

# REAL: Readiness Essentials for Army Leaders

## ADMINISTRATION

Command Team/ Family Readiness Liaison (FRL)





DEPARTMENT OF THE ARMY

Unit  
Installation, State, Zip Code

UNIT SYMBOL

Date

MEMORANDUM FOR All Military Personnel, DoD Civilian Employees, and individuals involved with the Family Readiness Group (FRG) within the (Unit)

SUBJECT: Family Readiness Plan

1. References.

- a. DoDI 1342.22, Military Family Readiness, 3 Jul 12
- b. AR 1-100, The Army Gift Program, 27 Jul 15
- c. AR 600-20, Army Command Policy, 6 Nov 14
- d. AR 600-29, Fundraising Within the Department of the Army, 7 Jun 10
- e. AR 608-1, Army Community Service Center, Appendix J, 13 Mar 13
- f. DoD 5500.7-R Joint Ethics Regulation, 29 Nov 07

2. Purpose. Provide guidance about policy, responsibility, authority, and procedures for implementing and sustaining a Family Readiness Plan.

3. Applicability. The provisions of this plan are applicable to assigned and task organized units within the (Unit) and will be available to all individuals involved with FRGs.

4. Background. The Army Command Policy (ref c) tasks unit commanders, at all levels, to provide an environment that encourages an effective Family program. Additionally, commanders will, at a minimum, maintain a unit FRG that encourages self-sufficiency among its members by providing information, referral assistance and mutual support.

This mission can be accomplished by utilizing the agencies and resources available within the Family Readiness System (FRS)(ref a). These include, but are not limited to:

- a. Command Team (Commanders, CSMs/1SGs)
- b. Family Readiness Support Assistant (FRSA)
- c. Family Readiness Liaison (FRL)
- d. Key FRG Volunteers
- e. Unit Soldiers and Family members

- f. Army Community Service (ACS)
- g. Directorate of Family and Morale, Welfare, and Recreation (DFMWR)
- h. Military Family Life Counselors (MFLC)
- i. Chaplain
- j. American Red Cross
- k. Human Services (Legal, ID, Housing)
- l. Military One Source/Army One Source
- m. Other agencies/resources as deemed appropriate

The mission of the FRS is to help Service members and their Families manage the challenges of daily living experienced in the unique context of military service. Family readiness services shall emphasize personal growth, positive development, and improved individual and Family functioning. Except where otherwise required by law, DoD regulation or command authority, accessing Family readiness services is voluntary. The FRS performs the critical roles of:

- a. Assisting commanders in preventing, identifying, and addressing Family readiness-related challenges in order to maintain unit cohesion and operational readiness. Family readiness service providers serve as consultants to commanders in this effort.

- b. Providing a network of high-quality integrated services and support that mitigate the challenges of daily living and those associated with the military lifestyle.

5. Responsibilities. Brigade (BDE) and Battalion (BN) commanders will have overall responsibility for the Family Readiness Plan. They will:

- a. Identify goals, establish guidelines, and provides supervision for the overall Family Readiness Plan (i.e., facilitate a sense of community; enhance feeling of belonging and self-reliance; reduce social isolation; educate and inform Families and Soldiers on unit mission/operations).

- b. Identify the military and/or civilian personnel, volunteers, agencies and resources to be utilized in the implementation of the Family Readiness Plan.

- c. Publish the Family Readiness Plan and make it readily available to all Soldiers, Family members, DoD Civilians, and all individuals involved with FRGs.

- d. Identify and ensure Command Teams, military personnel, and key FRG volunteers are trained on Family Readiness and in compliance with references in paragraph 1.

- e. Chair regularly scheduled Brigade and/or Battalion FRG Steering Committee Meetings, providing guidance and supervision, discussing updates in policies and procedures or any non-OPSEC mission activities.

The unit (company) commander will have overall responsibility for *implementing* the Family Readiness Plan. They will:

- a. Identify/recruit volunteers to fill various essential FRG positions.
- b. Determine if fund raising by FRGs is viable. If so, appoint a Fund Custodian AND Alternate. If not, publish memorandum stating that FRGs will not fund raise.
- c. Appoint, in writing, the FRG Leader and any co-leaders, Fund Custodian and Alternate, Key Contacts, and, if appointed at the Company level, the Family Readiness Liaison.
- d. IAW AR 608-1, develop an APF SOP, a FRG Newsletter (Communications) SOP, and a FRG Informal Fund SOP.
- e. IAW AR 608-1, establish and monitor a monthly FRG Informal Fund report process; establish and monitor an annual FRG Informal Fund report process.
- f. Ensure FRG key volunteers are trained and in compliance with the SOP and the Family Readiness Checklists.
- g. Meet with FRG leadership regularly and ensure FRSA/FRL, FR Advisors, and FRG Leaders have a strong working relationship.
- h. Attend Brigade and Battalion FRG Steering Committee Meetings, reporting back to FRG membership updates in policies and procedures or any non-OPSEC mission activities.
- i. Plan, publicize, and put FRG Meetings on the Brigade/Battalion/Company and Chaplain Training Schedules (calendars) at least two months in advance to provide time for Soldiers and Family members to plan support, childcare, etc.
- j. Provide Soldiers and Family members an opportunity to build an ongoing FRG; to build a foundation for a (Unit) level FRG Soldiers and Family members must be asked to participate.
- k. Provide time for appropriate unit level recognition of volunteers for their service.
- l. Provide information, assistance, and referrals to Soldiers and Family members.

7. An FRG is a command-sponsored organization of Soldiers, civilian employees, Family members (immediate and extended) and volunteers belonging to a unit. FRG will provide mutual support and assistance, and a network of communications among the Family members, the chain of command, and community resources. FRG will assist unit

commanders in meeting military and personal deployment preparedness and enhance the Family readiness of the unit's Soldiers and Families. They will also provide feedback to the command on the state of the unit "Family." The FRG mission is to:

- a. Act as an extension of the unit in providing official, accurate command information.
  - b. Provide mutual support between the command and the FRG membership.
  - c. Advocate more efficient use of available community resources.
  - d. Help Families solve problems at the lowest level.
8. POC is (Name, phone, e-mail).

(Print name here)  
Rank, Branch  
Commanding

Letter Head

Unit Office Symbol  
MEMORANDUM FOR

Date

SUBJECT: Family Readiness Group Registration

1. Request registration of \_\_\_\_\_ Unit \_\_\_\_\_. This FRG has my approval to exist and operate as a Family Readiness Group on \_\_\_\_\_.

2. The activities of the organization and its fund will be conducted IAW the provisions of AR 600-20, Chapter 5-10, The Total Army Family Action Plan; AR 608-1 Appendix J, Army Family Readiness Group Operations; and the Joint Ethics Regulation.

3. The purpose of the organization is to help family members meet the challenges of military life by providing a communication link for information and referral, by planning special events and programs, and generating small amounts of funds to support these activities.

4. The officers are:

Leader \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

Co-Leader \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

Secretary \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

Treasurer \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_  
E-mail \_\_\_\_\_

5. Unit Point of Contact \_\_\_\_\_ Phone \_\_\_\_\_  
E-mail \_\_\_\_\_

Commanders Signature Block

**OFFICE SYMBOL**

**1 January 2020**

MEMORANDUM FOR RECORD

SUBJECT: Approval of Unit Family Readiness Group

1. This is to give approval for the **Unit** Family Readiness Group to operate and function as a part of my staff to provide readiness to the Soldiers and our Families.
2. **Liaison Rank & Name**, will serve as my representative to provide assistance to the unit Family Readiness Group (FRG).
3. The point of contact for this memorandum is **Liaison Rank & Name**, Family Readiness Liaison: **email address and contact number**.

**COMMANDER NAME**  
**RANK, BRANCH,**  
Commanding

CF:

**Lead Volunteer Name**

Unit Family Readiness Liaison Officer/NCO

Senior Family Readiness Support Assistant (w/encls)

MACOM Family Readiness Support Assistant (w/encls)

Unit Family Readiness Binder

**DEPARTMENT OF THE ARMY**

(Unit Name & Address)

(Office Symbol)

DATE

**MEMORANDUM FOR RECORD**

**SUBJECT:** Approval of the Family Readiness Group Organization

Approval is hereby given to the (UNIT NAME) Family Readiness Group to operate and function as a part of my staff to provide support to the Soldiers and Families of the (UNIT NAME).

(NAME) will serve as the Family Readiness Liaison Officer for the unit and will be my representative to provide assistance and coordination to the Family Readiness Group.

(NAME) will serve as the Leader of the Family Readiness Group.

Should the need arise, my door is always open to the Family Readiness Group Chairperson and I assure you the unit will provide all the support it can.

---

(Rank, MP, USAR)  
Commanding

**DISTRIBUTION:**

Unit FRLO

Unit Administrator

FRG Continuity Folder

(Command) Family Programs Office

Unit Mobilization File



**DEPARTMENT OF THE ARMY**  
**(Unit Name & Address)**

**(Office Symbol)**

**DATE**

**MEMORANDUM FOR RECORD**

**SUBJECT:** Acknowledgement of Family Readiness Group (Insert Key Leader position or positions)  
( Unit), Family Readiness Group

I acknowledge that \_\_\_\_\_ has agreed to serve as the Family Readiness Group  
(Position Title) for a period of 1 year unless sooner revoked or suspended.

I acknowledge that \_\_\_\_\_ has agreed to serve as the Family Readiness Group (Position  
Title) for a period of 1 year unless sooner revoked or suspended.

This individual has received a copy of this acknowledgement letter with attached job description and has signed a DD2793 (Volunteer Agreement for Appropriated and Non---Appropriated Funds).

Activities will be conducted in accordance to USAR Regulation 608---1.

I appreciate your willingness to improve the morale and enhance the readiness and well---being of our Soldiers and their Families.

\_\_\_\_\_  
(Rank, MP, USAR)  
Commanding

**DISTRIBUTION:**

Unit FRLO  
Unit Administrator  
FRG Continuity Folder  
Unit Family Programs Office  
Unit Mobilization File

OFFICE SYMBOL

DATE

MEMORANDUM FOR RECORD

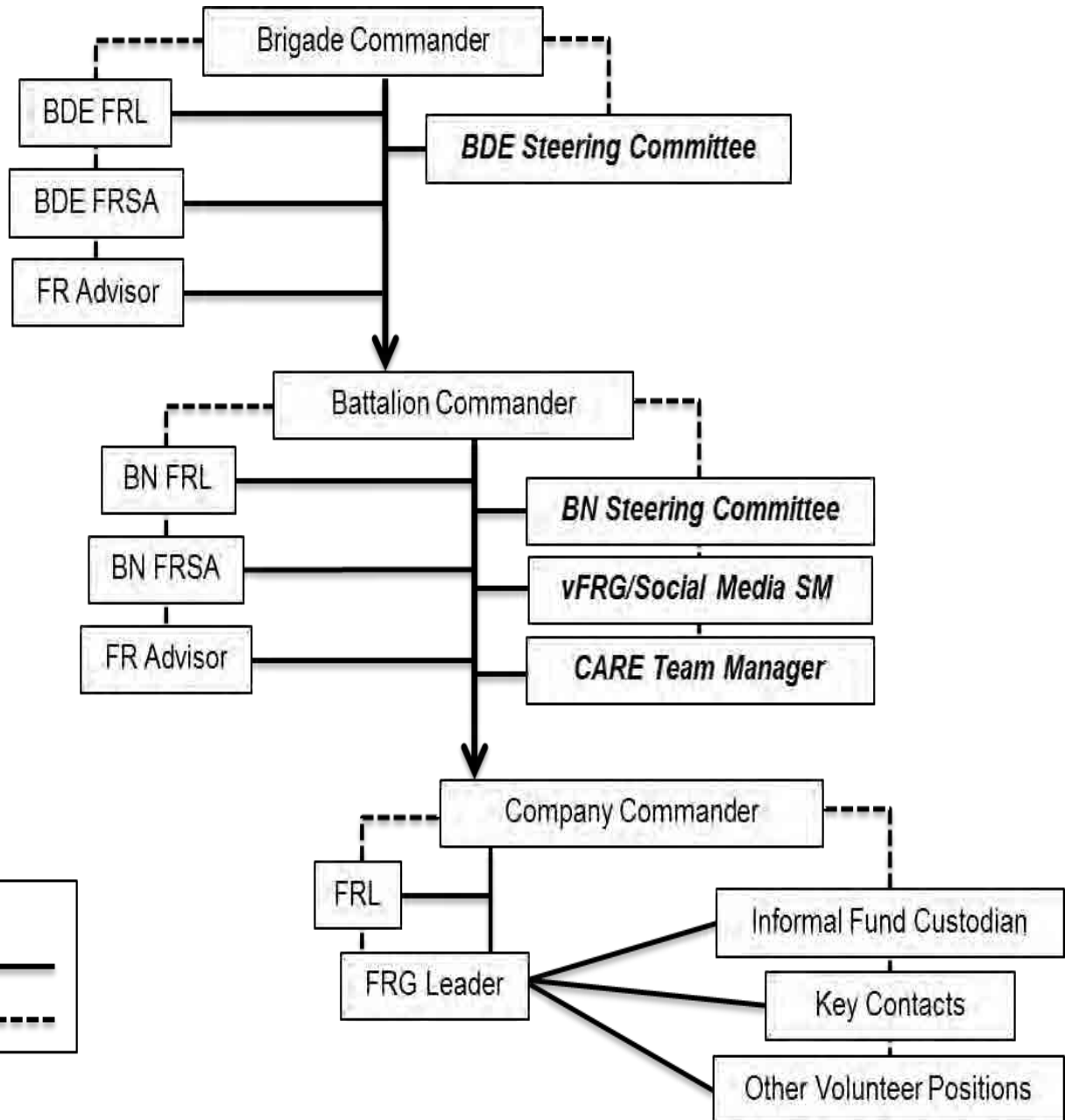
SUBJECT: Appointment Orders-Family Readiness Liaison

1. Effective **Date, (Name)**, is appointed as the Family Readiness Liaison (FRL) for **(UNIT)**.
2. Period: Until officially relieved or released from appointment.
3. Special Instructions: Appointee will attend FRL Training.
4. The POC is CPT Warrior at **(Phone Number)**.

IM A. WINNER  
CPT, CM  
Commanding

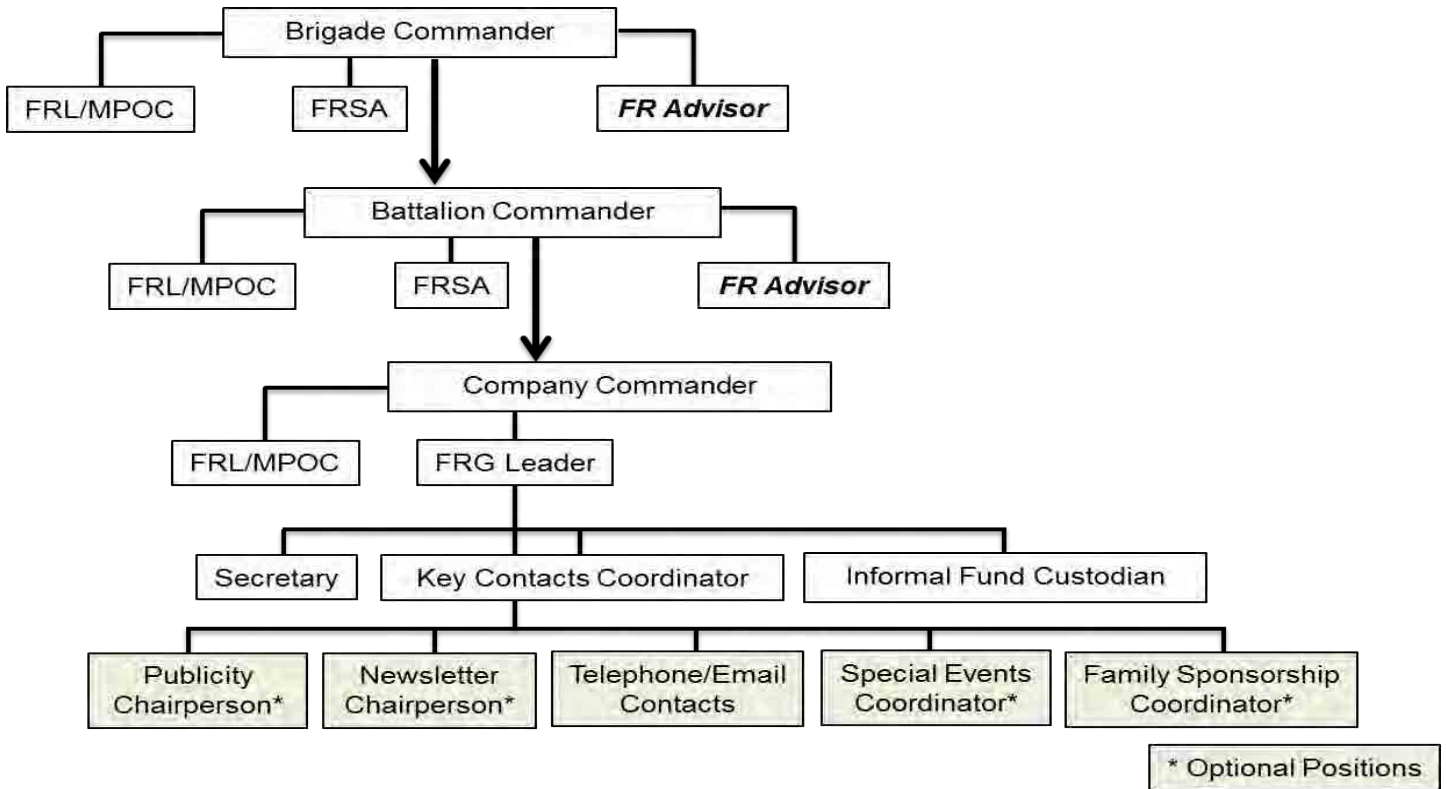
# Family Readiness Group

## Sample Structure

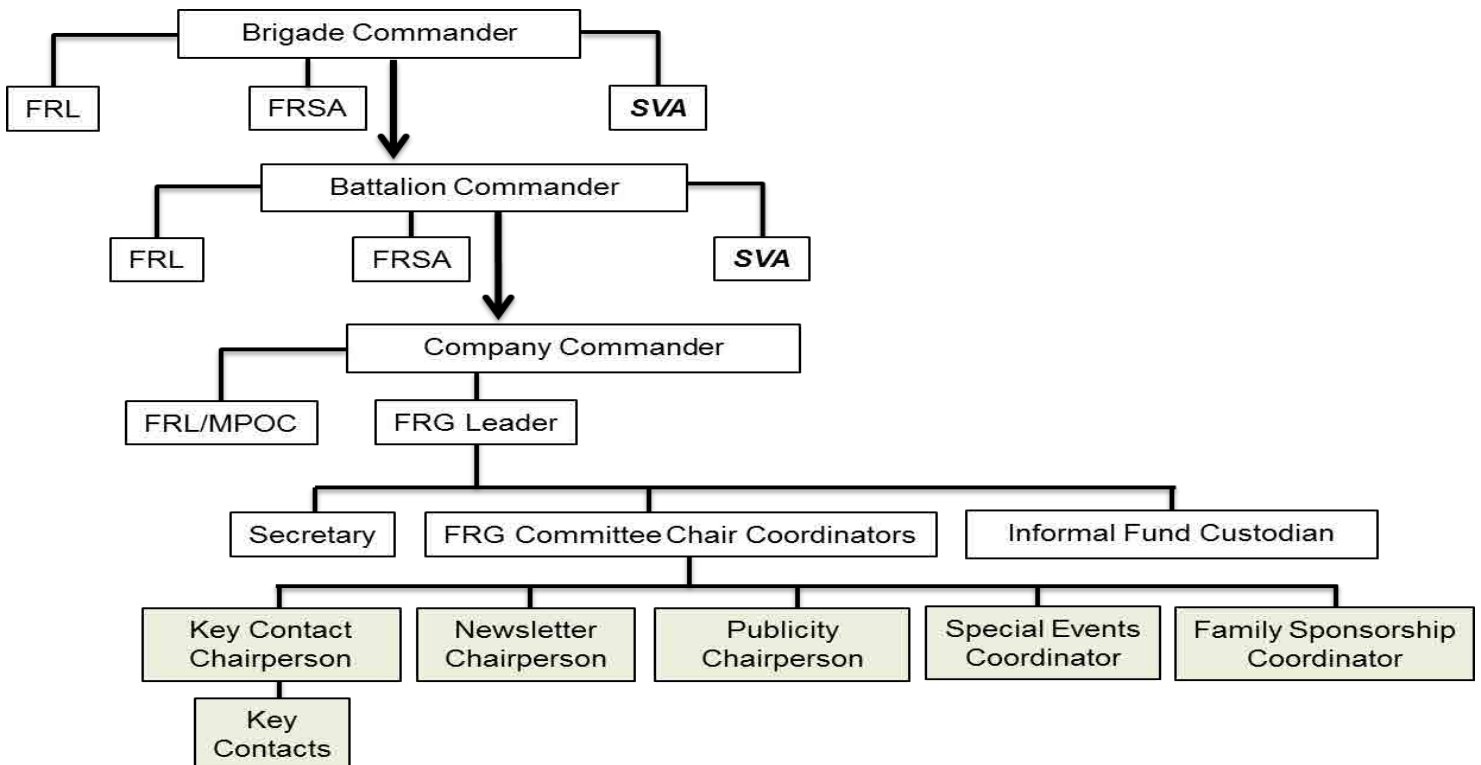


# Family Readiness Group

## ARNG Sample Structure



## USAR Sample Structure



## Request a Site

Go to <http://www.armyfrg.org> and click on the "Create an FRG" button located at the top of the page on the right. You must be the Commander or the Commander's delegate to request a site.

## Commander Confirms

The Commander receives an email requesting confirmation. They must click on the URL in the email to either confirm or reject. The Commander has 60 days to confirm or the application will be automatically canceled due to lack of progress.

## IMCOM G9 Family and MWR Programs Approves

The application goes to IMCOM for policy review. This may take up to 7 business days.

## FRG Administrator Registers and Uploads Content

When IMCOM approves the request, the FRG Administrator receives an email invitation with instructions on how to register for the site and start uploading content. The FRG Administrator has 60 days to upload content or the application will be automatically canceled due to lack of progress.

Download Center	FAQ	Links	News	Photo Gallery
Newsletters, forms, fliers, presentations	Deployment and contact info, scheduling, etc.	External sites such as DFAS, TRICARE, MyPay	Announcements and news of interest	Awards ceremonies, unit on maneuvers, FRG gatherings


## FRG Administrator Submits Site

After all five content areas have at least two items, the FRG Administrator submits the site for construction. Construction can take 1-3 business days.

## Site Is Released

After the site is built, a notice is sent to the FRG Administrator and Commander. The site is now live on the system. The FRG Administrator will want to upload the Soldier Database so users can begin subscribing.

## Subscribing as a Sponsor (Service Members or DA Civilians)

<b>Go to the Army FRG site</b>	
Open your web browser and type in the Army FRG address.	<a href="http://www.armyfrg.org">www.armyfrg.org</a>
<b>Log in if you have an account</b>	
If you already have an account on Army FRG, you should log in first.	
<b>Start the subscription process</b>	
Click on the <b>Subscribe</b> button in the top right portion of the screen.	

### Indicate your Unit Sponsor

Access to your Unit's FRG site is restricted to the members of the FRG. You will need to identify yourself as the Sponsor.

Enter your name and the last four digits of your SSN. Then, click **Search**.

Please note, you must match the name and last four exactly. Capitalization is not important, but spelling is.

### Step 1: Indicate Your Unit Sponsor

\* = required

Please enter your Sponsor's information:

- > Your Sponsor is a Soldier or DoD Civilian that you personally know in the Unit and represents your connection to the Unit.
- > If you are the Sponsor (Soldier or DoD Civilian) in the Unit, then please enter your own personal information below.

Army FRG is a secure site for Army Soldiers, DoD Civilians and their Families. Access to a Unit's Virtual Family Readiness Group (vFRG) Site will only be granted to users who know a Sponsor personally.

\* Sponsor First Name  
Terry

\* Sponsor Last Name  
Travers

\* Last four digits of the Sponsor's Social Security Number  
9999 [? Why do we need this?](#)

### Find your Unit

A list of sites which have you listed as a Sponsor will appear.

Click **Select Unit** for the Unit you wish to subscribe to.

### Step 1: Indicate Your Unit Sponsor

\* = required

Please enter your Sponsor's information:

> Your Sponsor is a Soldier or DoD Civilian that you personally know in the Unit and represents your connection to the Unit.

> If you are the Sponsor (Soldier or DoD Civilian) in the Unit, then please enter your own personal information below.

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\* Sponsor First Name  
Terry

\* Sponsor Last Name  
Travers

\* Last four digits of the Sponsor's Social Security Number  
9999 [? Why do we need this?](#)

Your Sponsor, Terry Travers, is a member of the following units(s). Select a unit to request access to its FRG.

0000th Medical Support Army Hospital  
MTC 4000  
MTC 4000  
MTC 4000

0000th Medical Support Army Hospital  
MTC 4000  
MTC 4000  
MTC 4000

**Register for Unit access: Logged in**

If you are already logged in, you will be immediately subscribed to the site. You will see a summary of your registration. You can go to your site by clicking **Visit Your Unit's vFRG Site**.





## Register for Unit access: Not logged in

If you are not logged in, you will be asked to create an account.

Indicate that you are the Sponsor and enter your Contact Information. Then, create a username and password and fill in the rest of your profile.

When finished, click **Submit**.

### Step 2: Register for Unit Access

**Enter Personal Information** What's This?

I am the Sponsor (either an DOD civilian) who is part of this unit.  
 I am a Family Member, Friend, or other related to the Sponsor.

Your Last Name  Your Last Name

First  Surname

**Enter Contact Information**

Your Email

Confirm Email

Your Phone Number  Tel.

**Create an Account** What's This?

Create Username

Create Password

Confirm Password

**Enter Your Location** What's This?

Address

City  State

Country

ZIP Code or Postal Code

**Enter Your Demographic Information** What's This?

Your Proximity to the nearest Military Installation

0-14 miles  
 15-29 miles  
 30+ miles

Military Component You are affiliated with

Year Able Range

Your Relation to the Military

**Submit**


## Go to your site

When you have finished subscribing, you should see a summary of your registration. You can go to your site by clicking **Visit Your Unit's vFRG Site**.

### Step 3: Success!



## Subscribing as a Family Member

<b>Go to the Army FRG site</b>	
Open your web browser and type in the Army FRG address.	<a href="http://www.armyfrg.org">www.armyfrg.org</a>
<b>Log in if you have an account</b>	
If you already have an account on Army FRG, you should log in first.	
<b>Start the subscription process</b>	
Click on the <b>Subscribe</b> button in the top right portion of the screen.	

**Indicate your Unit Sponsor**

Access to your Unit's FRG site is restricted to the members of the FRG. You will need to identify your Sponsor.

Enter the name and the last four digits of the SSN for your Sponsor. Then, click **Search**.

Please note, you must match the name and last four exactly. Capitalization is not important, but spelling is.

**Step 1: Indicate Your Unit Sponsor**

\* = required

Please enter your Sponsor's information:

- > Your Sponsor is a Soldier or DoD Civilian that you personally know in the Unit and represents your connection to the Unit.
- > If you are the Sponsor (Soldier or DoD Civilian) in the Unit, then please enter your own personal information below.

Army FRG is a secure site for Army Soldiers, DoD Civilians and their Families. Access to a Unit's Virtual Family Readiness Group (vFRG) Site will only be granted to users who know a Sponsor personally.

\* Sponsor First Name  
Terry

\* Sponsor Last Name  
Travers

\* Last four digits of the Sponsor's Social Security Number  
9999 [? Why do we need this?](#)

**Find your Unit**

A list of sites which match the Sponsor information listed as a member will appear.

Click **Select Unit** for the Unit you wish to subscribe to.

**Step 1: Indicate Your Unit Sponsor**

\* = required

Please enter your Sponsor's information:

- > Your Sponsor is a Soldier or DoD Civilian that you personally know in the Unit and represents your connection to the Unit.
- > If you are the Sponsor (Soldier or DoD Civilian) in the Unit, then please enter your own personal information below.

Army FRG is a secure site for Army Soldiers, DoD Civilians and their Families. Access to a Unit's Virtual Family Readiness Group (vFRG) Site will only be granted to users who know a Sponsor personally.

\* Sponsor First Name  
Terry

\* Sponsor Last Name  
Travers

\* Last four digits of the Sponsor's Social Security Number  
9999 [? Why do we need this?](#)

Your Sponsor, Terry Travers, is a member of the following units(s). Select a unit to request access to its FRG.

<p>224th Medical Support Area Hospital</p> <p>MO APO, Germany                      Attention: Travers                      SSC 452364</p> <p style="text-align: right;"><input type="button" value="Select Unit"/></p>
<p>88 Aviation Cavalry Regiment</p> <p>Fort Hood                      Attention: Travers                      SSC 452364</p> <p style="text-align: right;"><input type="button" value="Select Unit"/></p>

**Register for Unit access: Logged in, on Sponsor's Invitation List**

If you are logged in and the name on your account matches a name on your Sponsor's Invitation List, then your subscription will be automatically approved. You should see a summary of your registration. You can go to your site by clicking **Visit Your Unit's vFRG Site**.

Please note, this match must be exact. Capitalization is not important, but spelling is.

**Step 3: Success!**



**Register for Unit access: Logged in, not on Sponsor's Invitation List**

If you are logged in but the name on your account does not match any name on your Sponsor's Invitation List, you will be asked to identify yourself.

Indicate that you are the Family Member and verify your name and Contact Information. Then, click **Submit**.

**Step 2: Register for Unit Access**



**Register for Unit access: Pending**

After you enter your information, your subscription will be pending approval by the FRG Admin for the site.

**Step 3: Success!**



## Register for Unit access: Not logged in

If you are not logged in, you will be asked to create an account.

Indicate that you are a Family Member and enter your Contact Information. Then, create a username and password and fill in the rest of your profile.

When finished, click **Submit**.

### Step 2: Register for Unit Access

**Enter Personal Information**

**Your Affiliation**

I am the Sponsor (Sponsor or DOD (civilian) who is part of the Unit)

I am a Family Member, Friend, or other related to the Sponsor

**Your First Name** **Your Last Name**

**Your Contact Information**

**Your Email**

**Your Phone Number** **Tel**

**Enter Your Address**

**Address**

**City** **State**

**Country**

**ZIP Code or Postal Code**

**Create an Account**

**Create Username**

**Create Password**

**Verify Password**

**Enter Your Location**

**Address**

**City** **State**

**Country**

**ZIP Code or Postal Code**

**Enter Your Demographic Information**

**Your Proximity to the nearest Military Installation**

0-10 miles

11-25 miles

26+ miles

**Military Component: You are affiliated with**

**Your Age Range**

**Your Relation to the Military**

**Submit**

**Not logged in: On Sponsor's Invitation List**

If the name you use to create the account matches a name on your Sponsor's Invitation List, then your subscription will be automatically approved. You should see a summary of your registration. You can go to your site by clicking **Visit Your Unit's vFRG Site**.

Please note, this match must be exact. Capitalization is not important, but spelling is.



**Not logged in: Not on Sponsor's Invitation List**

If the name you use to create the account does not match any name on your Sponsor's Invitation List, your subscription will be pending approval by the FRG Admin for the site.



# Family Readiness Services Questionnaire

Thank you for taking a moment to complete this survey. This is a Command survey and your feedback will help us address and enhance the Unit Family Readiness Program. Your participation in this questionnaire is voluntary and the information collected will be treated as sensitive. The information gathered will be used to inform the Commander about your opinion of the value of Family Readiness Services, delivery of services, FRG concerns and issues. It will also help the Commander to form a 'way ahead' plan for the Unit Family Readiness Program

## Instructions:

Respond to each item in the survey.

### 1. Administrative Data

(Optional) Name \_\_\_\_\_

(Optional) Phone Number \_\_\_\_\_

Please mark one: FRG Experience First time \_\_\_\_\_ 1-5 years \_\_\_\_\_ 5-10 years \_\_\_\_\_ More than 10 years \_\_\_\_\_

**Please indicate one:** Sponsor Rank E1-4 \_\_\_\_\_ E5-9 \_\_\_\_\_ Officer \_\_\_\_\_ Warrant Officer \_\_\_\_\_

### 2. Questionnaire

Are you aware of the meeting dates and times of the Unit Family Readiness Group?

- Yes
- No

How did you hear about the meeting? (e-mail from FRG Leader, Commander; Soldier sponsor; flyer; Unit Facebook page; another Unit Family member) \_\_\_\_\_

Have you attended any of the FRG Meetings?

- Yes
- No

If yes, please indicate how many or how often you attend the meetings: \_\_\_\_\_

If no, please provide information as to why you do not participate. \_\_\_\_\_

Are you an active volunteer/participant with the FRG?

- Yes
- No

If yes, are you registered in the Voluntary Information Management System (VMIS)

- Yes
- No

If not a participant, please state briefly why you do not participate in the FRG.

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What do you believe is the main mission of Family Readiness Groups:

Social networking       Information Sharing       Build unit cohesion  
 Establish a deployment network of support       Other \_\_\_\_\_

If you do participate in the FRG, has your experience been positive or negative?

- Positive
- Negative

Please provide a brief statement about what made your experience positive/negative

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What topics/information would you like to see provided at the meetings? \_\_\_\_\_

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Do you believe that the Unit Command team actively supports the Unit FRG?

- Yes
- No

Are you interested in information/briefings on any of the following Family Readiness Services? Please mark all that apply.

- Financial Readiness
- Employment Readiness preparation
- Child and Youth Services available
- Mental Health services
- Post Traumatic Stress support services
- Off post social activities
- Off post volunteer opportunities
- Local area special events and opportunities
- Emergency Child Respite Care
- Stress and Anger Management
- Relationship / Communication Consultation
- Services available to Families with special needs/disabilities
- Volunteer opportunities
- Community events and activities
- Internship and vocational opportunities
- Family programs and activities
- Other \_\_\_\_\_

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Comments/Suggestions/Recommendations:

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# FAMILY ASSISTANCE INFORMATION SHEET

## PRIVACY ACT STATEMENT

Authority: Title 10, U.S.C. 3013

Principal Purpose(s): To assist Army agencies and commands in their missions of providing care and assistance to Families of Service members who are required to be away from their home station. This information will be used to (1) identify specific problems and service needs of Soldiers and their Families; (2) gather data that will assist in the development of appropriate programs and services; (3) serve as a record of services provided.

Routine Uses: None. This information will not be disclosed outside the Department of Defense.

Disclosure: Voluntary information is required to assist the individual and his/her family members. Failure to provide the required information could result in a delay in providing assistance to the individual and/or family members.

### 1. SPONSOR INFORMATION:

NAME: \_\_\_\_\_ RANK/GRADE: \_\_\_\_\_ SSN: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
Street City State Country Zip

HOME PHONE NUMBER W/ AREA CODE: \_\_\_\_\_

2. MILITARY STATUS: ACTIVE \_\_\_\_\_ NATIONAL GUARD \_\_\_\_\_ USAR (TPU) \_\_\_\_\_ USAR(IMA) \_\_\_\_\_ USAR (IRR) \_\_\_\_\_ CIV \_\_\_\_\_

UNIT: \_\_\_\_\_ UNIT ADDRESS: \_\_\_\_\_

3. MARITAL STATUS: SINGLE \_\_\_\_\_ MARRIED \_\_\_\_\_ DIVORCED \_\_\_\_\_ (Name of Ex-Spouse) \_\_\_\_\_

4. SPOUSE'S NAME: \_\_\_\_\_

5. CHILDREN: YES \_\_\_\_\_ NO \_\_\_\_\_

NAME(S)	AGE	ADDRESS
_____	_____	_____
_____	_____	_____
_____	_____	_____

### 6. PRIMARY NEXT OF KIN (PNOK)

NAME: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_

ADDRESS \_\_\_\_\_  
Street City State Country Zip

HOME PHONE NUMBER W/ AREA CODE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

NATIVE LANGUAGE SPOKEN BY SPOUSE/PNOK: \_\_\_\_\_

NEAREST MILITARY INSTALLATION TO YOUR SPOUSE/PNOK: \_\_\_\_\_

### 7. SECONDARY NEXT OF KIN (SNOK)

NAME: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_

ADDRESS \_\_\_\_\_  
Street City State Country Zip

HOME PHONE NUMBER W/ AREA CODE: \_\_\_\_\_

### 8. EVALUATE POTENTIAL FAMILY PROBLEMS/CONCERNS DURING YOUR ABSENCE:

A. SPECIAL NEEDS. ARE THERE SPECIAL NEEDS IN YOUR FAMILY? YES \_\_\_\_\_ NO \_\_\_\_\_

IF YES, STATE PROBLEM AND ASSISTANCE NEEDED \_\_\_\_\_  
B. FINANCIAL. WHAT ARRANGEMENTS HAVE BEEN MAKE TO PROVIDE FINANCIAL SUPPORT TO SPOUSE/CHILDREN?

CHECK TO BANK (SURE PAY)\_\_\_ ALLOTMENT\_\_\_ OTHER, SPECIFY \_\_\_\_\_

C. HOUSING. WILL YOUR FAMILY (SPOUSE/CHILDREN) RELOCATE AS A RESULT OF THIS DEPLOYMENT? YES \_\_\_  
NO \_\_\_

IF YES, RELOCATION ADDRESS: \_\_\_\_\_  
STREET CITY STATE COUNTRY ZIP

PHONE NUMBER W/ AREA CODE: \_\_\_\_\_

IF NO, ARE THERE ANY CONCERNS ABOUT CURRENT HOUSING SITUATIONS?  
SPECIFY \_\_\_\_\_

D. TRANSPORTATION. DOES YOUR SPOUSE/PNOK DRIVE? YES\_\_\_ NO\_\_\_

WILL TRANSPORTATION BE A PROBLEM DURING YOUR ABSENCE? NO\_\_\_ YES,

EXPLAIN \_\_\_\_\_

E. LIST ANY OTHER PERTINENT ISSUES WHICH WILL HAVE AN ADVERSE AFFECT ON YOUR DEPLOYMENT: \_\_\_\_\_

9. FAMILY DOCUMENTS CHECKLIST: DO YOU OR YOUR FAMILY MEMBERS HAVE THE FOLLOWING DOCUMENTS?

ID CARDS YES/NO

POWER OF ATTORNEY YES/NO

FAMILY CARE PLAN YES/NO (SINGLE PARENT, DUAL- MILITARY COUPLES OR PREGNANT SOLDIERS) IF YES,  
DOES THE FAMILY CARE PROVIDER HAVE INSTALLATION ACCESS LETTER? YES\_\_\_ NO\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

### Instructions for Use of Family Information Data Sheet

**PURPOSE:** To ensure that all installation ACS staff participating in the Soldier Readiness Processing collect the same data on soldiers and their families. This will allow ACS to notify families, who do not live on or near installations, of the services that are available to them at a military installation. Use of this form will provide for standardized collection of data.

1. **Use with Active Component Soldiers.** This form is to be filled out by the soldiers during SRP. A copy of the completed form will be maintained at ACS by unit designation and one copy will be made available to the Rear Detachment Commander.

2. Use with Reserve Component Soldiers (Army National Guard and Army Reserve Soldiers processing at the installation). **This form is to be filled out by the soldiers during SRP. A copy of the completed form will be retained by ACS until thirty (30) days after the projected release from active duty, one copy will be sent to the soldier's designated family member and one copy will be sent to the Family Service Center of the nearest military installation to the designated family member.**

## Family Information Data Worksheet

*(For use of this form see USARC Reg 608-1; the proponent agency is the DCSPER Family Readiness Office)*

*The information on this worksheet is for official use only within this unit's sanctioned Family Readiness Group (FRG) and will not be furnished to any commercial enterprise, company, representative, organization or agency outside the Department of Defense, as established by the Privacy Act of 1974 (5 USC 552A and AR 340-21).*

### PRIVACY ACT ADVISORY STATEMENT

**AUTHORITY:** Title 10 U.S. Code, Sections 3012 and 3013. **PRINCIPAL PURPOSE:** To gather data that will assist in the development of appropriate FRG activities and services to servicemembers' families, identify individuals eligible to participate in the FRG and receive information. **ROUTINE USES:** Information provided (i.e., family name, address, and telephone number) may be listed and distributed to other participants to enable development of a communication and support network. **EFFECT OF WITHHOLDING COMMENT:** Voluntary disclosure of data to provide information may prevent the FRG volunteers and other FRG participants from contacting you or doing research or military separation of being able to provide you updated information on military and related family activities, programs, and services to RDB's.

SOLDIER'S UNIT _____	FAMILY READINESS GROUP <small>(Complete if different from soldier's unit)</small> _____
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SOLDIER'S NAME (First, MI, Last) _____	RANK _____
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SOLDIER'S MARITAL STATUS:     Married     Single     Divorced     Separated     Widowed(s)     Single Parent

### FOR COMPLETION BY SPOUSE OR SOLDIER'S DESIGNATED FAMILY MEMBER:

Name (First, MI, Last) \_\_\_\_\_ Relationship \_\_\_\_\_

Home Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone (\_\_\_\_) \_\_\_\_\_ Evening Phone (\_\_\_\_) \_\_\_\_\_

FAX Number (\_\_\_\_) \_\_\_\_\_ E-mail Address \_\_\_\_\_

#### CHILDREN

Name	Gender	Birth Date

Name	Gender	Birth Date

#### SPECIAL NEEDS

Is there anyone in your household who does not speak English?     No     Yes

If yes, please specify person and language spoken: \_\_\_\_\_

Do you have a family member with special needs?     No     Yes

If yes, please specify person and identify needs: \_\_\_\_\_

I prefer to receive Family Support related phone calls from FRG volunteers and members at:

- Home
- Work
- Either Place
- No Phone Calls
- Other (please specify): \_\_\_\_\_

It is okay to send me mail, including an FRG Newsletter and information on activities.

*I consent to the release of my address and home phone number to officials and members of the Family Support Program.*

Signature \_\_\_\_\_

Date \_\_\_\_\_

# Family Readiness Group

For Commanders

ENGAGING

CONNECTING

EMPOWERING



The Family Readiness Group (FRG) is one element of the Family Readiness System which helps execute the unit Family Readiness Program. It is a command sponsored organization of Soldiers, civilian employees, Family members (immediate and extended) and volunteers belonging to a unit. The FRGs provide mutual support and assistance and a network of communications among the Family members, the chain of command and community resources.

### **What are the mission essential tasks of an FRG?**

Communication – this includes member meetings, educational briefings, newsletters, and dissemination of official unit information.

Maintenance of Contact Rosters – Contact rosters allows the unit to quickly disseminate information to FRG members identified by unit Soldiers.

### **What is the benefit of an FRG to the unit?**

A unit FRG enhances increased levels of confidence, commitment, and a sense of well-being among Soldiers and Family members. A well-functioning FRG can minimize the escalation of challenges. The demand on a unit commander's time and military resources can be significantly reduced through appropriate referral to other resources and agencies. FRGs can help families overcome problems that are likely to impact adversely on Soldier's performance.

### **What regulations impact FRGs?**

AR 608-1, Appendix J; AER 609-2 (USAREUR); AR 600-20; AR 600-8-1010; DoDI 1342.22

### **Where can I get more information on FRGs?**

Contact your local Army Community Service.



# REAL: Readiness Essentials for Army Leaders

## OPERATIONS

FRG Leader



# FRG GOALS WORKSHEET

*As you start out in your new FRG volunteer role we encourage you to explore and set new goals for your volunteer term. Share and discuss these goals with the command team.*

**Vision Statement: What would you like the FRG to look like this year?**

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**Goals: What are your goals for your position and how will you achieve them?**

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**Measurable Objective: What do you think the FRG can achieve in 3 & 6 months?**

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**Volunteer Name:**

**PRINT NAME:** \_\_\_\_\_

**SIGN NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



## Meeting with Unit Leadership: Suggested Questions

The purpose of this document is to provide suggested talking points for your meeting with the Commander and First Sergeant.

**The Unit's mission and how it relates to the Installation's mission:**

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**The Commander/First Sergeant's expectations and priorities for the FRG Program:**

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**The role of the First Sergeant:**

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**The points of contact for information and support:**

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**Frequency of roster updates; System of notification for new arrivals:**

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**The Commander's expectations in responding to emergency/crisis situations:**

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**Types of situations, statistical data, etc., that the Commander wants reported:**

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**Administrative support (e.g., access to phone lines, newsletters, answering machines, e-mail, etc.):**

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**Logistics support available to include desk, computer, phone, etc., if required:**

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**Request unit tour!**

## Tips on Working with Chain of Command

The ability to communicate clearly—to get your intent and ideas across so that others understand your message and act on it—is one of the primary qualities of leadership; this extends to the FRG.

### Five tips for Effective Communication:

1. Focus Your message: all messages fit into one of two categories:
  - *Action-and-information messages* ask the receiver to do something: Schedule a meeting; make a decision; attack a hilltop.
  - *Information-only messages* tell the receiver something: *The primary cause of the American Civil War was states' rights; Estelle LaMonica is the new Vice President of Human Resources; Alpha Company has one vehicle down for battle damage.* You must focus—*clarify*—your message so your receiver is certain—*clear*—on what he or she is supposed to do or know.
2. Break through the noise: be clear and use descriptive language, avoid “fluff.”
3. Put your Bottom line Up Front (BLUF): get to your point in the first 10 seconds of your message. Commanders often have a lot going on and want to know, quickly, how the message affects them. If you don't meet this critical tip, they may tune out or be less receptive to your message.
4. Use simple words. Your communication will be clearer.
5. Use concrete words. They help draw a picture for the receiver to visualize much quicker.

### Getting Started:

1. Know your Audience: The type of program you present depends on who is expected to attend
  - Do you have a majority of married with young or older kids?
  - Do you have a majority of younger, single soldiers?
  - Do you have a Unit unemployment problem?
  - Ask your Commander, Readiness NCO, 1SG, FRG Liaison
2. Know your Purpose: What type of event are you hosting
  - Mandatory Fun/Family Day
  - Pre or Post Deployment information
  - Updated Benefits briefing
  - Fundraiser for future event
  - New Soldier/Family welcome information
  - Organization and Planning: What will it take to host this event
  - Location, Date/Time
  - Estimated number in attendance
  - Volunteer support
  - Unit support/State Family Programs support/Outside agency support
  - Necessary supplies
  - Available resources
  - Budget
  - Supporting Regulations
3. Communication:
  - Create a simple document outlining your event
    - Timeline

- Supplies
  - Manpower
  - Supporting documentation
  - Budget proposal
- Email your commander a request to either an in person or telephone meeting to discuss our event proposal.

*“MAJ Smith,*

*Please see attached Event Proposal information. I would like to schedule a meeting to discuss this concept, either in person or by phone. I estimate it will take approximately 30-40 minutes to go over the proposal and answer any questions you may have. I have the following times and dates available, let me know what works best for your schedule.”*

Here you’ve provided a BLUF “Event Proposal” with the simple document attached that he/she needs in order to be properly prepared for your meeting at the mutually agreed upon time.

#### **DO:**

- Use short sentences with an active voice. Eg. “We have prepared the attached event proposal” instead of “The attached event proposal was prepared by the FRG Leader, co-leader, and fund custodian.”
- Use white space. Providing headings and lists organizes the information for the receiver. Keep paragraphs to no more than about 6 lines. This makes the message easier to read and receive.
- Use spell and grammar check. Incorrect spelling and punctuation can both confuse the reader and affect your credibility.
- Behave professionally. You may not receive the answer or response you want or intended. If this is the case, it is acceptable to ask the commander his/her reasoning behind the response or decision.

#### **DON’T:**

- Call/walk in to his/her office and demand they make time for you to discuss the proposal. They may say they don’t have the time (which will have wasted your time in travelling to meet them) or they will be flustered with your inconsideration of their scheduled time and be less apt to receive your message.
- Overcomplicate your message. Keep the message to two to three main points and stay on one topic, if at all possible.
- Ignore feedback. Acknowledge the responses of others, this builds a culture of mutual respect.

#### **References:**

Gilbreath, C. (2013). *Getting to the YES!* [PowerPoint slides].

Introduction to effective Army Communication. 25 October 2005. Retrieved from [http://www.mc.edu/rotc/files/6513/1471/6693/MSL\\_102\\_Personal\\_Dev\\_Sect\\_05\\_Intro\\_to\\_Effective\\_Army\\_Communication.pdf](http://www.mc.edu/rotc/files/6513/1471/6693/MSL_102_Personal_Dev_Sect_05_Intro_to_Effective_Army_Communication.pdf)

Kelly Services Inc.. (2016). *Effective communication: dos and donts*. Retrieved from [http://www.kellyservices.us/US/Business-Services/Business-Resource-Center/Management-Tips/Effective-communication\\_-dos-and-donts/#.VqKT\\_rnVyHt](http://www.kellyservices.us/US/Business-Services/Business-Resource-Center/Management-Tips/Effective-communication_-dos-and-donts/#.VqKT_rnVyHt)

## Top 10 for FRG Leaders

- 1. Training, training and much more training.** Be trained in all things FRG. One useful website: Myarmyonesource.com. They have online FRG Leader trainings on all things FRG. You do have to sign up (find the button at the upper right hand corner), but at the end you are given a certificate proving you did it all. Family Programs Office or ACS – Army Community Service is also a valuable resource. They offer more trainings and resources than you could ever need. Get it.
- 2. It takes a team.** In the world of FRG, we have our unit commander, 1SG, and Family Readiness Liaison (FRL)/ Family Readiness Support Assistant (FRSA). This is your leadership team. They will provide you with direction, mission, information, resources, paperwork and support. Then there are your teammates, the ones who do the work with you, your fellow volunteers. Every member of your team is vital to the success of your FRG. Use them, and use them well.
- 3. Clear mission and plan.** Most of this comes from the trainings and your command. It's important to remember that you should meet with command regularly to discuss how to meet the needs of your unit's service members and families. One of the main missions for most FRG's is to be a source of information and relaying of information between command and families. A solid communication plan is needed in order to properly prepare for deployment, trainings, and to make sure that families know about available resources during emergencies and day to day military life.
- 4. Know the law.** You have to know the law. You don't have to be like JAG or NCIS, but know what your FRG can and can't do. This is where Standard Operating Procedures (SOP) come in. Read them and know them. There are rules about fundraising, what goes in a newsletter; even issues like whether or not you can hold a bake sale. The best piece of advice: before you get too in the weeds with getting your FRG set up and planning events get very, VERY familiar with the regulations governing FRG.
- 5. The "Family" in Family Readiness Group is not what you think.** The "Family" in Family Readiness Group can be anyone that the service member feels they want involved and knowledgeable about happenings within their unit. A "family" member could be a spouse and children, just a spouse, just children, adult children, parents, grandparents, siblings, girlfriends, boyfriends, fiancés, friends, civilians that work with the unit, veterans and others connected to the group.
- 6. Pass on your knowledge and use the knowledge that came before.** FRG's often (but don't always) have something called a "continuity book." It's like the owner's manual for the FRG. In it you can find all of the wisdom of previous FRG Leaders. What worked, what didn't work, SOP's, important forms, contacts, resources, everything that could be useful might be in that book. And like Yoda, you too will pass down your knowledge to the next FRG leader. If you don't have a continuity book, create one. It makes the job that much easier and smooths transitions.
- 7. Think outside the box.** The fact that you could have family members hundreds if not thousands of miles away makes it important that you "think outside the box." For those far away you can offer online coffee chat times (through google hangouts) for example. In order to connect better with service members and families create an FRG business card so you are more easily accessible. Use social media to get advice or to join groups where others can impart their wisdom.
- 8. Delegate responsibility.** Don't go it alone. Start reaching out right away for folks to take up the other leadership roles. Once you have your team, don't be afraid to tell people exactly what you need from them, and when. If you delegate responsibility and are clear about expectations you are less likely to encounter problems.
- 9. Have fun.** Don't forget the social aspects of the FRG. You have opportunities to bring families together for some fun – be creative with holiday parties and summer picnics. If your events are fun more families will participate.
- 10. Take care of yourself.** It's easy to lose yourself in this job. Don't forget that while you are there to support the families, YOUR family and YOU need to be your #1 focus. If you feel yourself getting burned out, ask for help or step back from activities. Take the time to recharge. Remember it's like your grandmother said, if you don't take care of yourself you can't take care of others. Truer words were never spoken.

## FRG LEADERSHIP CHECKLIST

1 I know and support the commander's readiness goals.	Yes	No
2 I embrace those goals and convey them to other volunteers.	Yes	No
3 I frequently confer with the commander about FRG plans and activities.	Yes	No
4 I frequently confer with all chairpersons about FRG plans and activities.	Yes	No
5 I set the example by welcoming diversity among our FRG members.	Yes	No
6 I actively seek inclusion of all members in FRG meetings and activities.	Yes	No
7 I readily make some decisions on my own when appropriate.	Yes	No
8 I share important decisions with the committee leaders and the commander.	Yes	No
9 I seek input on group activities and concerns from the membership.	Yes	No
10 I have a positive attitude of friendliness, kindness, and service.	Yes	No
11 I am an assertive but humble and kind leader.	Yes	No
12 I treat everyone with respect and regard; I never criticize but I mentor.	Yes	No
13 I try not to dominate meetings and strive to get others involved.	Yes	No
14 I try to keep meetings focused, fun, and reasonably brief.	Yes	No
15 I frequently and publicly thank people for their help.	Yes	No
16 I attend all steering committee meetings or ensure that an alternate does.	Yes	No
17 I seek to resolve conflict peaceably and promote harmony among the FRG members.	Yes	No
18 I listen actively and seek to understand the other person's viewpoint.	Yes	No
19 I follow up with chairpersons to make sure critical tasks are done on time.	Yes	No
20 I am careful not to micromanage.	Yes	No
21 I am able to recruit capable members to help with committee work.	Yes	No
22 I work well through others to get tasks done.	Yes	No
23 I plan well and get help with planning, preparing meeting agendas, and seeing that activities are organized and done well.	Yes	No
24 I try to balance the importance of task versus relationships.	Yes	No
25 I have completed Family readiness training and promote it among the FRG members.	Yes	No
<p>Number of "Yes" answers _____ x 4 points each = Total Score: _____</p> <p>Use this checklist to check yourself and, where applicable, your committee chairpersons. Be as objective as you can. Counting 4 points for each "yes" answer and 0 for each "no," what is your score? What are your strong points? Where do you need to improve? Grade yourself with this scale: 88 or above, effective FRG leader; 74-84, good; 60-70, average; under 60, below average.</p> <p>Are you an effective FRG leader? If not, what will it take to become one?</p>		

# ICEBREAKERS

## Questions for Participants

Answering questions helps start discussions and increases comfort levels between members. Questions should be general in nature and not too personal. Have participants take turns going around the room, giving their names and responses to questions like:

- What is your home state?
- How many children do you have?
- What is your favorite vegetable?
- Where did you meet your spouse?

## Name Tent or Name Tag Activity

Fold sheets of construction paper into thirds, forming long tents. Have participants write their names on the front of the tents and draw their hobbies on the reverse side.

Participants then walk around the room to introduce themselves and guess one another's hobbies.

There are probably other people in the room with similar interests. Another option is to use nametags. Have participants put their names and hobbies on the front of a nametag.

## Who am I?

Pin the name of a famous person on the back of each group member. Have everyone ask questions requiring “yes” or “no” answers of one another for a preset amount of time. At the end of the time limit, go around the room, starting with yourself, and have everyone guess who they are. Keep the game as simple as possible by using themes—famous couples, star athletes, actors or other recognizable celebrities.

## *Don't Say “I”*

Give each person three pennies. Ask participants to move around the room, introducing themselves to one another and asking questions that might prompt a person to say “I.” If anyone does, the participant collects a penny from the person who said “I.” The person with the most pennies at the end of the preset amount of time wins a small door prize.

## *M&M Game*

Pass around a bag of small candy such as mints, Skittles, M&Ms, etc., and tell everyone to take some. After they have taken some, say, “OK, now you have to tell us something about yourself for each piece of candy in your hand.”

## Getting to Know You Icebreaker Activity

Write down information about yourself next to each item below. Then move around the room and find someone who matches what you wrote about yourself. Have that person sign on the line that matches what you wrote.

My birth month		
Was president when I was born		
My favorite drink		
Number of children in my family of origin		
A bad habit I have		
A food I dislike		
Favorite color		
Favorite kind of music		
Best vacation spot		
Sport I watch on TV		
My hobby		

# Overcoming Your Fear of Public Speaking

**Breathe.** Take a few deep breaths before you begin speaking; stop and breathe between sentences.

**Self Talk.** Tell yourself you are not going to die; others have done this and lived. You know your material. You are good.

**Visualize.** Imagine yourself talking to the group. Imagine the time, place, how you will feel, and what you will say. Imagine how confident you are.

**Solid Stance.** Don't sway back and forth or side to side. Don't lock your knees. Relax!

**Arrive Early.** Allow time to be sure everything is ready, and get acquainted with the room—how it feels, smells, looks.

**Greet Your Audience.** Before you begin, say hello to a few people. Then you will know a few people by name and will know what interests your audience.

**Food.** Eat nutritional food, and avoid sugar and caffeine.

**Pace Yourself.** Pace yourself so your energy stays constant.

**Practice.** Practice your material and your non-verbal messages, such as hand movements, eye contact, and stance.

**Find an "Amen Corner."** Find a friendly face that you can look to for confidence, but don't lock onto that face.

**Water.** Have a glass of water handy; it helps with dry mouth. If you forget where you are or what you were going to say, take a quick sip to give yourself time to recover.

**Don't Read Your Presentation.** This will make you more nervous. Practice, practice, practice so you will need your notes only for numbers and to assist you in remembering your key points.

**Practice.** Practice in front of a friend; use a video camera, a tape recorder, or a mirror.



## Strength from Diversity

It is important that the individuals participating in the FRG are representative of the unit's Families. For example, both officer and enlisted Families should participate. To make the FRG appealing to all families requires being aware of the diversity of the membership and recognizing the strengths that can come from having a diverse group. Think about the diverse needs, interests, talents, and other characteristics in your FRG as you answer the questions below.

1. List at least three different characteristics of your FRG membership. Beside each characteristic, write how this characteristic strengthens the group. (For example, young spouses often have many concerns during a deployment. Their concerns have led the FRG to invite guest speakers to get information of interest to many families.)

2. What strategies are needed for ALL members to feel involved in the FRG? Note: It may be necessary to use different strategies with different groups.

3. Describe a conflict in your FRG and identify how diversity contributed to the conflict. How has this conflict been resolved OR if unresolved, how can the conflict be handled?

# Feedback From FRG Members

Your FRG is here to provide information, referral assistance and support to all members of the unit and their Families – both immediate and extended as well as other individuals that Soldiers have identified to us. We recognize that participation in the FRG is voluntary. However, we encourage you to participate in FRG activities or to remain connected with FRG (via telephone tree) so that helpful information and assistance can be provided to you. To help us (and the unit commander) determine how the FRG can meet your needs on an ongoing basis, we need your input and feedback. Please take a moment to address the issues of concern to you at the present time.

## Assistance

1. What information or support can the FRG provide or obtain that would be helpful to you?
  
2. a. Some members live far away and it is important to us that we reach you. How well is the RG doing in reaching you? (For example, do you receive calls from a key caller, receive FRG newsletter, and, if available, have access to battalion's vFRG web site?)  
  
b. How can we assist you where you live?

## Participation

1. a. You (or you may know others who) would like to participate but currently do not participate. What is the reason?  
  
b. What can we do that would help individuals and Families get involved and/or feel a part of the FRG?
  
2. If you have participated in the past, but currently do not. What is the reason?
  
3. a. If you are an active participant, what keeps you involved?  
  
b. What does the FRG do that is important to you?

## Closing

1. What, if any, other comments or suggestions would you like to make?

**Thank you for taking a moment to do this. You can provide feedback at any time.**

## Basic Rules of Crisis Intervention

1. **Listen.** Let the people involved speak. Be sure you hear how they see the problem and what they expect from you. Descriptively verbalize what you hear and what you see happening; do not be critical.
2. Remember that the person who has sought your help is important, even if they are talking on behalf of someone else. Work with the person who asked for your help.
3. You are a *listener*, a *referral agent*, and perhaps a *friend*. You can help by listening carefully and making suggestions only when the person cannot think of alternatives. **Do not** give advice or assume responsibility for the person's problems or life. The goal of crisis intervention is to allow the individual involved to become responsible for themselves and the consequences of their actions. Work toward clarification of the situation.
4. Don't be over-active. The tendency is to talk a lot and offer a great deal of help in the form of possible solutions. Let the person with the problem take the lead. Often the person needs and wants to talk the problem out.
5. Be *empathetic* and *identify feelings*. Is the person depressed, frustrated, angry? Encourage the person to talk on a feeling level.
6. Try not to become absorbed with historical excuses and reasons for present problems. Focus on what is happening now, and permit the person to explore what could be done to change it.
7. When dealing with Family crises, give equal attention to each Family member, whether they are adults or children.
8. When referring someone for additional assistance, **be specific**. Tell them where to go, when to be there, and who to see. If possible, give them the name and number of a specific person to see.
9. Do not call others (police, rescue squad, military police, parents) without the permission of the person you are helping unless there is imminent danger—suicide or homicide. It is permissible to ask them if they are in danger or to ask them if they are thinking about suicide and have the means to carry it out. If you *must* notify the unit or rear detachment, tell them you are going to do so.
10. Provide reassurance that **the person** will be able to solve the problem.
11. People's trust in you must be developed and maintained. This trust is earned by acting *responsibly* and *confidentially*.