notifies FRG Leader who has been contacted
- Specific guidance provided by FRG Leader

Key Caller should always double-check Family member contact information when performing call-outs



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to Act. Stay on Alert. Dependable and True.

GUIDANCE ON FRG E-MAIL

- Timeliness and accuracy important
- Use Bcc line to enter email addresses
- Designate one person to send out emails



GETTING PREPARED. STAYING PREPARED

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VFRG AND THE E-ARMY FAMILY MESSAGING SYSTEM (EAFMS)

- www.armyfrg.org
- Battalion virtual FRG web site
 - Unit commander authorizes users and approves all content
 - Commander is responsible for having content posted on unit's web page
 - *Private FRG web sites are not allowed*
- “The purpose of the eArmy Family Messaging System is to provide commanders the ability to broadcast messages via text, email and/or voice to Soldiers and Family members in a timely manner. It is a commander's tool - along with the vFRG Unit Site - to help fulfill the Family readiness mission”
- “Commanders will use the eArmy Family Messaging System to enhance communications with Soldiers and Army Family members by using the latest advancements in communication technology” (www.earmyfamily.com)

See Instructors Note



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to go. Ready to fight. Ready to win.

Instructor Note

- *The vFRG Site is free and authorized to be established at the BN level*
- *vFRG site allows units to perform some FRG functions online*
 - *Send e-mails and update telephone and e-mail lists through secure communications with Families*
 - *Post FRG newsletter and information of interest to Families*
- *Provide information from command, especially forward deployed commander*
- *Provide secure communication between unit, Families and Soldiers*
- *eARMY messaging system has been integrated into vFRG website as of September 2001*
- *The eAFMS gives the Commander the ability to record his own personal voice message to be distributed to his Soldiers and their Family members.*
- *The eAFMS offers additional features including:*
 - *a real-time conference call/bridge and the ability to survey the Soldiers and their Family members.*
 - *High-speed contact through all communication devices*
 - *Landline, cell phone, email, pager, wireless PDA and*
 - *SMS text messaging*
 - *State-of-the-art technology*
 - *Fastest, most reliable, efficient and secure network*



FRG'S TASKS IN THE DEPLOYMENT CYCLE

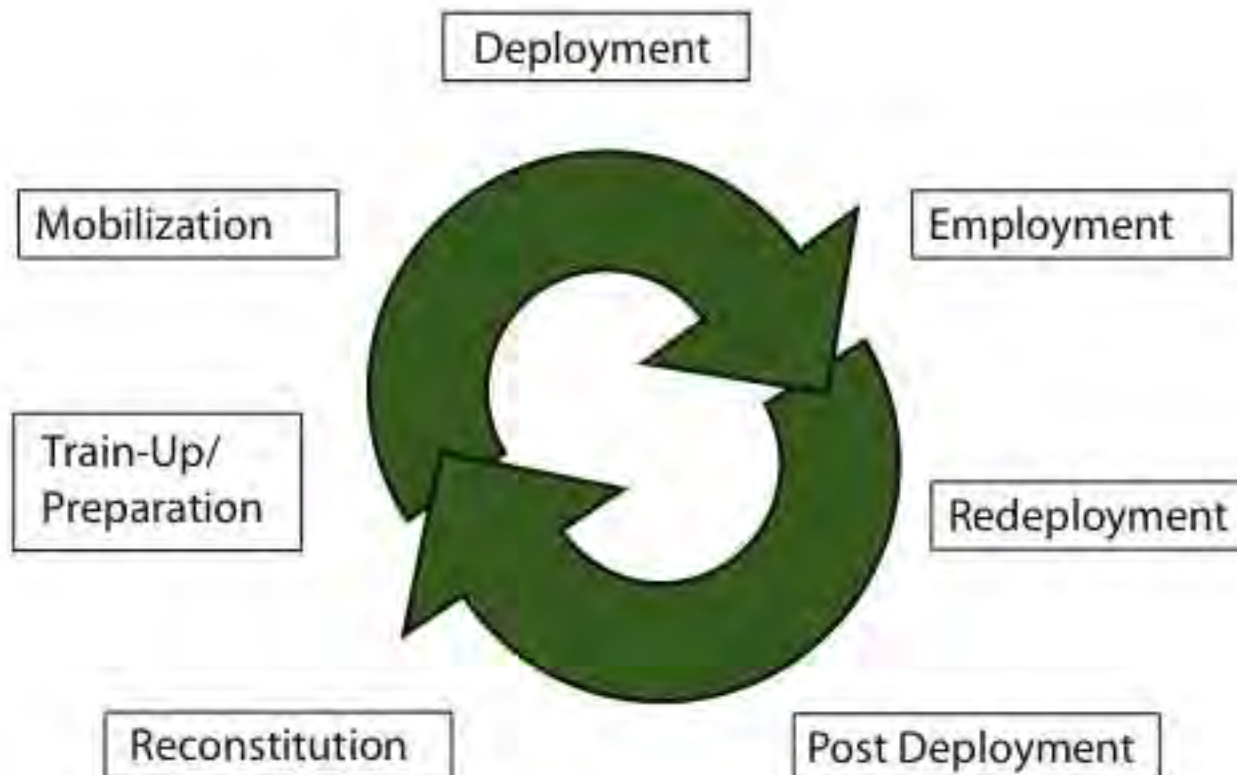


OPERATION
READY

Resources for Educating About Deployment and You



FRG SUPPORTS DEPLOYMENT CYCLE





GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to go. Stay on alert. Deploy when called.

PRE-DEPLOYMENT

Stressors

- Anxiety about Family separation
- Anticipation of combat
- Concerns about Families' and Soldier's safety
- Length and level of danger or deployment
- Children's care (finding childcare; identifying guardian)
- Financial concerns
- Arrangements in case of injury or death

FRG's Tasks

Assist command with Family preparations

- Meet with company commander to establish roles & responsibilities
- Recruit and train new FRG leaders and volunteers
- Get information from command regarding pre-deployment activities/briefings

Ensure Family readiness

- Get updated information and make sure FRG phone tree is current
- Collect informational materials for Families from unit or agencies
- Ensure Families understand casualty notification procedures
- Ensure Families have contact information for unit and FRG
- Have Families identify issues of concern



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to lead. Ready to fight. Ready to win.

DEPLOYMENT

Stressors

- Type of mission and conditions in deployment area
- Dealing with lengthy absence of spouse/parent
- Handling loneliness
- Coping with ups & downs of emotions
- Intense concern and worrying about Soldier's well-being
- Potential for & incidents of Soldier injuries or death
- Communication with Soldier
- Managing household affairs
- Children's reactions and helping children cope
- Learning about available resources

FRG's Tasks

Assist command with Family communications

- Maintain communication with RDC to get information to Families
- Identify Family issues of concern to command
- Discuss Family problems/issues and how to assist Families

Maintain communication with Families

- Disseminate information from command
- Provide information on available programs and resources helpful to Families
- Encourage Families to attend social and educational programs
- Facilitate communication between Families and Soldiers
- Refer Families to appropriate resources as needed
- Manage gossip and rumors
- Identify and monitor Family issues to inform command



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Recovery and Reintegration Operations and Support

RE-DEPLOYMENT

Stressors

Family Stressors

- Fear of Soldier's reaction to changes
- Soldier's ability to reintegrate back into the Family
- Impact of combat on Soldier

Soldier Stressors

- Early return due to injury or Family problems
- Concern about ability to reintegrate into Family
- Concern about ability to change behavior
- Impact of combat deployment

FRG's Tasks

Assist command with reunion preparations

- Meet with RDC to get information about reunion and reintegration
- Identify at-risk Families to command

Prepare Families for reunion

- *Provide information on tentative post-deployment schedule*
- Inform Families about reunion briefings and trainings available
- Address reunion and reintegration issues in communications with Families

Support Families on R&R

- Provide Families with informational material
- Maintain connection with Families and provide referrals when necessary



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Reintegrating Soldiers, Families, and Communities

POST-DEPLOYMENT

Stressors

Family Stressors

- Reintegration of Soldier into Family
- Children's reactions
- Dealing with impact of combat on Soldier & Family
- Dealing with conflict
- Dealing with ups and downs of emotion

Soldier Stressors

- Dealing with personal impact of combat
- Reintegrating into Family life
- Reestablishing relationships
- Reestablishing Family role
- Adjusting to routines

Assist command with post-deployment tasks

- Get information from command about unit reunion activities
- Identify Families with high stress or issues after Soldier's return
- Encourage Families to attend homecoming events
- Disseminate information about reunion activities and educational programs
- Encourage Soldiers and Families to use available resources
- Address reunion issues in FRG communication and activities
- Maintain connection with Families and provide referrals when necessary
- Recognize FRG volunteers for their service during the deployment
- Continue to conduct FRG social activities and meetings on a regular basis
- Conduct a "lessons learned" activity for FRG members



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to lead. Ready to fight. Ready to win.

OPERATIONS SECURITY (OPSEC)

OPSEC is keeping potential adversaries from discovering our critical information such as:

- Missions of units
- Locations and times of unit movements
- Unit morale/Personnel problems
- Security procedures

See Instructors Note



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
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Instructor Note:

- *One very important element of Army life is Operations Security or OPSEC. OPSEC is keeping our adversaries from discovering our critical and sensitive information. This information is unclassified and includes the mission and location of the unit. Any unit weakness and security procedures.*
- *Soldiers and their Families are a vital link in protecting this information. Do not discuss unit information in public places, via telephone, email, or blogs.*
- *Practicing OPSEC will not only keep your Soldier safe, but also, your Family at home!*



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
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CLOSING REMARKS

- Being a FRG leader is a demanding position
- You can do this job effectively by:
 - Using the information, tools, and resources available
 - Acknowledge that there is some level of unpredictability and the need to be flexible
 - Knowing where to go for help and seeking guidance
(Remember: You are not on your own)



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to go. Ready to fight. Ready to win.

TRAINING COMPLETE!

Thank you for completing FRG Essentials Training Online!

**View the next slide for instructions
on taking the quiz!**

**If you have any questions, call the FRG Center (910) 432-3742
We are open Mon-Fri, 0800-1900**



GETTING PREPARED. STAYING PREPARED

OPERATION
READY
Ready to go. Always ready. Dependable and true.

INSTRUCTIONS FOR CERTIFICATE

1. Review slides online
2. Open a new browser and visit: <http://quizstar.4teachers.org/indexs.jsp>
3. Register for the QuizStar Site by clicking on the yellow arrow “Sign Up” and creating a Username and Password.
4. On the next screen, select “Click here to search for a new class.”
5. In the Class #1 box type “Fort Bragg FRG Essentials Training” and select Exact Match. Check the checkbox next to the training and click the Register button.
6. The following screen confirms your enrollment in the class. Click on the “Classes” tab at the top of the page to view your enrollment.
7. Click on 1 Untaken Quizzes and on the next page; click “Take Quiz” to begin.
8. You must pass with an 80% or better to receive a certificate.
9. Once you pass the exam with 80% correct, email david.l.stamper3.civ@mail.mil. At a minimum, you should submit the following information:
 - Full Name
 - Phone Number
 - Email
 - Name of FRG Quiz taken
 - Test Date
 - Unit to which you are or will be assigned for FRG volunteer duties.
10. It may take 1-2 business days to process your certificate.