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Personnel

FAMILY SUPPORT PROGRAM



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This instruction implements AFD 36-30, *Military Entitlements*, and Department of Defense Directive 1342.22, *Family Policy*, 30 December 1988, and AFI 36-3009, *Family Support Programs*. It establishes a concept of operations, responsibilities, and authorities, provides Family Support Program (FSP) facility, staffing, funding, and operating guidelines, prescribes the forms used and records maintenance. This instruction directs collecting and maintaining information subject to the Privacy Act of 1974 authorized by Title 10, United States Code, Section 8013, System of Records Notice FO36 AF DP A applies.

SUMMARY OF REVISIONS

This revision adds a requirement for Wing Commanders to ensure Family Support Offices (FSO) have a toll free number and a cell phone (paragraph 2.1.8.), requires the Director to develop a marketing plan for FSO activities (paragraph 2.4.14.), requires Directors and Liaisons to: ensure core services are available to Geographically Separagraphted Units(paragraph 2.4.15. and paragraph 2.5.8.); promote FSO at applicable forums (paragraph 2.4.16.); manage resources and information systems paragraph 2.4.17.); maintain familiarity with base plans (paragraph 2.4.18.); provide families with a bulletin (paragraph 2.4.19.); provide annual deployment briefings (paragraph 2.4.20. and paragraph 2.5.14.); make 100% contact with families of deployed members, and establish Family Support Groups (paragraph 2.4.21. and paragraph 2.5.15.). It changes the core service of Support to readiness and adds minimum facility standards (paragraph 3.4. and paragraph 5.1.1.). A bar (|) indicates a revision from the previous edition.

1. Concept of Operation. The Air Force Reserve Command (AFRC) Family Support Program (FSP):

- 1.1. Assists commanders in their responsibility for the health and welfare of Reserve families.
- 1.2. Helps families adapt to the demands of military life.

1.3. Aligns functionally under the Mission Support Squadron. Where there is no full time Mission Support Squadron Commander, alignment will be under the Support Group Commander or the Deputy for all full time Family Support Directors. Where there is no full time Family Support position, the office will align under the Mission Support Squadron Commander.

1.4. Serves all military personnel, reserve, guard, active, retirees, their families, and DOD civilians where authorized by the wing commander.

2. Responsibilities and Authorities:

2.1. As office of primary responsibility (OPR), the Director of Personnel Programs (HQ AFRC/DP):

2.1.1. Administers and manages the FSP by developing and disseminating policy, plans, and program guidance.

2.1.2. Ensures compliance with Air Force Reserve Command FSP policies and procedures and conducts and monitors research on family issues.

2.1.3. Develops budget and addresses resource issues in support of program requirements.

2.1.4. Approves exceptions and waivers to the requirements of this instruction.

2.1.5. Designates a Family Program Manager to manage the command's FSP.

2.1.6. Supports the HQ AFRC Community Action Information Board (CAIB).

2.1.7. Provides for recurring professional staff development training for staff personnel.

2.1.8. Ensures that all FSOs have a toll free number and a cell phone to allow 24 hour access to families.

2.2. HQ AFRC Family Program Manager (DPXF) provides:

2.2.1. Policy guidance, resource support, and technical assistance to unit Family Support Programs.

2.2.2. Develops budget request to support program requirements.

2.2.3. Provides for recurring professional staff development training for FS personnel. Ensures Directors and Liaisons attend the appropriate courses when available.

2.2.4. Conducts staff assistance visits to provide guidance and ensure compliance with policy.

2.2.5. Ensures a narrative summary and statistics is compiled monthly and forwarded to AFRC/CV.

2.2.6. Collaborates and coordinates on the MAJCOM Community Action Plan.

2.3. The Wing Commander:

2.3.1. Identifies, coordinates, staffs, funds, and ensures the availability and quality of FS services and programs.

2.3.2. Appoints the Family Support Liaison (at tenant units) in accordance with [Attachment 4](#).

2.3.3. Ensures that concerns about family/community issues, needs, problem areas, services/programs are presented to the CAIB so that concerns may be addressed in a timely manner.

2.4. The AFRC Wing Family Support Director:

- 2.4.1. Manages and leads the unit FSP on Air Reserve stations.
 - 2.4.2. Acts as the consultant to the Reserve wing commander for family issues.
 - 2.4.3. Ensures all core services (paragraph 3.) are provided.
 - 2.4.4. Selects Family Support Technicians with the approval of the wing commander using Air Force Reserve Family Support Technician Selection Criteria at [Attachment 2](#).
 - 2.4.5. Participates in the CAIB as directed by the Wing Commander.
 - 2.4.6. Provides for recurring professional staff development training for staff personnel.
 - 2.4.7. Promotes and ensures award nomination packages are prepared in support of the program and submitted in a timely manner for consideration.
 - 2.4.8. Acts as the Air Force Aid Society (AFAS) Officer and provides assistance in accordance with AFI 36-3109, *Air Force aid Society (AFAS)*, and the AFAS Operations Guide at stand alone Reserve bases.
 - 2.4.9. Maintains an active self-inspection program, utilizing the current AFRC/DPXF checklist.
 - 2.4.10. Develops and manages budget in support of program requirements.
 - 2.4.11. Submits monthly reports to HQ AFRC/DPXF.
 - 2.4.12. As a member of the Integrated Delivery System (IDS), assists in the development of a Community Action Plan.
 - 2.4.13. Provides information to families to prepare them for transition from/to peacetime during contingencies, mobilization, and/or separation.
 - 2.4.14. Develops and implements a marketing plan for all FSO activities.
 - 2.4.15. Ensures all core services identified in paragraph 3. are available to all eligible personnel, including those at geographically separated units.
 - 2.4.16. Promotes FSO services at Chief's groups, First Sergeant's Groups and other applicable forums.
 - 2.4.17. Manages resources and Information Management Systems.
 - 2.4.18. Maintains familiarity with base contingency/operational plans as they relate to family readiness.
 - 2.4.19. Provide updated services and information to families through a quarterly bulletin. When possible, include the bulletin in the wing news letter/bulletin.
 - 2.4.20. Provide annual deployment briefings to all military personnel and document on monthly report. Encourage families to attend.
 - 2.4.21. Make 100% telephone contact at least every 45 days with families of mobilized/deployed members. Establish Family Support Groups (FSG).
- 2.5. The AFRC Wing Family Support Liaison (Collateral Duty):
- 2.5.1. Manages the FSP when the unit is located on an active duty Air Force base where there is no full time authorization.

- 2.5.2. Acts as a consultant to the Reserve wing commander for family issues.
- 2.5.3. Selects Family Support Technicians with approval of the wing commander using Air Force Reserve Command Family Support Technician Selection Criteria ([Attachment 2](#)).
- 2.5.4. Provides information to families to prepare them for transition from/to peacetime during contingencies, mobilization, and/or separation.
- 2.5.5. Coordinates with the active duty Family Support Center to ensure that service is provided to reserve families.
- 2.5.6. Maintains an active self-inspection program, utilizing the current AFRC/DPXF checklist.
- 2.5.7. Submits monthly reports to HQ AFRC/DPXF.
- 2.5.8. Performs the core services listed in paragraph [3](#). and ensure these services are provided to GSUs.
- 2.5.9. Coordinates with the host base IDS to assist in the development of a Community Action Plan and attends the host base CAIB.
- 2.5.10. At the Wing/CC discretion, promotes FSO services at Chief's groups, First Sergeant's Groups and other applicable forums.
- 2.5.11. Manages resources and Information Management Systems.
- 2.5.12. Maintains familiarity with base contingency/operational plans as they relate to family readiness.
- 2.5.13. Provide updated services and information to families through a quarterly bulletin. When possible, include the bulletin in the wing news letter/bulletin.
- 2.5.14. Provide annual deployment briefings to all military personnel and document on monthly report. Encourage families to attend.
- 2.5.15. Make 100% telephone contact at least every 45 days with families of mobilized/deployed members. Establish Family Support Groups (FSGs).

3. Core Services: This instruction establishes the following core services provided by FSOs. These activities are integral to each FSP and should be performed by all FSO personnel. Every service requires outreach to deliver services/programs beyond the walls of the FSO and installation.

- 3.1. Information, Referral, and Follow Up (IR&F). Helps members and their families identify and clarify problems and needs to determine appropriate forms of assistance or resources and provides linkages to those resources.
- 3.2. Policy, Planning, and Coordination (PP&C). Responds to identified family issues by working with a wide range of military and civilian agencies.
- 3.3. Leadership Consultation. Provides information and assistance to the Reserve Wing commander and unit leadership to effectively address individual and family concerns.
- 3.4. Readiness. Provides preparation information and assistance to individuals, families and leadership. The information and assistance efforts are aimed at preparing military members and families to be optimally prepared for all facets of military life.

3.4.1. Provides assistance and support to individuals, families, and leadership during times of local or national emergency, mobilization, deployment, or evacuation. Prepares a written plan covering all phases of family support.

3.4.2. Establishes Family Support Groups for family members separated due to deployments, remote tours, etc.

3.5. Crisis Assistance. Gives immediate short-term support to restore an individual's ability to cope with family life situations.

4. Special Considerations:

4.1. Counseling. Counseling is for prevention and family development purposes only. Rehabilitation and therapy do not fall within the mission of the FSP.

4.2. Privacy. Information obtained from individuals and FSP records must be appropriately safeguarded to protect an individual's privacy. However, certain instances governed by regulations and statutes require reporting to appropriate authorities. Prior to obtaining information from a customer, FSP staff must inform customer, in writing, that information falling under categories listed in paragraph 4.2.1. may be released under limited circumstances.

4.2.1. Instances to report include (but are not limited to): *Situations Requiring Reporting Under the Personal Reliability Program* (AFI 36-2104), *Family Advocacy Program* (AFI 40-301), and the commission of a crime in violation of the Uniform Code of Military Justice, federal or state law.

4.3. Core Services Standards:

4.3.1. Needs Validation. Services offered are based on a validated needs assessment process.

4.3.2. Disclosure of any FSO records must be in compliance with AFI 37-132, *Privacy Act Program*.

4.3.3. Duplication. The FSP does not assume responsibility for services and programs that fit within the responsibilities of other military agencies or are available and accessible from other resources.

4.3.4. Prevention. Services focus on prevention and family development to enhance the well-being of families and strengthen their adaptation to Air Force Reserve life.

4.3.5. Use of Volunteers. The FSO is encouraged to use volunteers in support of core services and activities of the program. The AFRC Volunteer Advisory Council is an AFRC/CV sanctioned group dedicated to providing volunteer assistance and guidance to ALL Family Support Offices within AFRC.

4.3.6. Donations. Process donations to the FSP according to AFI 51-601, *Gifts to the Department of the Air Force*.

4.3.7. Relates to Individuals/Families. Services will focus on the issues and concerns across the life cycle of individuals and families.

4.3.8. Collaboration. The FSO will collaborate with other agencies and resources to enhance the quality and availability of services for DoD personnel.

5. Resources and Data Management:

5.1. Facilities. Facilities should be easily identifiable and within close proximity to other support activities to allow easy accessibility. Facility furnishings need to be durable, comfortable, attractive, and consistent with a warm, inviting environment. Offices should have enough space to have a resource area. Requirements are listed in AFRCH 32-1001, *Standard Facility Requirements*.

5.1.1. As a minimum, design standards should include:

5.1.2. Reception/waiting area.

5.1.3. Administrative support area.

5.1.4. Adequate work areas.

5.1.5. Private counseling areas..

5.1.6. Kitchen, with standard appliances.

5.1.7. Storage and supply area.

5.1.8. Resource or reference area.

5.1.9. Restrooms.

5.2. Funding. The primary source of funding for FSP operations is appropriated funds (APF), with non-appropriated funds authorized as an alternate source (AFI 34-201, *Use of Nonappropriated Funds (NAFs)*).

5.2.1. Responsibility Center/Cost Center (RCCC). Provide funding estimates for supplies, equipment, and other associated costs specifically identified and measurable to operation of FSOs and to execute funds received. Use the following RCCC to identify and track funding for all FSP programs: RC/CC XX1655.

5.2.2. Reimbursement for Voluntary Services. APFs are an alternate source used to reimburse volunteers for child care expenses provided that reimbursement for all other incidental expenses (for example, mileage, parking fees, tolls, telephone calls, FSP approved workshop/seminar fees, etc) have been fully funded. APF availability is determined in advance of the volunteer incurring the costs so that funds are available to reimburse the individual. Volunteers claim their expenses using Standard Form (SF) 1164, **Claim for Reimbursement for Expenditures on Official Business**.

5.3. Records. The FSP maintains records for individual and family identification data, annotation of FSP services provided, and documentation of needs identification and clarification, referrals, and follow-up. AFRC Form 73, **Family Readiness Data**, is used when the member is away from home in TDY, activated, deployed or school status. This form is held until the member returns and is destroyed when no longer needed. AFRC Form 74, **Family Readiness Checklist** is used to assist reservists and families in preparing a family care plan.

5.4. Forms Prescribed. AFRC Form 73 and AFRC Form 74.

JOHN A. BRADLEY, Lt General, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

Terms

Core Services—Generalized services, which respond to family needs as well as help families adapt to military lifestyle.

Attachment 2**FAMILY SUPPORT TECHNICIAN SELECTION CRITERIA**

A2.1. FSP Family Support Technician Selection. The Family Support Technician performs duty in SDI 8C000. The FS Technician is chosen from assigned personnel resources at each unit by the FS Director or Liaison, whichever is appropriate.

A2.2. Family Support Technician candidate requirements :

A2.2.1. A volunteer for the program.

A2.2.2. A TSgt or above. The director may request a waiver and nominate a strongly qualified SSgt.

A2.2.3. Have good interpersonal relationship skills

A2.2.4. Have excellent oral and communication skills.

Attachment 3**FAMILY SUPPORT FORMS**

A3.1. AF Form 2800 , Family Readiness Center Individual/Family Data Card. Document all formal contacts on this form.

A3.2. AF Form 2801 , Family Readiness Center Interview and Follow-up Summary. Use this form to document assessments and actions taken that require more space than allowed on the AF Form 2800, field 54. Document all emergency referrals on this form.

A3.3. AF Form 2805 , Family Readiness Center Volunteer Data Card and Service Record. Use this form to record volunteer skills and experience.

A3.4. AFRC Form 73, Family Readiness Data. Use this form when reservist is deploying and has special family needs normally not covered on DD Form 93, **Record of Emergency Data.**

A3.5. AFRC Form 74, Family Readiness Checklist. Use this checklist to assist reservists and families to prepare a family Support plan.

Attachment 4**FAMILY SUPPORT LIAISON SELECTION CRITERIA**

A4.1. FSP Family Support Liaison Selection. The Family Support Liaison performs duty in SDI 8C070. The FS Liaison is chosen from assigned personnel resources at each unit by the Wing Commander, and should be an Air Reserve Technician.

A4.2. FS Liaison candidate requirements:

A4.2.1. A volunteer for the program.

A4.2.2. Must have exemplary performance history.

A4.2.3. A TSgt or above.

A4.2.4. Have good interpersonal relationship skills and excellent oral and communication skills.