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PERSONAL AFFAIRS

ARMY COMMUNITY SERVICE PROGRAM

Effective 1 January 1974

This is a complete revision of AR 608-1. Changes include: requirement for information and referral services; provision for optional rather than mandatory formation of ACS Councils; establishment of standards and classifications for ACS Centers; provision for a professional ACS staff; requirements for furnishing and exchanging fact sheets on local living conditions; authorization to use appropriated funds to purchase lending closet items and to publish an ACS Bulletin; and a change in the report format and frequency of reporting. Local limited supplementation of this regulation is permitted, but is not required. If supplements are issued, Army Staff agencies and major Army commands will furnish one copy of each to HQDA (DAPE-HRP-P), WASH, DC 20310; other commands will furnish one copy of each to the next higher headquarters.

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*This regulation supersedes AR 608-1, 6 July 1967, including all changes; DA letter AGAM-P (M) (25 Jan 68), 30 January 1968, subject: Army Community Service (ACS) and Its Relationship with Other Social Welfare Agencies; DA letter AGAM-P (M) (5 Jan 68), 6 June 1968, subject: Recognition of Volunteers in Army Community Services (ACS); DA letter AGAM-P (M) (9 Aug 68), 15 August 1968, subject: Transfer of Hours Earned by Volunteers in Air Force Family Services, Navy Family Services, and Army Community Service (ACS); DA letter AGDA (M) (5 Mar 70), 12 March 1970, subject: Recognition of Volunteers in Army Community Service; and DA message 948313, 10 April 1970 (U), subject: Army Community Service Newsletters; and DA message DAPE-MPD 262150Z June 1972 (U), subject: Interim Change to 608-1; DA Message DAPE-HRP 2318552Z May 73 (U), subject: Interim Change to AR 608-1 (Change 2); DA Letter DAAG-PAP-A(M) (9 May 73) DAPE-HRP-P, 31 May 1973, subject: DA Form 3063-R, Army Community Service Program.

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CHAPTER 1

GENERAL

1-1. Purpose. *a.* This regulation outlines procedures for establishing and operating an Army Community Service (ACS) Program at Army installations.

b. Procedures in this regulation do not conflict with those in AR 930-5.

1-2. Concepts. *a.* The commander has the primary interest in and responsibility for resolving personal problems of the soldier. No service agency can assume this responsibility; therefore, close understanding relationships among Army Community Service personnel and commanders at all levels of command are fundamental to a sound service program.

b. The unique capability of ACS is to provide installation commanders with a flexible response to meet emerging community problems and needs through the provision of personalized services. These needs and problems require services and personnel skills beyond those usually furnished by the installation staff.

c. It is essential for ACS personnel to work closely with all local military and social service agencies and their representatives in developing community resources and making them available to military personnel and to insure compliance with procedures established by other agencies. In developing positive and effective relationships with civilian community agencies, ACS membership in civilian health, social, and community services, as well as in committees and councils and in other community planning organizations, is encouraged.

d. The concept of using volunteers is to insure that services furnished are responsive to the needs of the consumer. The volunteer will serve as an important link between the popula-

tion served and the official military organization. Therefore, a Volunteer Corps will be formed (primarily of Army wives) to assist assigned military personnel in operating the ACS Center.

1-3. Objectives. The objectives for providing an ACS Program are to—

a. Establish a centrally located, responsive service for furnishing information, assistance, guidance and referral to members of the Army community in meeting personal and family problems.

b. Reduce the man-hours consumed by commanders, staff officers, and the individual soldier in seeking appropriate sources of assistance to resolve complex personal problems.

c. Provide commanders with information and guidance relating to problems affecting the welfare of military families and single servicemen and advice on improving the quality of family life and the well-being of members in his command.

1-4. Responsibilities. *a.* The Deputy Chief of Staff for Personnel, DA, has General Staff supervision of the Army Community Service Program.

b. Commanders will adapt the Army Community Service Program to the overall needs of installations and activities under their jurisdiction and insure that the program is carried out effectively.

c. Installation commanders are responsible for establishing Army Community Service programs commensurate with the mission, strength, needs, and number of personnel within their area of jurisdiction.

1-5. Organization. Figure 1-1 shows a suggested organizational chart for an Army Community Service Center. The organizational structure may be modified to meet the commander's resources and requirements. (See chap. 2 for discussion of ACS Centers.)

1-6. Establishing an ACS program. *a. Criteria.* An ACS will be established at installations that are not tenants or satellites of Army host installations and those where dependents are able to join their sponsors, based on the total military population—

(1) At installations with 2,000 or more military personnel, a program *will* be established.

(2) At installations with fewer than 2,000 military personnel and in areas where local community health and welfare resources are limited or the complexity of social and family problems require special attention, the establishment of a program is advisable.

b. Designation of officers to operate and monitor the ACS Program.

(1) At large installations, an ACS officer will be assisted by other authorized personnel. It is suggested that the ACS function under the supervision of a designated officer from the Office of the Deputy Chief of Staff for Personnel, the Director of Personnel and Community Activities, G1, or S1. (See DA Pam 570-551 for a manning table for personnel requirements for ACS activities.)

(2) All installations, regardless of size and location, will designate an officer from the Office of the Deputy Chief of Staff for Personnel, Director of Personnel and Community Activities, G1, or S1 to monitor the ACS Program. This officer's duties (depending on the size and function of the ACS) may range from providing a point of contact for ACS Centers requesting information and referral on individual family situations to providing effective staff supervision for establishing an installation ACS Center.

1-7. Eligibility for service. The following personnel are eligible for assistance—

a. Active duty and retired military personnel and their dependents.

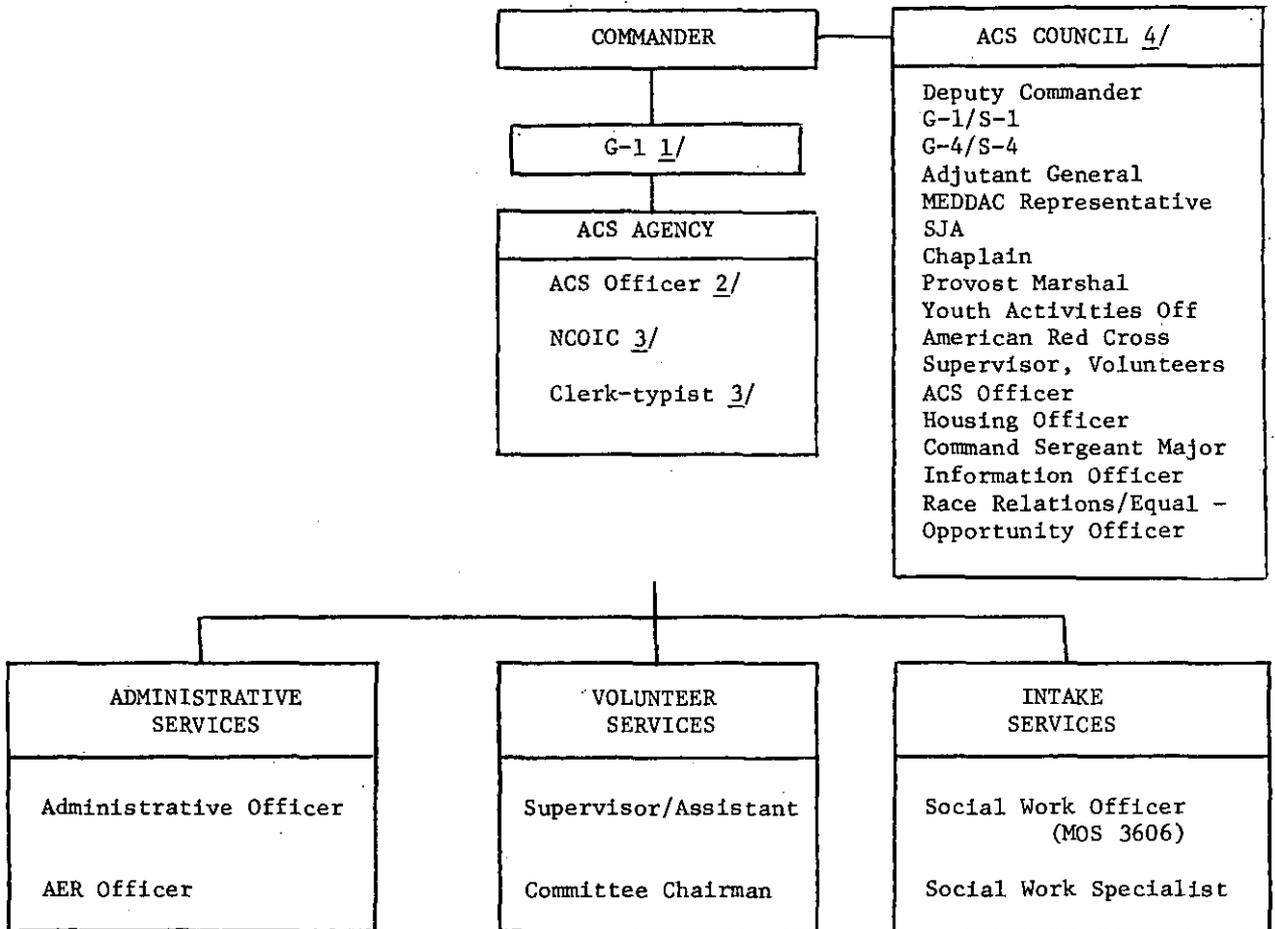
b. Members of the military Reserve components on active duty for training and their dependents.

c. Department of the Army civilians overseas and their dependents overseas and in CONUS where local civilian resources are not available.

d. Widows, widowers, and other next of kin, regardless of dependency status, of military personnel who were on active duty or retired at time of decease.

e. Other personnel designated by the commander.

SUGGESTED ORGANIZATIONAL CHART
ARMY COMMUNITY SERVICE CENTER



- 1/ Designated responsibility for monitoring the ACS program.
- 2/ Assigned primary duty at each installation where there are 2,000 or more military personnel and where dependents may join them.
- 3/ Optional personnel, functions, or positions that may be added, deleted, or combined as local requirements permit.
- 4/ Membership determined by the commander. When practical, enlisted personnel and selected consumers of installation services should be included to insure that their problems and concerns are surfaced.

Figure 1-1.

CHAPTER 2

ELEMENTS OF THE INSTALLATION ACS PROGRAM

Section I. THE ARMY COMMUNITY SERVICE CENTER

2-1. General. To meet the objectives of the ACS Program, a center will be established to provide direct services to military personnel and their dependents. This agency will be designated the Army Community Service Center. As a minimum, the center will provide information and referral services, assistance, and guidance to military personnel and their dependents in meeting personal and family problems.

2-2. Standards for the ACS Center. Minimum standards for determining the adequacy of the center's operations are—

a. A centrally located, easily accessible facility, with adequate areas for private interviews and volunteer work.

b. Accurate job descriptions for each position in the ACS activity, including those for key volunteers.

c. Standing operating procedures for implementing all major program elements of the ACS Center.

d. Assurance that all assigned military personnel and the volunteer supervisor and committee chairmen are knowledgeable of social welfare problems at the community level.

e. An in-service staff training program (including volunteers) and a basic volunteer training program.

f. A well-developed volunteer awards program.

2-3. Classification of ACS Centers. The size and activities of an ACS Center will vary widely, depending on local needs and re-

sources. To assist in identifying services available, centers will be classified as follows:

a. Class A centers will—

(1) Have a full-time ACS Center staff identified in ACS TDA.

(2) Have a volunteer service, to include a training program.

(3) Have a designated space to be used exclusively for ACS activities.

(4) Have a social worker authorized as a full-time staff member (officer in MOS 3606, or civilian with equivalent training).

(5) Provide (as a minimum) the following—

(a) Information and referral services.

(b) Fact sheets on living conditions in the military and civilian communities (para 3-13).

(c) Reception services for newcomers (para 3-11).

b. Class B centers will meet requirements *a*(1), (2), (3), and (5) above.

c. Class C centers will—

(1) Meet requirements *a*(2), (3), and (5) above.

(2) Designate an ACS officer to operate the facility and supervise volunteer activities as an additional duty.

d. Class D centers will designate an officer as a point of contact to accept calls and to provide information to other ACS Centers.

2-4. Identification of an Army Community Service Center. *a.* ACS facilities should be easily recognized and identified worldwide.

b. The distinctive ACS emblem (fig. 2-1) conveys the program's theme "Self-help, Service, and Stability." The emblem will be prominently displayed so that it can be easily seen by personnel who wish to use the services.

c. A flag is available for requisitioning in the Defense Supply Agency's distribution system. Quantities may be obtained by submitting funded MILSTRIP requisitions (AR 725-50) to the Defense Personnel Support Center (routing identifier S9T, FSN 8345-432-2714).

Appropriated funds are authorized for purchase of the flag.

d. The ACS flag is authorized for display only in Army Community Service Centers and during ACS ceremonies and special ACS events and occasions.

e. Generally, the ACS flag will be displayed rather than flown. In most instances, the flag will be displayed alone; however, it may be flown during special events or ceremonies. If flown with organizational flags, the ACS flag will not take precedence.

Section II. THE ARMY COMMUNITY SERVICE COUNCIL

2-5. General. a. A council of key personnel (fig. 1-1) for providing direct service may be formed to assist the commander in operating the program.

b. The membership of the council (or committee) will be determined by the size and operations of the center.

2-6. Functions of the council. a. The functions and range of activities of the council will be determined by the installation commander. The council may assist the commander in planning and coordinating the entire spectrum of services on the military post. The following functions should be performed by the collective membership—

(1) Maintain a comprehensive assessment of the social needs of the military personnel and their dependents located on the installation and in the surrounding civilian community.

(2) Identify gaps in services already provided.

(3) Provide plans and recommendations for implementation of new or projected services to meet community needs.

b. The installation commander may wish to broaden the function of the ACS Council by utilizing the specialized knowledge and skill represented by its membership to insure that all social problems and community programs are covered. The ACS council may be incorporated in another already existing council.

When authorized by the commander, the council may be a useful vehicle in evaluating and coordinating the working relationships of all military and civilian social welfare activities. This will insure a comprehensive and integrated approach to community social problems and will help to avoid fragmentation of services. Additionally, a broad use of the council will limit the continuous proliferation of local committees dealing with social problems and remedial services.

2-7. Staff supervision. Staff supervision will be provided as directed by the installation commanders. To insure an effective program, the chairman of the council should have direct access to the commander.

2-8. Reporting to the commander. A comprehensive report of the activities and recommendations of the council will be submitted to the commander. The report will—

a. Provide an overall appraisal of the services furnished.

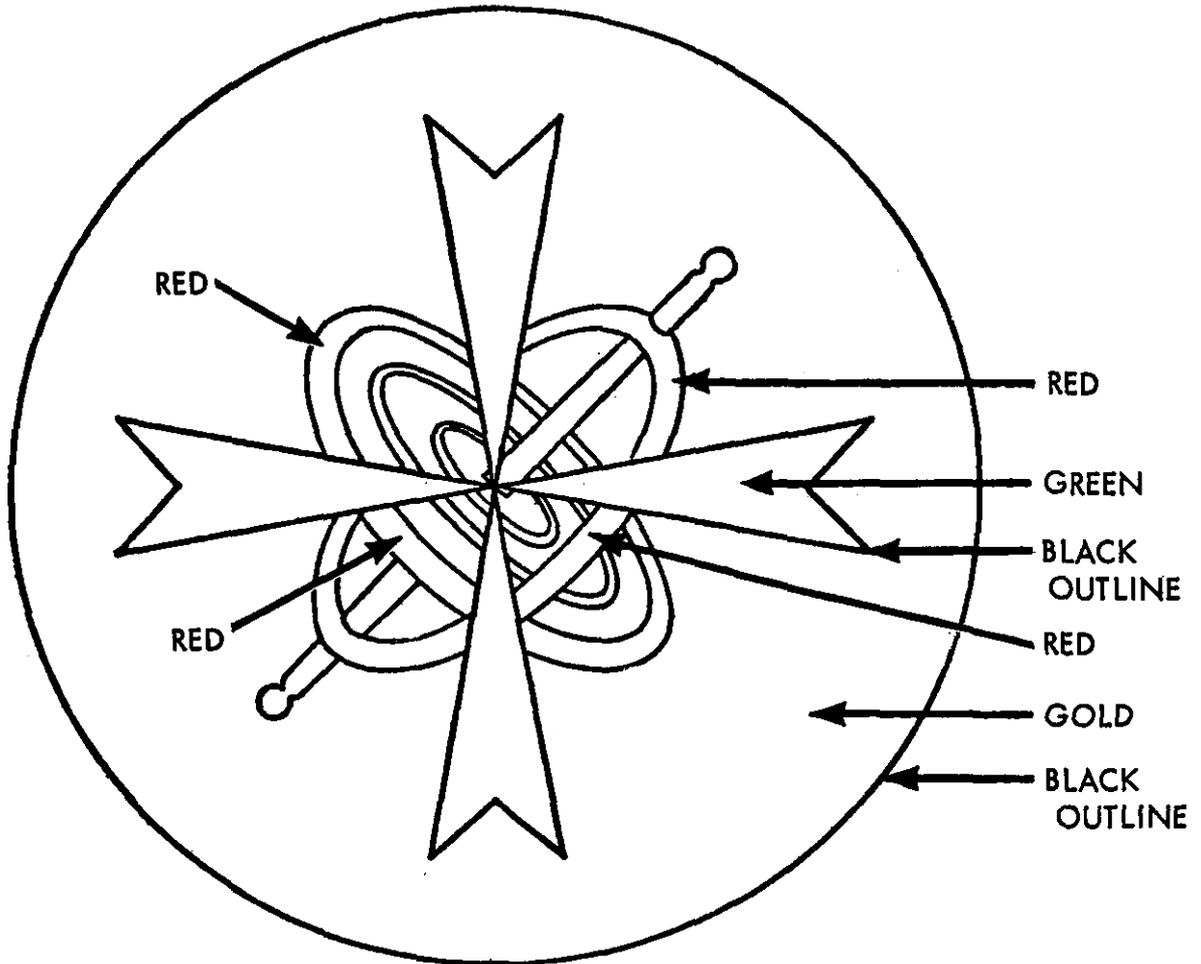
b. Identify problem areas and gaps in services.

c. Recommend policy changes to reduce disruptive influences on military personnel and their families.

d. Recommend improvements in the social services, both on-post and in the civilian community.

ARMY COMMUNITY SERVICE EMBLEM

Theme: 'Self-Help, Service, and Stability'



LEGEND: This emblem represents The Cross, The Gyroscope, and The Heart, an idea associated with the giving of kind-hearted help and stability. The image of the cross is taken from an organization whose purpose, among other things, was to provide help for sick and needy Crusaders during the Middle Ages. This may have been the first organized program of individualized relief services in relation to an Armed Force. The cross, a symbol for help, the gyroscope, a symbol for equilibrium and stability, are combined with a heart to reflect the program as a living, sustaining force in the lives of Army personnel and their dependents. The color of the Army green uniform and the gold of buttons and insignia are combined in the emblem. The full circle represents the whole, or the Army Community.

Figure 2-1.

CHAPTER 3

SERVICES PROVIDED AT ACS CENTERS

Section I. BASIC SERVICES

3-1. General. *a.* Services provided at the Army Community Service Center will be determined by the commander, consistent with program concepts and objectives (para 1-2 and 1-3). Care must be taken in selecting services and prescribing operating procedures to insure that they are readily available and responsive to local needs. Respect for the privacy of individuals seeking assistance will be maintained and all personal information concerning them will be held in strict confidence.

b. Installation commanders are not restricted to the ACS services described in this regulation, but may develop other services or combine social services within the ACS Centers to meet local requirements.

3-2. Planning and preparing for services. Planning and preparing for the care of military personnel and their dependents must be a continuing process. Every possible means must be explored to insure that their well-being, morale, and welfare are maintained. Whether the personnel suffer loss through fire, flood, or other natural disaster, or whether military operational requirements cause a disruptive and adverse impact on their morale and well-being, Army Community Service should serve as the hub of assistance.

3-3. Information and referral services. Basic service that will be provided by ACS is information and referral to appropriate agencies in the civilian and military community. A followup will be made to insure that appropriate services are provided and the problem is resolved. This requirement will aid in documenting gaps in services provided and in keeping

alert to the lack of an agency's responsiveness in meeting the needs of military personnel and their families.

3-4. Financial assistance for economic hardships. Some of the services that may be provided for assisting individuals in financial need are: budget and debt counseling, consumer education seminars, and special employment information and assistance. Information may also be provided on programs such as the Army Emergency Relief, Army Relief Society, American Red Cross, and Federally supported financial assistance programs.

3-5. Programs for handicapped dependents. These services may include developing a directory of specialized health, education and welfare resources; coordinating with the installation Civilian Health and Medical Program for the Uniformed Serviced (CHAMPUS) officer in familiarizing families with available benefits; organizing summer day camps and swimming programs for handicapped children; assistance with employment opportunities for handicapped teenagers; and initiating seminars and discussion groups for parents of handicapped children.

3-6. Aid to dependents when sponsors are absent or unavailable. In addition to individual assistance, ACS may support the development of self-help groups among dependents whose sponsors are unavailable or absent (also known as "waiting wives"). When an individual is suddenly ordered to an unaccompanied permanent change of station and the sponsor is unable to resolve personal problems confronting his family, ACS must be prepared to

help. Problems should be anticipated in areas such as financial support, housing, transportation, relocation, legal affairs, medical care and treatment, and personal adjustment.

3-7. Special programs for parents and children. These may include emergency child care services; child abuse and neglect programs; Big Brothers, and other youth services (chap. 4, AR 28-1); state certification of foster homes on post, in cooperation with local child welfare agencies; and marital, family, and youth counseling during crises. Additionally, family life educational services should be instituted for assisting and advising young families on sound homemaking practices and for supporting other post activities and resources for families and youth (e.g., Chaplains and American Red Cross).

3-8. Health resources information and assistance. The Civilian Health and Medical Program of the Uniformed Services (para 1-8, AR 40-121) describes major health benefits for eligible dependents of active duty members, retired members, and deceased members. Eligible beneficiaries, especially the handicapped, are also frequently entitled to health benefits available under various civilian programs. To insure that they receive maximum assistance, Army Community Service Centers may supplement the efforts of the CHAMPUS adviser by providing information and assistance on CHAMPUS benefits and various other Federally or locally funded programs. The CHAMPUS adviser will provide

technical guidance and assistance to the ACS staff.

3-9. Support of other social agencies. Procedures will be instituted to insure coordination and mutual support of activities and directives of other programs such as Race Relations and Equal Opportunity Program, the Family Life Enrichment Program conducted by the Chaplain, Alcohol and Drug Abuse Prevention and Control Program, American Red Cross activities, and other civilian and military social welfare programs.

3-10. ACS bulletin. *a.* In accordance with paragraph 4-28, AR 310-2, ACS Centers are authorized to prepare and distribute a bulletin periodically for disseminating information and educational items in accomplishing the objectives of the ACS Program.

b. To foster exchange of information and ideas, an exchange of bulletins among ACS Centers is encouraged.

c. When the contents of an ACS bulletin conform to the provisions of AR 340-3, the bulletin may be mailed under DA indicia. Material published in the ACS bulletin that enhances the mission of the United States Army and the objectives of the ACS Program (para 1-3) is considered related exclusively to the business of the United States Government. Conversely, commercial advertising and miscellaneous personal classified advertisements do not relate exclusively to official business and therefore must be removed from the ACS bulletin if it is to be mailed under DA indicia.

Section II. SERVICES FOR FAMILIES RELOCATING TO NEW COMMUNITIES

3-11. General. A service program will be developed to provide timely and useful information, guidance, and assistance to individuals planning their move and settling in the new military community. The ACS Centers will not duplicate or assume responsibility for services available elsewhere on post (such as issuing of travel orders or locating off-post housing and assigning quarters). Appropriate assistance will be provided to military sponsors who are assigned to assist new arrivals (AR 608-7). Continuity of services is enhanced through interagency coordination. There is no restriction, therefore, on collocating services to insure their efficient integration and convenient delivery. ACS personnel, however, should not be assigned administrative duties that will detract from their primary objective of insuring minimum disruptive influences for personnel during the moving process and while settling into the new community.

3-12. Incoming personnel. Reception and orientation services will be established for newcomers, as appropriate. The primary emphasis on this service will be to quickly acquaint newly arrived families with the community. Services and community resources available to assist and support the new family in establishing themselves in the new community should be emphasized. For example, the temporary loan of household items to set up housekeeping is an appropriate and effective service in demonstrating a personal and tangible concern for them. Other services could include information on available medical care, special educational facilities, recreational activities, employment opportunities for wives, child day care facilities, baby sitting services, alcohol and drug rehabilitation programs, race relations and equal opportunity programs, and religious and social welfare resources.

3-13. Outgoing personnel. Personnel moving from one community to another may make adequate detailed plans for moving and settling into the new community. They may not be fa-

miliar with Army installations and how to locate and use the many community resources available to them. To insure that all married personnel have advance knowledge of at least rudimentary information on living conditions in and around their new station, fact sheets will be maintained by all ACS Centers.

3-14. Fact sheets. *a.* The format and content of fact sheets will be determined by local installation commanders. They will be kept current by annual revision or, when significant local changes warrant, by more frequent changes.

b. Specific instructions for making advanced inquiries regarding services such as religious activities, housing, and specialized medical and educational services may be included.

3-15. Disseminating information from other commands. *a.* To further insure that personnel have essential information for planning the relocation of dependents, installations will provide fact sheets to other installations or commands upon request. Special briefings to all AIT personnel moving overseas and out-processing through ACS Centers, or through the office maintaining fact sheets, are useful and effective ways of providing this information.

b. Efforts should be made to reduce the anxiety of individuals whose problems cannot be resolved prior to departure from the home station by assuring them of continuing attention at the next assignment. Commanders of losing and gaining ACS activities are encouraged to communicate with each other directly concerning unresolved, continuing, or anticipated personal problems of individuals. In case of separated families relocating because their sponsor has departed to an unaccompanied area, the location of the nearest ACS Center should be given to the one-parent family and information of the move should be provided to the ACS activity nearest the dependent's

new location. In accomplishing this, DA Form 4169-R (Army Community Service Registration Card) (fig. 3-1) may be sent from the

losing to the gaining ACS activity. DA Form 4169-R will be reproduced locally on 8- by 5-inch cards.

ARMY COMMUNITY SERVICE REGISTRATION CARD For use of this form, see AR 608-1; the proponent agency is DCSPER.		The information listed below is privileged and will not be released to unauthorized persons.	
Name: (Last, first, middle)	SSN	Grade	ETS
Present Military Address		New Military Address	
New Location of Family (give complete address)		Date Expected to Arrive	
Nearest Military Installation to Dependents:			
List Dependents Residing in Household (last name, first, middle)	Age	Relationship	
Remarks (Note any special family problems or circumstances that may require ACS assistance (e.g., medical, child care, financial, education, language.))			

DA FORM 4169-R, 1 OCT 73

Figure 3-1.

CHAPTER 4

PERSONNEL

Section I. PROFESSIONAL AND ADMINISTRATIVE PERSONNEL

4-1. General. *a.* The size of an ACS professional and administrative staff will be based on the post population and the complexity of services provided. (See DA Pam 570-551 for personnel staffing for ACS Centers).

b. The type of professionals selected will be governed by—

(1) The need to provide an interdisciplinary approach in rendering direct services and in solving social and community problems.

(2) A need to redistribute professional personnel requirements in order to provide effective and efficient services and maintain high quality social services for the population served.

c. The military and civilian personnel assigned to staff positions should have mature judgment, interest, and skill in human relations. Those with backgrounds in social work, psychology, education, and administration are particularly desirable.

4-2. Positions and responsibilities. *a. Army Community Service officer.* This position will normally be filled by the senior officer assigned to the ACS. He will—

(1) Develop policies and procedures, as directed by the local commander, for operating the local Army Community Service Program.

(2) Maintain effective working relationships with commanders, military and civilian staff agencies, local authorities, and community health and welfare agencies.

(3) Insure establishment of volunteer training programs and maximum effective use of volunteer skills.

(4) Determine services required and insure that referrals are made to the appropriate agency.

(5) Establish a followup system for referrals to see that required services have been received by persons seeking assistance.

(6) Supervise direct services being provided at the center.

(7) Maintain a community-wide information program on ACS to insure that unit commanders and their staff and all military personnel and their dependents are aware of available services.

b. Social work officer.

(1) The Army social work officer (MOS 3606 or civilian equivalent) is responsible for the overall professional social services program. The assignment of a social work officer will insure the maintenance of professional standards, proper avenues of communications with representatives from the health and welfare fields, and community sanctions of the professional services rendered.

(2) He may assume the responsibilities of the Army Community Service officer.

(3) If a local social work officer is not assigned, the installation commander may request consultation services from available local or Army area social work personnel.

(4) Specifically, the social work officer will—

(a) Supervise the technical aspects of providing social services.

(b) Provide guidance in special programs, such as those involving marital and family relationships and those for handicapped family members.

(c) Insure adherence to professional standards in the provision of social services.

(d) Maintain communications with representatives from other health and welfare agencies.

c. Administrative officer.

(1) The administrative officer will—

(a) Plan and coordinate procedures, methods, and workloads for efficient office operations.

(b) Prepare reports and insure agency compliance with regulations governing the use of appropriated and nonappropriated funds.

(2) He may assume responsibilities of the ACS officer.

Section II. THE VOLUNTEER CORPS

4-3. Importance of the ACS volunteer corps. The foundation of an effective ACS Program is a volunteer corps composed primarily of Army wives, supported by off-duty military personnel, retired military personnel, and civilians with no formal affiliation with the military community. Volunteers are considered members of the ACS staff and provide assistance to the assigned military and civilian personnel who have direct responsibility for operating the ACS Program.

4-4. Formation of a volunteer corps. Commanders will actively encourage the recruitment, training, use, and retention of a volunteer corps. Development of such a corps will provide participants with an opportunity to make a worthwhile contribution to the community welfare. In turn, a well-organized and effective staff of trained volunteers will insure support to the command. Recruitment of volunteers from a wide segment of the population served will insure true representation from the community. Special efforts will be made to insure that minority groups and wives of military personnel of all grades are represented. (See DA Pam 608-28 for detailed guidance in the formation and organization of an ACS volunteer corps.)

4-5. Tasks inappropriate for volunteers. The investigation of complex social problems, the formation of policy, and the preparation of official correspondence are properly matters for the professionally trained staff and may be assigned only to trained volunteers. Correspondence using DA letterhead stationery normally will not be signed by ACS volunteers unless specifically authorized by the installation commander.

4-6. Volunteer supervisor and assistant supervisor. The volunteer supervisor and assistant supervisor will be appointed and will perform their duties under the policies prescribed by the local commander and under the direct supervision of the ACS officer. The position may be rotated between dependents of the officer and enlisted membership of the command. Notwithstanding this objective, the primary criteria for filling this position should be an individual's attributes and capabilities.

4-7. Training of volunteers. ACS training is provided for the volunteer to acquire information on the organization and function of the Army, to learn how best to perform assigned duties, and to gain certain knowledge and skills to be applied to the job. Volunteer training includes an orientation course, on-the-job training, and in-service continuing education. As the volunteer gains knowledge and experience, a more technical and specialized training program may be established. Race relations seminars and group discussions are essential to all volunteer training programs.

4-8. Volunteer orientation course. *a.* This training is mandatory and can be completed prior to assuming volunteer duties or concurrently through on-the-job training.

b. The ACS officer, in coordination with the volunteer service supervisor, is primarily responsible for organizing and directing volunteer training. Command and staff elements are expected to contribute to the program in specialized areas of interest. Representatives of civilian agencies, such as local welfare agencies and public schools, both on post and

off post, may be invited to participate in the training program.

c. An orientation course outline is shown in table 4-1. Coverage of these subjects will insure uniformity of volunteer training throughout ACS and will provide the necessary framework of knowledge required for efficient volunteer participation in the program.

d. A minimum of 12 hours of instruction and discussion is required for a course certificate.

4-9. On-the-job training. It is important for the volunteer to perform duties on the job as soon as possible. Lengthy classroom and lecture sessions should be avoided. An activity approach, along with a short orientation course, is desirable.

4-10. DA Form 4162-R (Army Community Service Volunteer Record). The Volunteer service supervisor is responsible for maintaining DA Form 4162-R (fig. 4-1) on all volunteers. DA Form 4162-R will be reproduced locally on 8- x 5-inch cards.

a. *Background information.* In addition to the essential background information required on volunteers, other information should be recorded to assist in planning and assigning duties (for example, the sponsor's rotation date and the ages of the volunteer's children).

b. *Crediting hours of service.* Credit hours earned will be entered in the Volunteer Record.

(1) Credit will be given for each hour of volunteer service performed, including hours spent in orientation courses and other ACS training activities.

(2) Volunteers performing "on call" duties will be awarded 2 hours of credit for each 24-hour tour spent on call, in addition to other hours of volunteer work performed during the tour of duty.

(3) Extra credits will be awarded for each month served in the following capacities:

(a) Volunteer service supervisor—10 hours.

(b) Assistant volunteer service supervisor—10 hours.

(c) Volunteer committee chairman—5 hours.

c. *Interservice transfer of records.* Requests will be honored when Navy or Air Force volunteers working in an Army Community Service Center indicate they want their hours to be credited and transferred to their family Service activity. To insure that the volunteer receives credit for hours worked, the ACS Center will furnish the worker with an additional copy of the Volunteer Record. Similarly, when an ACS Center receives a Volunteer Record on an Army dependent serving in another Service's program, the hours will be credited and applied toward any award for which the volunteer is eligible.

4-11. Volunteer uniform. a. To easily identify volunteers with the Army Community Service and in recognition of their significant role in the program, a distinctive uniform has been designed for them (fig. 4-2). Wearing of the uniform is strongly encouraged. It conveys competence, responsibility, and trust to personnel seeking assistance.

b. The uniform is a two-piece, teal-blue dress made of washable material. Affixed to the left sleeve is a replica of the ACS emblem (fig 4-2). The uniform may be purchased individually, regardless of the number of hours served, or it may be presented as an award (para 4-12c).

c. The Department of the Army has no established strict criteria with regard to wearing accessories with the ACS uniform. In general, accessories may be worn, provided they are conservative and enhance the appearance of the uniform.

(1) A white or pale blue shell blouse may be worn.

(2) Name tags will be worn on the right side of the jacket (para 1-6c, AR 670-5).

(3) Shoes should be either dark or neutral and conservative in style.

(4) Jewelry should be inconspicuous.

(5) No patches, stripes, or chevrons will be affixed to the jacket other than the DA-authorized ACS emblem.

(6) Locally awarded pins may be worn, but no more than two at a time (including the authorized DA ACS pin).

d. The wear of the uniform prescribed in b above is encouraged. Commanders, however,

may authorize locally designed items made of washable material (b above) for optional wear, such as slacks and smocks. Upon transfer to another ACS Center, volunteers electing to wear articles of clothing made of material other than that authorized must be advised that such items may not be authorized at the new location.

Table 4-1. Volunteer Orientation Course Outline

<i>Subject</i>	<i>Suggested time</i>	<i>Topics for discussion</i>
Orientation to Volunteer Service in ACS ..	30 minutes ...	<p>Opportunities for volunteers within ACS Programs.</p> <p>Introduction to the philosophy of volunteer participation in a professionally oriented program. Introduce the importance of confidentiality and emphasize the professional "self-help" approach to the problem areas.</p> <p>The volunteer in social service programs. Include information concerning the contributions and significance of volunteers in social service programs.</p>
Orientation of the Training Program	30 minutes ...	<p>Purpose of training program.</p> <p>Scope of the volunteer orientation course.</p> <p>Types of positions for which the training course prepares the volunteer.</p> <p>Requirements for completing the course.</p>
Purpose, Functions, and Organization of Army Community Service.	1 hour	<p>Philosophy of the program.</p> <p>Need, purposes, goals, and accomplishments.</p> <p>Functions and tasks of ACS staff.</p> <p>Organization of the ACS:</p> <p>a. The commander's responsibility and authority for</p>

Table 4-1—Continued

<i>Subject</i>	<i>Suggested time</i>	<i>Topics for discussion</i>
The Role of the Volunteer in Carrying Out the Purpose and Function of the ACS Center.	2 hours	<p>providing social welfare services.</p> <p>b. Local organizations for community planning and coordinating social services.</p> <p>c. Cooperating special staff elements (general functions) at the installation level.</p> <p>d. Administrative organization of the local ACS Center and functions of key personnel.</p> <p>e. Local command policies for operating ACS activities.</p> <p>Further discussion of the philosophy of volunteer contributions and confidentiality.</p> <p>Importance of the contributions of volunteers to the success of the ACS Program.</p> <p>Responsibilities and specific duties of volunteers. Types of positions and related duties.</p> <p>Relationships between command and staff personnel and ACS volunteers. Division of labor and responsibilities.</p> <p>Resources and other assistance available to the volunteer in carrying out assigned duties and responsibilities.</p>
Understanding the Army Community	2 hours	<p>Special attributes and characteristics common to all military communities.</p> <p>The role of the civilian community.</p> <p>Local post organizations:</p> <p>a. Command staff, major command elements, functions, and levels of responsibility.</p> <p>b. Special staff responsibilities and functions. Lecturers from military staff</p>

Table 4-1—Continued

<i>Subject</i>	<i>Suggested time</i>	<i>Topics for discussion</i>
Understanding the Army Family	2 hours	<p>agencies such as the MED-DAC director, JAG, PM, AG, and Chaplain.</p> <p>Specialized community problems influences:</p> <ul style="list-style-type: none"> a. Regional and geographical factors and influences. b. Special characteristics and influences of the surrounding communities. <p>The US soldier: Nature of the Army's mission and its impact on the family of the soldier.</p> <p>Importance of the morale and welfare of the soldier and the Army family.</p> <p>The Army family:</p> <ul style="list-style-type: none"> a. Income and average expenditures (Army pay scales and special pay and allowances. b. Benefits and privileges. c. Stresses, strains, and special vulnerabilities. d. Family separations, transfers. e. Survivor's assistance and family assistance program. f. Retirement. Include discussions on retirement and survivors benefits, record of emergency data, life insurance, allotments, casualty notification and assistance, and other personal affairs matters.
Post Services for the Military Family	3 hours	<p>Description of post services for military personnel and families (e.g., hospital facilities; legal assistance; recreational facilities; youth services and activities; Chaplain's program; housing; Special Service Program; Army Emergency Relief and Army Relief Society; American Red</p>

Table 4-1—Continued

<i>Subject</i>	<i>Suggested time</i>	<i>Topics for discussion</i>
Review of the Army Community Service Program. (Closing exercises and awarding certificates of completion).	-----	Cross; Inspector General; education; logistical and supply support, such as transportation, property, commissary, PX, Post Engineer, AG, PM; thrift shops; finance service and credit unions). Identification of welfare needs and programs to meet them.

Section III. ACS VOLUNTEER AWARDS PROGRAM

4-12. Volunteer awards. The Army Community Service volunteer will derive satisfaction from being a team member in planning and performing needed services for the Army community. In recognition of their participation and achievements in the ACS Program, commanders are encouraged to award them the ACS pin, ACS year guard, and ACS uniform, or to present them with certificates and letters of commendation or appreciation.

a. ACS pin. The ACS pin will be awarded initially to active ACS volunteers upon completion of 50 hours of service. Qualifying service may include any portion of the 12-hour orientation course completed. The pin will be worn on the left collar of the uniform (or mixed garment other than the uniform). (See fig. 4-2.)

b. ACS year guards. A chain with guard, depicting the number of years of volunteer service completed, will be awarded based on the following criteria:

- (1) *One-year guard.* Completion of any

12 months of active service as an ACS volunteer, including at least 140 hours of volunteer service and the 12-hour orientation training course.

(2) *Second and successive year guards.* Completion of each additional calendar year of service, including at least 140 hours of volunteer service.

c. ACS uniform. Commanders are urged to make maximum use of this award. The uniform may be awarded after the volunteer has completed 50 hours of service, including any portion of the 12-hour orientation course completed. Replacement uniforms should also be considered as awards.

d. Certificates and letters. Certificates and letters of commendation or appreciation will be presented as appropriate.

4-13. Funds for purchase of awards. Nonappropriated welfare funds will be used for the purchase of ACS pins, year guards, and volunteer uniforms. The use of appropriated funds for these items is not authorized.

ARMY COMMUNITY SERVICE VOLUNTEER RECORD For use of this form see AR 608-1; the proponent agency is DCSPER.		INSTRUCTIONS: Upon resignation, retirement, or transfer, a duplicate of this record will be furnished for the personal file of the volunteer. In case of transfer, the original record will be furnished the gaining organization.	
1. NAME (last, first, middle initial)		2. ADDRESS (Include ZIP Code)	
4. SPONSOR (name and grade)		5. SOCIAL SECURITY NO.	
		5. ORGANIZATION	
7. SPECIAL SKILLS, EXPERIENCE OR EDUCATION (List)			
8. TRAINING			
a. COURSE COMPLETED	b. DATE:	c. HOURS	
9. AWARDS AND SPECIAL RECOGNITION			
a. NATURE OF AWARD	b. WHERE PRESENTED	c. DATE	

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Figure 4-1.

10. RECORD OF HOURS VOLUNTEERED											11. COMMENTS - RECOMMENDATIONS
YEAR	19	19	19	19	19	19	19	19	19	19	
JAN											
FEB											
MAR											
APR											
MAY											
JUN											
JUL											
AUG											
SEP											
OCT											
NOV											
DEC											
TOTAL											

Figure 4-1—Continued

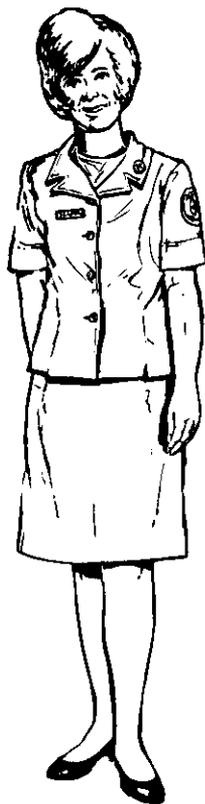


Figure 4-2.

CHAPTER 5

FUNDING AND REPORTING

Section I. FUNDING

5-1. General. The Army Community Service will be established and operated by the Army, relying upon Army resources, appropriated and nonappropriated. Voluntary contributions of gifts from private individuals and organizations may be accepted to support ACS activities subject to the provision of AR 1-100, AR 1-101, and AR 230-1.

5-2. Appropriated funds. Appropriated funds may be used for, (but are not limited to) the following:

- a. The hire of civilian personnel needed to operate ACS Centers.
- b. Travel and transportation allowances for DA civilian and military personnel engaged in direct support of the ACS Program.
- c. Supplies and equipment required in day-to-day operations of ACS activities.
- d. Equipment for lending closet (to be loaned on a temporary basis and returned to the ACS facility).

5-3. Nonappropriated funds. a. Subject to the provisions of AR 230-1 and AR 230-81, nonappropriated funds may be used to supplement appropriated funds authorized for the financial support of activities benefiting dependents of military and civilian personnel.

(1) *Military welfare funds.* Nonappropriated military welfare funds may be expended from central post and major command welfare funds to support ACS program activities. These funds may be used if installation

and major commanders determine that their expenditure will not adversely affect the support provided for the morale, welfare, and recreational activities operated primarily for the benefit of military personnel.

(2) *Civilian welfare funds.* Nonappropriated civilian welfare funds may be expended to support ACS program activities benefiting civilian employees and their dependents in isolated areas where local community services and facilities are not available. (See para 4-4d, AR 230-81.)

(3) *Sundry funds.* When authorized by the installation commander, a nonappropriated sundry fund may be established for the internal operation of ACS activities (AR 230-1). Members of the welfare fund council may be designated as members of the governing body of the Army Community Service Sundry Fund, but the accounts will be maintained so that the sundry fund is identified as a fiscal entity, separate and apart from welfare funds. The source of income to the sundry fund will be from gifts and donations and from fund-raising and other authorized activities. Nonappropriated welfare funds or funds from other sundry funds will not be paid into the sundry fund.

b. Grants or loans to individuals for emergency welfare needs are not authorized from nonappropriated welfare or sundry funds.

c. Purchase of ACS awards such as ACS pins, year guards and uniforms (para 4-12) is authorized from military nonappropriated welfare funds.

Section II. REPORTING

5-4. Army Community Service Program (RCS CSGPA-885(R2)). Reports on ACS activities will be prepared on DA Form 3063-R (fig. 5-1). The report will cover the 12-month period ending 30 June of each year. DA 3063-R will be reproduced locally on 8-by 11-inch paper. Class D centers (para 2-3) are required to complete items 1 through 3 only.

5-5. Instructions for preparing the report. DA Form 3063-R will be prepared as follows:

<i>Item</i>	<i>Instruction</i>
1	See paragraph 2-3.
2	Self-explanatory.
3	Self-explanatory.
4	List authorized and required ACS positions as reflected in current TDA. List excess and unauthorized personnel. Give duty position, grade, branch, and MOS of all personnel assigned and identify positions not filled.
5	Identify costs of operating ACS Center— <ul style="list-style-type: none"> a. Appropriated fund expenditure (excluding personnel costs). b. Nonappropriated welfare fund expenditure. c. Nonappropriated sundry fund expenditure. d. Total expenditures.
6	List each volunteer committee.
7	Give monthly average number of active volunteers.
8	Give monthly average number of total hours volunteered.
9	List services provided and number of requests for each service. (Use separate sheet if necessary.)
10	Briefly describe physical facilities

<i>Item</i>	<i>Instruction</i>
	(size, adequacy of available space, etc.).
11	Include the following in the remarks section: <ul style="list-style-type: none"> a. Major changes in personnel during the reporting period. b. Description of staff training program and staff participation in professional meetings and conferences. c. Efforts of volunteer recruitment, retention, and training (include problem areas). d. Kind of awards program. Include number of awards (uniform, pin, certificate of achievement, etc.). e. If applicable, list major issues addressed by the ACS Council during period. f. Brief description of the community activities of the ACS staff, including relationships with other community agencies, community committees, health and welfare councils, studies conducted for identifying community needs, and special programs developed or discontinued.

5-6. Forwarding reports. a. Reports on ACS activities prepared at the installation will be sent through command channels to major command headquarters.

b. Major commanders will review the installation report and prepare a summary report on items 4, 5, 7, 8, and 9. One copy of all installation reports and the summary report will be forwarded to HQDA (DAPE-HRP-P) WASH DC 20310, not later than 31 August annually.

ARMY COMMUNITY SERVICE PROGRAM		AS OF DATE	REPORTS CONTROL SYMBOL CSGPA-885(R2)
TO:		FROM:	
1. ACS CENTER CLASSIFICATION			
2. CENTERS COMPLETE MAILING ADDRESS <i>(Include ZIP Code)</i>		3. COMPLETE TELEPHONE NUMBER OF ACS CENTER <i>(Include AUTOVON and Area Code)</i>	
4. LIST ACS POSITIONS. IDENTIFY AUTHORIZED POSITIONS BY (A), RECOGNIZED POSITIONS BY (R), UNFILLED POSITIONS BY (U), AND USE OF EXCESS PERSONNEL BY (E).			
5. COST OF OPERATING CENTER			
6. LIST VOLUNTEER COMMITTEES			

The proponent agency of this regulation is the Office of the Deputy Chief of Staff for Personnel. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications) direct to HQDA (DAPE-HRP-P) WASH DC 20310.

By Order of the Secretary of the Army:

Official:

VERNE L. BOWERS
Major General, United States Army
The Adjutant General

CREIGHTON W. ABRAMS
General, United States Army
Chief of Staff

DISTRIBUTION:

To be distributed in accordance with DA Form 12-9A requirements for AR, Personal Affairs.

Active Army: A (Qty rqr block no. 397)
ARNG: D (Qty rqr block no. 400)
USAR: D (Qty rqr block no. 400)