



FAMILY SUPPORT CENTER PROGRAM

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This supplement implements and extends the guidance of Air Force Instruction (AFI) 36-3009, **Family Support Center Program**. The AFI is published word-for word without editorial review. Air Force Space Command (AFSPC) supplemental material is indicated in bold face. This supplement describes AFSPC's procedures for use in conjunction with the basic AFI. The use of the name or mark of any specific manufacturer, commercial product, commodity or service in this publication does not imply endorsement by the Air Force. It does apply to Air Force Reserve Command (AFRC) and Air National Guard (ANG).

SUMMARY OF REVISIONS

This publication incorporates extensive operational guidance and minor administrative changes. A bar (|) indicates a revision from the previous edition.

2.7.1. Ensure all professional services are developed, marketed, implemented and continuously improved in a quality manner, and included in the annual comprehensive Family Support Center marketing plan.

2.7.2. Implement and utilize an effective self-inspection program.

2.7.3. Ensure FSC manning levels are fully utilized and staffed on a timely basis.

2.7.4. Closely monitor Unit Manning Document (UMD) authorizations, keeping information current and accurate on the quarterly FSC status report to HQ AFSPC.

2.7.5. Have approved standard position descriptions for all assigned positions/personnel.

2.7.6. Ensure program critiques are administered and evaluation data maintained on all courses/workshops presented. (This applies to ALL FSC programs.)

2.7.7. (Added) Ensure program folders are maintained on all programs and services offered at the FSC.

2.7.8. (Added) Provide annual opportunities for the FSC staff members to attend technical or professional development courses.

- 2.7.9. (Added) Provide FSC orientation briefings to new commanders within 2 months of assuming command.
- 2.7.10. (Added) Brief commanders and first sergeants at least annually on available FSC programs and services.
- 2.8.1. Assigned equipment/supply custodian will attend appropriate supply and equipment training.
 - 2.8.1.1. (Added) Develop procedures to review and follow-up on all outstanding supply and equipment back orders.
 - 2.8.2. Ensure accountability of all equipment. Ensure prompt reporting and follow-up of problems in order to maintain Local Area Network (LAN) connectivity.
 - 2.8.2.1. Deputy will serve as Air Force Aid Society (AFAS) Officer during civilian furloughs and emergency situations benefiting from military representation.
 - 2.8.3.1. (Added) Provide a prioritized breakdown of each budget by Element of Expense Investment Code (EEIC) of all planned expenditures.
 - 2.8.3.2. (Added) Provide justification for each EEIC budget listing for all planned expenditures.
 - 2.8.3.3. (Added) Prepare paperwork in advance of funds distribution on all planned expenditures.
 - 2.8.3.4. (Added) Maintain an up-to-date tracking of budget expenditures using a checkbook type register.
 - 2.8.3.5. (Added) Compare finance office listed expenditures with FSC figures. Research discrepancies and correct immediately.
 - 2.8.3.6. (Added) Research new fiscal year funding to ensure Transition Assistance Program (TAP) and Relocation Assistance Program (RAP) members are paid from the correct money. Research discrepancies and correct immediately.
 - 2.8.3.8. (Added) Resolve all supply, equipment and funding discrepancies using written correspondence and maintain at the FSC.
 - 2.8.3.9. (Added) Take prompt actions to firm up all memo due outs when funds are available.
- 3. A copy of the annual outreach plan will be sent to HQ AFSPC Family Matters (DPCF) by 1 Oct of each year via FAMNET to HQ AFSPC - ADMIN.
 - 3.1.1. Work closely with Military Personnel Flight (MPF) to coordinate receipt of deployment and Temporary Duty (TDY) listings on a recurring basis.
 - 3.1.2. Ensure 100 percent contact of members being deployed or sent on TDYs which exceed 30 days.
 - 3.1.3. (Added) Ensure 100 percent contact with spouses of members deployed or on TDYs over 30 days.
 - 3.1.4. (Added) Ensure an annual 100 percent contact with all organizations to provide information on available services and programs.
 - 3.1.5. (Added) Work closely with Communications and Services squadrons to help encourage maximum publicity and usage of Morale Call and Give Parents a Break programs by separated families.
- 3.2. Develop and maintain a comprehensive community resource system using current Air Force approved Information, Referral and Follow-up (I&R) software (FAMINFO).

- 3.2.1. (Added) Coordinate base-wide data input and ensure availability of current data to all base agencies, DoD personnel and their families.
- 3.2.2. (Added) Work with Family Advocacy Program (FAP) to ensure database includes and/or excludes agencies as outlined in Memorandum of Agreement (MOA) between FSCs, Family Advocacy Program (FAP) and AFRC. Installation Staff Judge Advocate approves local inclusion/exclusion policy.
- 3.2.3. (Added) Identify trends in service requests, unmet needs and gaps in community resources through analysis of computer usage data.
- 3.2.4. (Added) Ensure all staff members have necessary skills to use the computer I&R database.
- 3.2.5. (Added) Participate in all scheduled base newcomer activities.
- 3.2.6. (Added) The I&R Specialist will prepare and provide to Public Affairs effective and ongoing publicity on FSC programs and services.
- 3.2.7. (Added) An information file will be compiled on available resources to assist clients with Elder-care concerns.
- 3.3. Coordinate and integrate family support policy program planning among base and community agencies.
- 3.4. Advise and assist the commander in developing and implementing local family related programs and policies.
 - 4.1. Take a proactive role and consult with commanders and first sergeants on trends affecting their members and serve as a consultant to assist with problem resolution.
 - 4.1.1. Make available, news and magazine articles, news briefs and other written information to assist Air Force personnel in managing their personal finances.
 - 4.1.2. (Added) Make available to DoD personnel and their families counseling and/or analysis of personal financial status, budgeting, debt liquidation, consumer protection, checkbook maintenance, establishing credit, retirement planning, retirement incentive evaluation, saving and investment counseling and income tax preparation.
 - 4.1.3. (Added) Offer programs to assist Air Force members with financial planning for deployment/remote tours/extended TDYs and special need families.
 - 4.1.4. (Added) Use the Air Force Aid Society (AFAS) to assist clients with resolving short-term financial distress. Long term problems will be managed with the combined approach of PFMP counseling and AFAS.
 - 4.1.5. (Added) Provide feedback within 2 working days to commanders/first sergeants who made client referrals.
 - 4.1.6. (Added) Ensure first duty station newcomers receive training within 2 months of arrival on station.
 - 4.2. The Air Force Aid Society program should be administered IAW AFI 36-3109, *Air Force Aid Society (AFAS)* and applicable supplements.
 - 4.2.1. (Added) In areas where multiple service programs are operative, the AFAS Officer will maintain contact with appropriate service emergency relief/aid offices and coordinate on emergency response actions.

4.2.2.(Added) The AFAS Officer (AFASO) will ensure proper maintenance of all paperwork associated with AFAS special initiatives and programs.

4.3. Conduct workshops that include, but are not limited to, job search skills, resume writing, interview techniques, preparing a federal employment application and dressing for success.

4.3.1. (Added) Maintain a job bank with current job vacancies and clients' skills/preferences.

4.3.2. (Added) Maintain computer resource center and library of reference materials. (Should be integrated with the Transition Assistance Program resource center/library).

4.3.3. (Added) Provide referrals for alternatives to paid employment (education, training, volunteer placement).

4.3.4. (Added) Network with local on- and off-base employment agencies/organizations to provide information on employment opportunities and application procedures.

4.3.5. (Added) Provide information about home-based self-employment business opportunities to include those allowed by base regulations.

4.3.6. (Added) Utilize local news media, printed brochures, networking techniques and community briefings to market the program.

4.3.7. (Added) Keep abreast of local/federal hiring practices and job market trends.

4.3.8. (Added) Develop a follow-up system to identify and track program effectiveness and success.

4.4. Provide information and referral services to agencies and to individuals seeking volunteer placement.

4.4.1. Provide training opportunities for volunteers and volunteer administrators.

4.4.2. (Added) Coordinate a Volunteer Advisory Committee (VAC) to ensure, at a minimum, a yearly base-wide volunteer recognition program is conducted.

4.4.3. (Added) Ensure the base Volunteer Resources Program (VRP) plan includes marketing and publicity, recruitment, interviewing, referral, placement and follow-up, record keeping, forms and self-inspections.

4.5. The Relocation Assistance Program should be administered IAW AFI 36-3011, **Relocation Assistance Program** and applicable supplements.

4.5.1. (Added) FSC hosts a comprehensive pre-departure briefing (Smooth Move) which allows all base agencies to inform Permanent Change of Station (PCS)ing personnel of moving/travel requirements and services.

4.5.2. (Added) Briefing frequency should permit all PCSing personnel, with 45 days or more prior to PCS, notice to attend.

4.6. The Transition Assistance Program should be administered IAW AFI 36-3022, **Transition Assistance Program** and applicable supplements.

4.7. Develop and provide family life skills courses/workshops that meet the needs of the diverse base population.

4.7.1. (Added) Ensure programs offered are validated by a formal or informal needs assessment.

5.2. If applicable, FSCs will follow Personnel Reliability Program (PRP) procedures.

5.2.1. Develop and maintain a current operating instruction for the FSC on PRP procedures. (Operating Instruction should be coordinated with Base and Medical Treatment Facility PRP managers.)

5.2.2. Annual PRP training will be conducted for FSC staff members and annotated in training records.

5.2.3. The FSC will maintain a current PRP roster.

5.2.4. (Added) PRP client AF Form 2800s will be flagged with red tape or marker in the upper right corner.

5.2.5. (Added) PRP notifications made to commanders will be annotated on the AF Form 2800/2801.

5.4. The FSC Flight Chief will establish policies and procedures to recruit, train, supervise and recognize volunteers working within the FSC.

6.2. The FSC Flight Chief should appoint a single individual (usually the deputy) as a resource advisor to coordinate and manage all FSC financial resources. This individual should receive Resource Advisor training from the base Comptroller organization. Additionally, the resource advisor should ensure appropriation integrity is maintained of the resources that are executed.

7.1. The FSC Flight Chief will assist the commander to ensure the CAIB raises issues and trends that affect Air Force and DoD civilians and their families and forward significant issues to the MAJCOM CAIB.

7.3. The FSC Flight Chief will assist the commander to ensure appropriate agencies (supplier) and other members (customers) are available to address current community issues.

7.6. (Added) The CAIB will meet at least quarterly.

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