



Fort Bragg



Home of the Airborne & Special Operations



FORT BRAGG, N.C

OPERATION
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Mission for U.S. Army Abroad Deployment and Vis

GETTING PREPARED, STAYING PREPARED

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 “Commander/Rear Detachment FRG 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 assigned.
10. It may take 1-2 business days to process your certificate.



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Commander's FRG Training Course Agenda

- Community Resources Overview
- FRG Overview
- FRG Team
- FRG Funds, Fundraising, and Donations
- FRG's Tasks in the Deployment Cycle
- Working with Families
- Crisis Intervention

*This training is designed for the following individuals:
CRD, ISG and Rear Detachment*



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References

- AR 600-20, Army Command Policy
- AR 608-1, Army Community Service
- AR 608-1, Appendix J, FRG Operations
- U.S Army FRG Leader Handbook



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Community Resources Overview



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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Army Community Service Programs (ACS)

- Information & Referral
- Relocation Assistance
- Airborne Attic/Lending Closet
- International Readiness
- Employment Readiness
- Financial Readiness
- Army Emergency Relief
- Survivor Outreach Services
- Soldier Family Readiness Center
- Mobilization & Deployment
- Family Advocacy
- Victim Advocacy
- New Parent Support
- Exceptional Family Member
- Installation Volunteer
- Army Family Team Building
- Army Family Action Plan
- Satellite Offices

Instructors Note:

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



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Main ACS Office - Soldier Support Center

Bldg 4-2843, 3rd Floor, Normandy Drive
(910) 396-8682/8683 or (800) 958-4759

www.fortbraggmwr.com/acs

Monday - Friday 0800-1700





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The Army Community Service Family Readiness Group Center Serves the Fort Bragg Community.

- **Free Computer Access**
- **Printer**
- **Fax Machine**
- **Photocopier**
- **Secure and Non-secure VTC**
- **Meeting Rooms**



Deployment Hotline: 1-800-457-4636

Monday—Friday 8 a.m.— 5 p.m.

**Building 236 Interceptor Street
Weekends by appointment
(Old Pope Club)**

Pope Army Air Field, NC 28308

(910)432-FRGC (3742)

DSN: 239-3742



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Child, Youth & School Services (CYSS)

CYSS 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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Family and Morale, Welfare, and Recreation (FMWR)



- 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



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Military and Family Life Consultant (MFLC)

What is a MFLC?

- Masters & PhD level licensed Clinicians
- 12 FREE confidential sessions
- Services provided on or off post
- Mandated Reporter – Duty to Warn Situations

How can MFLC Help Me?

- Deployment Stress
- Separation
- Building Resiliency
- Homesickness
- Loss and Grief
- Conflict Resolution
- Communication
- Anger Management
- Parenting

(910) 391-9171



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Military One Source

1. Supplements existing Family programs
2. Staffed by Masters level or higher consultants
3. At no cost to participants
4. Accessed via telephone, online, or face to face 24 hours a day, 7 days a week, 365 days a year
5. Twelve face-to-face counseling sessions with professional civilian counselors (CONUS only)

Privacy:

- May be used anonymously
- There is a duty to warn if you or someone else is in danger

1-800-342-9647 or www.militaryonesource.com



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FRG Overview



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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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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.**



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Who Leads the FRG?

- Commander establishes and supports the FRG but is NOT the FRG leader
- Selection of FRG Leader based on:
 - An individual volunteering
 - The commander asks a person to volunteer
- Commander's Spouse not required to be FRG leader
- The FRG leader must be approved by the unit commander



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Types of communication

- **Meetings**
- **Newsletters**
 - Newsletters that contain 80% official information and up to 20% unofficial information can be paid for by APF funds
 - FRG newsletters that contain predominately unofficial information and purely social activities can be paid for by FRG informal fund
- **Phone**
- **Email**
 - Use Bcc line to enter email addresses
 - Timeliness and accuracy are important
- **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



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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 or 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



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.



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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



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Controlling Rumors

- Rumors frequently arise during a deployment. If not handled, rumors can run rampant and create panic
- Controlling rumors is important. While this is the responsibility of unit leadership and FRG leaders, FRG volunteers (especially Key Callers) can assist
- The FRG can keep the RDC informed on Families' questions and issues

See Instructors Note



Instructor Note:

- **Providing accurate information in timely manner:**
 - **The telephone tree and e-mail are two important activities the FRG conducts for this purpose. Key callers have a great responsibility to make calls in a timely manner and to convey information accurately.**

- **FRG can keep RDC informed:**
 - **FRG volunteers (especially key callers) should inform the FRG leader (and not the RDC) about rumors or Families' questions. The FRG leader will address Families' concerns in her/his communications with the RDC. The RDC will advise the FRG leader what action the RDC intends to take and what information or official message the FRG is to provide to Families. In some instances, the key callers may be given a specific message to give in phone calls to Families.**



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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



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 20011

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**



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Family Readiness Group (FRG) Team

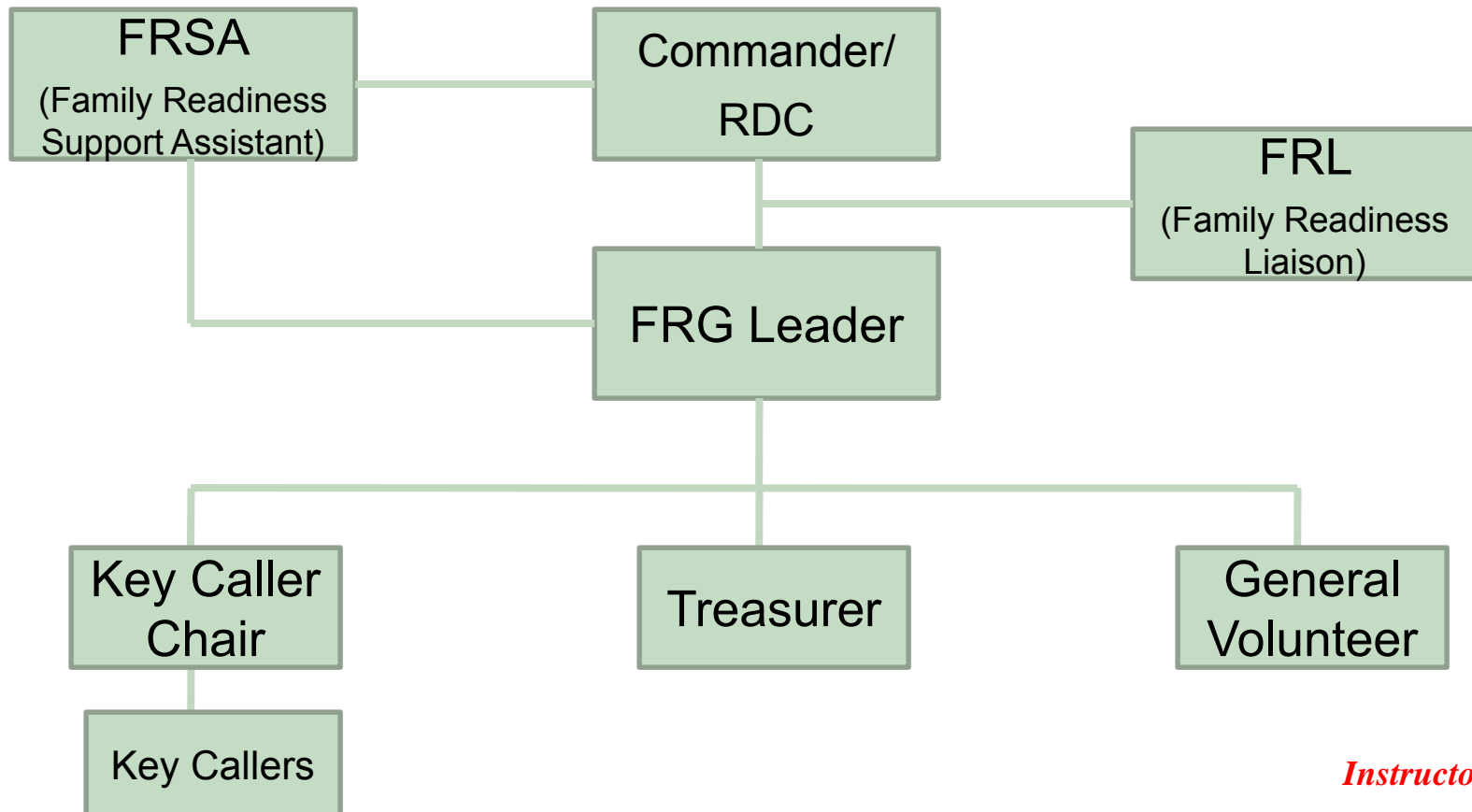


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FRG Team



Instructor Note:

This slide represents a basic organizational set-up of a typical FRG. Your unit may vary based upon the number of volunteers and/or positions in your FRG.



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CDR FRG Responsibilities

- Official information source for Families and control rumors
- Maintain contact with Families and ensure FRG communicates regularly with Families
- Maintain contact with FRG leaders and support FRG activities
- Maintain two-way communication with forward deployed units
- Coordinate with FRG steering committee



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CDR FRG Responsibilities (cont'd)

- Provide unit roster to FRG Leader to ensure Families receive communications and support
- Maintain record of contacts, actions taken and follow-up with Families
- Review RDC and FRG SOPs. Develop/revise FRG SOPs as necessary
- Meet with ACS/Family Program staff regularly to arrange deployment cycle training and support
- APF Budget for FRG



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FRG Leader

- Volunteer appointed by unit Commander
- Facilitates unit Commander's Family Readiness goals
- 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

- 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 when appropriate
- Maintain Family privacy and confidentiality

See Instructors Note



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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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FRG Treasurer

- Volunteer appointed by unit Commander
 - Cannot be Unit Commander, 1SG, FRG Leader, Co-Leader or deployable Soldier
- Primary money handler
- Custody, accounting, and documentation of FRG Informal Fund
- Give input on FRG Informal Fund SOP
- Maintain FRG Informal Fund ledger
 - Donations (tangible and monetary)
 - Funds raised and spent from bank account
- Prepare and submit monthly/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**
- **FRG Informal funds are private funds generated by FRG members that are used to benefit the FRG membership as a whole.**
- **The Treasurer and Alternate are personally liable for any loss or misuse of funds.**
- **Annual report/audit to the O-6 Commander or designee**
 - **Due 30 days after the end of the calendar year**



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Family Readiness Support Assistant (FRSA)

- 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
- FRSA's CANNOT:
 - Handle or receive money
 - Participate in fundraising activity
 - Pick up or purchase supplies for fundraiser
 - Be a signature on any FRG/unit account

Works for their respective Commanders and with the FRG Leaders, FRL's and FRG Advisor



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FRG Funds Fundraising Donations



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FRG Funding Regulation

- On 6 December 2006 there was a change to AR 608-1, Appendix J. It added the Army Family Readiness Group Operations
- This regulation authorizes resource support and funding for FRGs

Instructors Note:

It is important for unit commanders and FRG leaders to be aware of this regulation. This regulation specifies what sources of support are available to FRGs and how they are to be used.



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Authorized Support and Funding for FRGs

- Unit Appropriated Funds (APFs)
- FRG Informal Fund
- Supplemental Mission Activity (intended for FRGs)

Instructors Note:

APF funds should not be confused with MWR Unit funds. The MWR Unit funds are for Soldier use only



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Appropriated Funds

- Government office space & equipment
- Government paper & printing
- Postage for official mail
- Government vehicles for official FRG activities
- Child care for command-sponsored training
- Statutory FRG volunteers' training and travel expenses
- Reimbursement of statutory FRG volunteers' incidental expenses

FRG Informal Fund

- Social activities to foster cohesion
- FRG newsletters that contain more than the maximum amount of unofficial information
- Volunteer recognition
- Refreshments/meals for FRG meetings
- Benefits entire FRG



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Standard Operating Procedure (SOP)

FRG budget SOP: Commanders will approve an SOP that describes the APF support available for FRG mission activities and the procedures for FRG Leaders and volunteers to request support

FRG Informal Fund SOP: All FRG informal funds will have an SOP. This document memorializes the FRG members' determination of the purpose for the FRG informal fund

- It must include:
 - The FRG name
 - A description of the FRG's informal fund purpose
 - Functions and a summary of its routine activities



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SOP's (continued)

The following statement must be included in the FRG informal fund SOP:

“This FRG informal fund is for the benefit of the FRG members only and is established exclusively for charitable purposes and to provide support to Soldiers and Family members as the Soldiers and Families adapt to Army life. It is not a business and is not being run to generate profits. It is not an instrumentality of the United States Government”



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Guidance on FRG Informal Fund Account

- Appointment letters for Treasurer and Alternate from Commander
- Authorization letter to bank
- Signatory is treasurer and alternate; Can not be unit commander, 1SG, deployable Soldier, FRG leader, or FRSA
- Should not be non-interest-bearing account
- Only one FRG informal fund per unit
- FRG Informal Fund may not be mixed with other funds or deposited in interest bearing bank account
- FRG Informal Fund may NOT be used for:
 - Items or services paid with APF funds
 - Purchase of traditional military gifts
 - Unit Ball



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FRG Fundraising

- Fundraising to collect money for the FRG's Informal Fund must be command approved and per SOP
- Command must consult with SJA or ethics counselor about all fundraisers for the FRG
- Fundraising CANNOT be conducted off the installation
- Any fundraiser conducted outside of the unit must be approved by MWR Unit Fund representative, 396-9004, as well as the commander and legal

See Instructors Note



Instructors Note:

AR 608-1, Appendix J provides the following guidance on fundraising:

FRGs may fundraise but the fundraising must be reviewed by the SJA or Ethics Counselor and approved by the Unit Commander. The fundraiser may be held anywhere on the installation (active and Army Reserve) with both the unit commander's approval and the approval of the commander that has cognizance over the location (i.e., garrison commander). However, FRGs may not fundraise off of the installation. If the unit is not located on an installation, then fundraising is limited to the unit's members only.

Army organization - including but not limited to units, installations, and Family Readiness Groups - may officially fundraise from its own community members or dependents and from all persons benefiting from the Army organization.

Note: If you have a petty cash fund, put it in your SOP along with a limit suggest \$25.

Any fundraising outside the unit setting needs to be coordinated with MWR – phone number on the previous slide.



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FRG Fundraising

- Funds raised count against the FRG income cap of \$10,000
- Commanders may authorize a lower cap according to the needs of their FRG
- Units that have exceeded the annual income cap may not conduct fundraisers until the beginning of the new calendar year
 - January-December is the calendar year
 - The FRG informal account operates on a calendar year not a fiscal year
- Army Directive 2008-1, 7Mar08, increased cap from \$5,000 to \$10,000



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Volunteers and Fundraising

AR608-1, Ch. 5-7 g.

“Army volunteers are not authorized to engage in fundraising activities while performing volunteer services. Individuals engaged in fundraising do so on their own time, and are not considered Army volunteers when engaged in such activities.”

This means FRG volunteers may not submit hours they work on fundraising activities as volunteer hours



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Gifts and Donations

- Commander must consult with SJA/Ethics Advisor prior to acceptance
- Unit Commander accepts all donations
- Must NOT be solicited
- \$1,000 limit on money or tangible property
- Donations count toward the FRG informal fund cap of \$10,000
- Garrison commanders may accept unsolicited donations intended for FRG support, following the acceptance authority limits listed in AR 215-1



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Unit Commander's Responsibilities

- Set up annual FRG APF budget and SOP and notify FRG leader
- Approve/authorize:
 - FRG's access to government resources
 - FRG Informal Fund and associated tasks
 - Pre-approval of volunteer expenses
- Set up FRG Informal Fund SOP
- Review monthly FRG Informal Fund Reports



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FRG Informal Fund Treasurer & Alternate Responsibilities

- Custody, accounting, and documentation of FRG Informal Fund
- Provide input on FRG Informal Fund SOP to Commander
- Establish (non-interest bearing) bank account
- Maintain FRG Informal Fund ledger
- Prepare and submit monthly and annual reports to leadership



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FRG Tasks in the Deployment Cycle



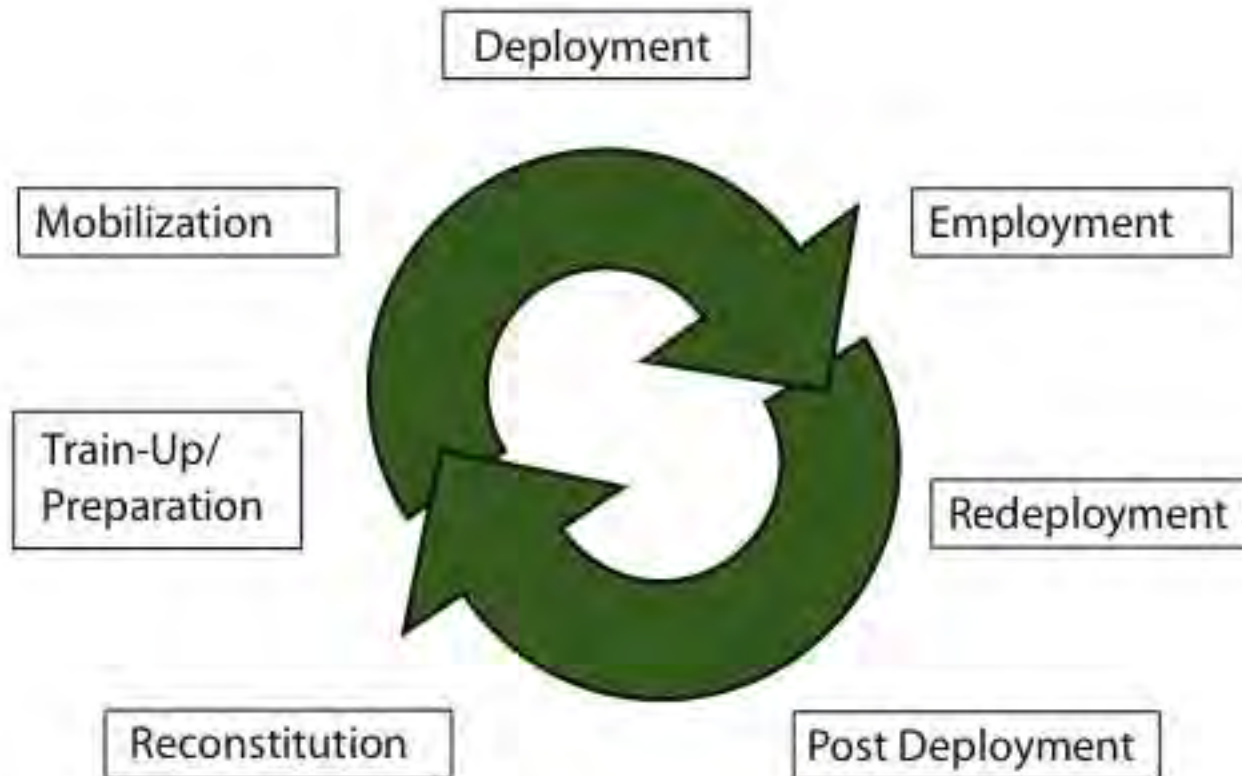
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The Deployment Cycle





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Deployment Cycle Support (DCS)

- This comprehensive process ensures Soldiers & Families are better prepared and sustained throughout the deployment
- All Soldiers deployed away from home station for 90 days or more are required to complete the DCS process
- Services are integrated throughout every phase of the process
- Civilian's and Families are highly encouraged to take advantage of the resources available
- Mobilization and Deployment has created a Deployment Cycle matrix to assist FRSA's/ CDRs in identifying the required and recommended training for each phase of the cycle



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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



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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



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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



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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



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How To Work With Families



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Purpose of Families Contact

- Families will contact FRG leaders, Key Callers and Unit leadership for one or more of these reasons:
 - Ask questions
 - Get information
 - Confirm rumors or gossip
 - Obtain help in resolving issues
 - Share information
 - Seek emotional support



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Creating a Positive Environment

- Be approachable. Be open and receptive to talking to the Family
- Encourage the Family to talk
- Avoid arguing, judging or criticizing
- Give the Family adequate time and attention



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Things To Remember About Interactions

- The message sent is not necessarily the message received
 - Ask questions to ensure the Family understands what you have said as well as to ensure you understand what the Family has told you
- Communication is always occurring even nonverbally
 - Pay attention to the Family's body language as it can be helpful to revealing how Family is feeling
- Words have both meaning and feeling
 - Monitor Family's response to what you say
 - Be prepared to reword what you say if necessary
- The tone of voice can influence the interaction



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Guidelines on Interaction With Families

1. Allow Family to vent feelings and talk while you actively listen
2. Respond by expressing empathy or acknowledging what you have heard
3. Ask questions and problem solve with Family



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Crisis Intervention



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Types of Soldier and Family Crisis

- Unexpected and unplanned events
 - (e.g., accident, natural disaster, act of terrorism)
- Life or developmental events
 - (e.g., death of a parent, illness, birth of child, marriage, deployment)
- Functional situations arising from chronic difficulty coping or experiencing significant individual or Family problem
 - (e.g., financial problems, car repossession, eviction, no food, substance abuse, Family violence, infidelity)
- Caregiver “crisis”; Family Care Plan is no longer valid



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What Creates a Crisis

When an individual:

- Experiences a stressful event or an event perceived as significant and threatening
- Has been unable to resolve situation with usual coping or problem-solving skills
- Is unaware or unable to pursue alternatives

A crisis may be different from a problem or emergency:

- Problem: can be resolved by Family or with the aid of a referral
- Emergency: requires immediate attention by professionals to respond to life-threatening event
- Crisis: by definition is time limited; situation can wait 24 to 72 hours for a response without placing individual in jeopardy



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Individuals' Reactions to Crisis

- Ability to deal with crisis influenced by:
 - Physical and behavioral characteristics
 - (e.g., good health, temperament)
 - Attitudes and beliefs
 - (e.g., mistrust of service providers)
- Emotional reactions often change during a crisis
 - (e.g., high anxiety, helplessness, fear, anger, depression, denial, grief, guilt)



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Goals of Crisis Intervention

- To provide timely and skillful support that will help the individual to:
 - cope with the situation, end distress or crisis, restore independent functioning
- Refer Soldiers and Families to professionals who can provide skilled support and, if necessary, crisis therapy
- To prevent or mitigate negative impact from event
- To encourage individuals to seek help as sign of strength

Keep in mind the goal is NOT to solve the Family's problem or to "rescue" the Family



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Guidelines for Intervention

- Identify crisis and individual's efforts to solve situation
- When talking with individual:
 - Listen carefully and allow the individual to talk
 - Speak calmly
 - Help focus the discussion on the situation that needs to be addressed
- Help individual by taking action and referring to appropriate agency
 - Don't make promises can't keep
 - Stick to the current event of concern
 - Provide reassurance.
- Record the contact with the Family on the Family contact form
- Follow-up to ensure individual received assistance needed



Scenario 1 – ACS Overview

You are appointed as the Rear-D Commander. During your second day of command a Family Member (wife) arrives at your office during lunch, this your third attempt to eat today. She is very upset and her young children are very restless. She tells your 1SG in broken English they just arrived from Germany. Transportation sent them a e-mail yesterday explaining the cargo ship won't arrive for 30 days with their HHG and Hold Baggage. She says they had a sponsor and called three times and left several VMs but no one returned their calls. Her car is stalled in the company area parking lot. The 1SG is able to calm her down because he speaks Spanish (wife's native language is Colombian) and help with the children.

Question: How can you assist this Family?

Answer: AER, Lending Closet, CYSS, transportation, International Spouse, FRG Leader, Family Care Plan



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Scenario 2 – FRG Fundamentals

A spouse (wife) calls you because your number was the only one her husband gave her before he deployed last week. She is upset because there is no money in their bank account and she doesn't have any food. Payday is in four days, today is Friday at 1600. She states she has tried to call you all day. She tells you her friend (Soldier's wife) said to go to a payday lender since payday is just four days from now. She says her friend does it all the time.

Question: What can you do to help?

Answer: Chaplin, AER, Budget Counseling, encourage her to bring her friend to the ACS financial training class, get her contact info, invite her to the FRG meetings, MFLC.

The assistance will be for both the spouse and her friend.



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Scenario 3 -- FRG Recruiting

Your meeting attendance is suffering and many of your FRG Team has PCS'd.

Question: How do you recruit new members?

Answer: Be Enthusiastic

Embrace the Concept

Provide Volunteer Position/Job Descriptions

Explain benefits of participating

Awards and Recognition

Esprit de CORPS

Question: What are the benefits of membership/participation?

Answer: Keeping Families Informed ,Overcome Stereo Types, Fun Activities, Stay Involved, Wholesome Activities, Valuable Training, Unity, Support network for all Families;
Married and Single Soldiers alike.



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Scenario 4 – Fund Raising

The FRG decided to conduct a fund raiser for the Holiday Party outside of the unit area.

Question: What do you need?

Answer:

1. Prepare request for Fund Raiser
2. Commander approves and forwards to SJA and MWR Celeste Scott 396-9004
3. SJA verification – legal and ethical
4. Volunteer cannot count Fund Raising Events toward credible service
5. FRSA prohibited from handling money during Fund Raising activities.



Training Complete!

Thank you for completing the Fort Bragg Commander and Rear Detachment FRG 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**



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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 “Commander/Rear Detachment FRG 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 assigned..
10. It may take 1-2 business days to process your certificate.