

AR 608-1
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HEADQUARTERS
DEPARTMENT OF THE ARMY
WASHINGTON, D.C., 13 December 1965

CHANGE }
No. 1 }

SUPERSEDED

PERSONAL AFFAIRS

ARMY COMMUNITY SERVICE PROGRAM

AR 608-1, 19 November 1965, is changed as follows:

19. **Army Community Service Program (Reports Control Symbol CSGPA-885).** a. (Superseded) Reports will be prepared by each installation where Army Community Service is established. Reports will be prepared on a quarterly basis as of 31 January 1966, 30 April 1966, 31 July 1966, 31 October 1966, and 31 January 1967, on DA Form 3063-R (fig. 3). Local reproduction of this form on 8- by 10½-inch paper is authorized. The first report (as of 31 Jan 66) will cover a 6-month period or any lesser period since establishment of the activity. After 31 January 1967, the report will be submitted on a semiannual basis as of 31 January and 31 July.

* * * * *
[DCSPER]

By Order of the Secretary of the Army:

HAROLD K. JOHNSON,
*General, United States Army,
Chief of Staff.*

Official:
J. C. LAMBERT,
*Major General, United States Army,
The Adjutant General.*

Distribution:
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PERSONAL AFFAIRS

ARMY COMMUNITY SERVICE PROGRAM

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Section I. GENERAL

1. Purpose. The purpose of this regulation is to outline procedures for the establishment and operation of an Army Community Service (ACS) Program at the installation level.

2. Objectives. *a.* Establish a centrally located, responsive, and recognizable service to provide information, assistance, and guidance to members of the Army community in meeting personal and family problems beyond the scope of their own resources.

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. Improve retention of military personnel by increasing career satisfaction.

3. Concept. *a.* The concept of an Army Community Service includes—

- (1) Improved social functioning in the Army community.
- (2) Prevention and reduction of disruptive influences.
- (3) Achievement of maximum community stability.
- (4) The principle of self-determination (self-help).
- (5) Recognition that the goal of services is not to remedy the total situation, but rather to help individuals to help themselves.

b. An effective military community service program for Army personnel and their families will

*This regulation supersedes DA Message 722180, 1 July 1965, and DA Message 723088, 9 July 1965.

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provide the installation commander with an organized system for bringing together all available resources for the relief of personal problems having an adverse effect upon performance, morale, and retention of skilled manpower.

c. This activity normally will provide Army personnel a source of information and services of a personal nature beyond those which are furnished by the installation staff.

4. Eligibility for service. a. The following categories of personnel are eligible for assistance:

- (1) Active duty and retired Army personnel and their dependents.
- (2) Members of the Army Reserve components on active duty for training and their dependents.
- (3) Department of the Army civilians overseas who are U.S. nationals, and their dependents, irrespective of their nationality.
- (4) Department of the Army civilians and their dependents in the United States where local civilian resources are not available. Determination for eligibility in this instance will be made by the local commander.
- (5) Widows, widowers, and other next of kin, regardless of dependency status, of Army personnel who were on active duty or retired at time of decease.
- (6) Active and retired members of the other uniformed services and their dependents are eligible for information and referral services when assistance resources of their own service are not available.

b. The term "dependent" as used in this regula-

tion is as defined in AR 608-50, except as specified in item 4a(5) above.

5. Services to be provided. A test for adequacy of services is that they are wanted, effective, visible, accessible, efficient, and related to others. Depending upon local needs, Army Community Service may encompass information concerning financial assistance, availability of housing, transportation, relocation, medical and dental care, legal assistance, orientation of new arrivals, and a variety of other related matters, as well as assistance in finding resources for solution of more complex personal problems such as handicapped children. Of great importance is assistance to dependents, whose sponsors are absent, depart suddenly on unaccompanied permanent change of station, or are otherwise unavailable to assist with the variety of problems which face a dependent under emergency conditions. For matters related direct to civilian employment, information will be maintained by ACS as to the appropriate personnel technicians in the local civilian personnel office to which persons making inquiries should be referred.

6. Identification of Army Community Service. It is of the utmost importance that Army Community Service be easily recognized and identified world-wide by those who must use it. In order to achieve this recognition and identification, all family-assistance type activities will be designated as an Army Community Service. For example, Fort ----- Army Community Service. Additionally, a single theme and an identifying emblem will be used as follows:

a. Theme—"Self-Help, Service, and Stability."

b. The Army Community Service emblem has been designed to carry out this theme. See figure 1.

Section II. CRITERIA FOR ESTABLISHMENT RESPONSIBILITIES, FUNCTIONS, AND ORGANIZATION

7. Criteria for establishment. a. All installations not tenants or satellites of an Army host installation where 500 or more military personnel are assigned and dependents may join them will designate an officer within the G-1 or S-1 area as the Army Community Service Officer. When feasible, this position should be identified in the appropriate TDA. This duty may be performed as a primary duty or as an additional duty depending upon the requirements of the installation concerned and desires of the commander. Major personnel support

will be provided by organized volunteer groups of dependents. The functions of Army Emergency Relief, Army Relief Society, Army Personal Affairs, Survivor Assistance Officer, and Retired Affairs should be integrated with Army Community Service as local conditions permit.

b. At installations where 2,000 or more military personnel are assigned and dependents may join them an Army Community Service will be established. At these installations, a Community Service Coordinator and such other personnel as may

be authorized should be assigned to operate the activity as a primary duty under the supervision of the designated Army Community Service Officer. Major personnel support will be provided by volunteer personnel.

8. Responsibilities. The Army Community Service program is a command responsibility.

a. Major 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.

b. Installation commanders are responsible for the establishment of Army Community Service commensurate with the mission, strength, needs, and numbers of families within their area of responsibility.

c. General Staff supervision of the Army Community Service program is the responsibility of the Deputy Chief of Staff for Personnel, Department of the Army.

9. Functions. *a.* It is not intended that the Army Community Service program absorb, or duplicate, functions or services normally furnished by the installation's military and civilian staffs.

b. The function of Army Community Service is to support and assist command efforts to provide information, assistance, and services to members of the Army community to meet routine living requirements, as well as complex social problems requiring resources beyond those normally available.

c. The role of Army Community Service is sup-

portive, educational, and advisory in nature. The commander has the primary interest and responsibility in resolving personal problems of the soldier, and no service agency can assume this responsibility. Close and understanding relationships between Army Community Service personnel and all levels of command are fundamental to a sound service program.

d. Functions of ACS do not conflict with provisions of AR 940-10.

10. Organization. *a.* The organizational plan will depend upon local conditions and requirements of the installation. Army Community Service is a professionally based program. Army Social Work Officers and Social Work Specialists will be assigned to Army Community Service when resources permit, and when dependent population, and complexity of social problems, so warrant.

b. It is intended that the organization plan include maximum use of operating committees composed of trained volunteer workers. Such planning will provide the installation commander with an effective pool of personnel without unduly increasing his military manning level.

c. A chart outlining a recommended organization for an Army Community Service is shown in figure 2. The organizational structure may be expanded or decreased to fit the commander's resources and requirements. Responsibilities may be grouped within a small number of volunteer committees at smaller installations and expanded at larger installations where an extensive program is established.

Section III. FACILITIES AND FUNDS

11. Facilities and funds. *a.* It is highly desirable to maintain central facilities for the operation of the Army Community Service Program. New construction for this purpose is not authorized. When feasible, the service should be operated near or in conjunction with appropriate staff agencies. Suitable facilities for volunteer activities and reception of families should be provided.

b. Special fund accounts for operation of Army Community Service are not authorized. The following sources of funds may be used in support of program activities:

- (1) As a staff activity, appropriated funds may be used for the following:
 - (a) Costs of maintenance and operation of Army Community Service facilities.
 - (b) Military and civilian personnel costs.
 - (c) Travel and transportation allowances for Army Community Service military supervisors in direct support of the program.
- (2) Nonappropriated funds may be used to supplement appropriated funds in support of the Army Community Service

program as authorized in AR 230-5 relating to financial support of activities benefiting dependents of military personnel.

- (3) Voluntary contributions of gifts to ACS may be accepted subject to the provisions of AR 1-100 and AR 1-101.

Section IV. OPERATION OF ARMY COMMUNITY SERVICE

12. General. *a. Personnel* (military, civilian, or volunteer) who are assigned to Army Community Service should be selected from among those persons who evidence mature judgment in human relations. Individuals with backgrounds of experience in the fields of social work, education, and personnel management are particularly suitable.

b. Notwithstanding availability of volunteer personnel, commanders will insure that appropriate responsible officials, such as the ACS Officer, ACS Coordinator, etc., are available after normal duty hours to respond to emergency requests for assistance.

13. Operating and other Army Community Service personnel. *a. Army Community Service Coordinator.* See figure 2.

- (1) As directed by local commanders, develops policies and procedures for operation of the local Army Community Service program.
- (2) Maintains effective working relationships with commanders, military and civilian staff agencies, local authorities, and community health and welfare agencies.
- (3) Insures establishment of volunteer training programs, and assures maximum effective utilization of volunteer skills.
- (4) Determines services required and insures that referrals to the appropriate agency are made when indicated.
- (5) Establishes a followup system for referrals to see that required service has

been received by persons seeking assistance.

b. Army Community Service Advisory Council. When deemed appropriate, an advisory council may be appointed by the installation commander to insure the development and operation of a sound program of coordinated services. Its membership will be determined by the size and scope of the operation contemplated. Suggested responsibilities would be to advise on the operation of the activity; to assist in the formulation of new plans and programs to meet emergent needs; and to advise on methods for coordination of resources. Suggested membership is shown in figure 2. Civilian members of the local civilian community, such as school principals and health and welfare agency representatives, may be invited to attend meetings in the capacity of advisor, or observer, as desired.

c. Social Work Officers and Social Work Specialists. Assignment of Army Social Work Officers and Social Work Specialists to Army Community Service is authorized at installations where the post population or the complexity of problems warrants such assignments. When the aforementioned factors do not apply, consultation to Army Community Service will be provided by local Army social work officers.

d. Volunteer service. The establishment of operating committees composed of trained volunteer workers is basic to the operation of a successful community service program.

Section V. VOLUNTEER COMMITTEES AND FUNCTIONS

14. Volunteer committees. The number of volunteer committees formed will be dependent upon the needs of the installation and availability of qualified volunteers. Committees should be of adequate size to insure continuous operation once established. Suggested functions in broad categories of committees are—

a. General service committees. Members of this committee may provide services as follows:

- (1) Assist newly assigned or departing personnel.
- (2) Operate "lending closets" to provide temporary loans and household articles.
- (3) Perform essential office duties in direct support of ACS operation.
- (4) Conduct scheduled orientation sessions to advise newly arrived dependents of available facilities and service on-post and in the nearby community.

- (5) Operate an informational-orientation training course directed primarily to junior officer and junior enlisted wives.
- (6) Maintain current listings of availability and adequacy of appropriate housing.
- (7) Maintain, with approval of installation commander, listings of desired or available services such as baby sitting, house cleaning, car pools and articles wanted or for sale.

b. Emergency service committees. Volunteers available for call on a 24-hour basis to provide:

- (1) Assistance to next of kin in casualty situations as required.
- (2) Temporary care of children.
- (3) Transportation.
- (4) Shopping assistance.
- (5) Other services necessary to the physical

and mental well-being of families whose normal routine has been interrupted by unusual problems.

c. Intake service committees. This service provides a centralized point from which requests for assistance are channeled to appropriate known resources. This is a sensitive area of operation requiring patience, tact, and familiarity with both military and civilian community resources. Members of this committee operate as a reception and referral service. Suggested duties are as follows:

- (1) Receive persons seeking assistance and obtain facts concerning problems for presentation to the Army Community Services Coordinator.
- (2) Coordinate recommended solutions to problems with military and civilian agencies on routine matters as required.

Section VI. EMERGENCY AND SPECIALIZED PROGRAMS

15. General. *a.* Planning and preparation for emergencies relating to care of Army families must be a continuing consideration. Every possible means must be employed to insure that the well-being, morale, and welfare of Army families are maintained. Whether the family suffers loss through fire, flood, or other natural disaster, or whether military operational requirements cause disruptive and adverse impact upon the morale and well-being of Army families, Army Community Service should serve as the hub for assistance.

b. When a unit or individual is suddenly ordered to an unaccompanied permanent change of station, and the sponsor is unable to resolve the many personal problems confronting his family, a plan to alleviate family difficulties must be placed into effect. Problems should be anticipated in such areas as financial support, housing, transportation, relocation, legal affairs, medical care and treatment, and personal adjustment.

16. Command Planning for Dependents' Assistance. *a. Use of the plan.* Use of the plan outlined herein will give assurance of maximum Army assistance to dependents and materially reduce adverse morale impact. This plan is based upon the following considerations:

- (1) Permanent change of station orders for military personnel may arrive with insufficient advance notice to permit initiation

or completion of personal and family care planning.

- (2) The majority of affected dependents reside in a civilian community and a portion of these dependents are not entitled to transportation of dependents or movement of household goods. (Grades E-4 and below with less than 4 years service.)
- (3) All personal and financial actions to provide care and support for dependents are being initiated and processed by commanders of individuals, or deployed units.
- (4) Necessary support for preparation of allotments and other administrative actions is available during transit status of military personnel.
- (5) Necessary support for legal services, including wills and powers of attorney, is available.
- (6) Maximum effort to insure proper support of dependents is exercised by commanders of all military personnel.

b. Planned actions, departure date of sponsor (D-Day) to D-Day + 3.

- (1) Establish a centralized agency to supply dependent information and assistance.
- (2) Inform all dependents, by the most expeditious means, of the sponsor's departure, postal arrangements, designation of

the established centralized agency as a contact for immediate and emergency needs, and plans for appropriate dependent orientations to assist in personal planning.

- (3) Designate, as appropriate, officer and/or unit sponsorship for specified segments of the dependent population.
- (4) Insure the appropriate security, storage, or necessary shipment of personal property of deployed personnel who have no dependents.

c. Planned actions, D-Day + 4 to D + 120 Days.

- (1) Establish coordination with Army Emergency Relief and American Red Cross to insure rapid response to emergency financial needs.
- (2) Assure expeditious and continued processing of personnel actions affecting financial support of dependents.
- (3) Assure availability of guidance and assistance in resolving problems of indebtedness.
- (4) Urge all relocating dependents to seek housing near a military installation, in order to take advantage of medical care, commissary, Armed Forces Exchanges, and other facilities.
- (5) Establish priorities for movement among dependents residing on and off post.
- (6) Assess availability of local facilities to move, pack, and crate household goods.
- (7) Consider establishment of following criteria affecting retention of on-post quarters:
 - (a) Permit occupancy of on-post quarters for at least 60 days.
 - (b) Permit 120 days' occupancy of quarters based upon a liberal consideration of compassionate requests submitted by dependents.
 - (c) Permit occupancy over 120 days for special and unusual dependent requirements as may be determined by the post commander.
- (8) Establish contacts with real estate firms to assist in locating stateside housing for relocating dependents.
- (9) Encourage families living off-post stateside to retain current housing until return

of sponsor, when circumstances and the dependent situation permit.

- (10) Accord consideration to problems confronting dependents who are not authorized government transportation of dependents and household goods.
- (11) Insure that continued occupancy of off-post housing is possible for at least 60 days if required by dependents.
- (12) Provide assistance in the appropriate disposition and/or transportation of automobiles and trailers as required.
- (13) Maintain, or as required, increase, post capability in the following areas:
 - (a) Child care (day nurseries, 24-hour care, and special care for handicapped children).
 - (b) Local transportation of dependents (local car pools and other volunteer means of transportation).
 - (c) Medical care and handling of personal adjustment problems.
 - (d) Youth activities and supervision to reduce incidence of delinquency.
 - (e) Casualty assistance.
 - (f) Recreational activities.
 - (g) Volunteer assistance services—all areas of potential need.
 - (h) Army Community Service with emphasis upon immediate response to emergency requirements and personal adjustment problems.

d. Planned actions, D-Day + 121 for an indefinite period.

- (1) Resolution of special problem areas outlined in *c* above.
- (2) Maintain personal sponsorship, and provide centralized assistance and contacts for affected dependents residing in the civilian community.

17. Specialized programs. It is not the intent of the Department of the Army that treatment programs for individuals be provided by Army Community Service. Rather, the Army Community Service should assist families in locating appropriate resources in or outside of the military establishment, so that appropriate service may be provided. The legal and ethical aspects of health and welfare programs require professional knowl-

edge and experience which will insure maximum protection of the individual and of the activity concerned. Assumption of responsibility for providing guidance in specialized programs directed to the area of family relationships, or planning

for handicapped family members, requires the service of personnel who are members of a professional discipline. Adherence to this requirement will insure proper avenues of communication, professional sanction and ethical standards.

Section VII. COMMUNICATION AND REPORTS

18. Communication. To afford maximum assistance to military personnel and their dependents, commanders of losing and gaining ACS activities are encouraged to communicate with each other direct concerning unresolved, continuing, or anticipated personal problems of individuals. Efforts should be made to reduce the anxiety of those individuals whose problems cannot be resolved prior to departure from the home station, by assuring them of continuing attention at the next assignment. This will avoid duplication of effort, and insure continued and informed services for individuals who desire assistance.

19. Army Community Service Program (Reports Control Symbol CSGPA-885). *a.* Reports will be prepared by each installation where Army Community Service is established. Reports will be prepared on a semi-annual basis as of 31 January 1966, 31 July 1966, and 31 January 1967, on DA Form 3063-R (fig. 3). Local reproduction of this form on 8 x 10½ inch paper is authorized. The report will cover a month period, or any lesser period since establishment of the activity. After 31 January 1967, the report will be submitted on an annual basis as of 31 January.

b. The report will be dispatched, through channels (original and one copy) to the Deputy Chief of Staff for Personnel, ATTN: PSD, Department of the Army, Washington, D.C., 20310, not later than the 10th working day after the "as of" date.

c. The following information relates to preparation of the report in figure 3:

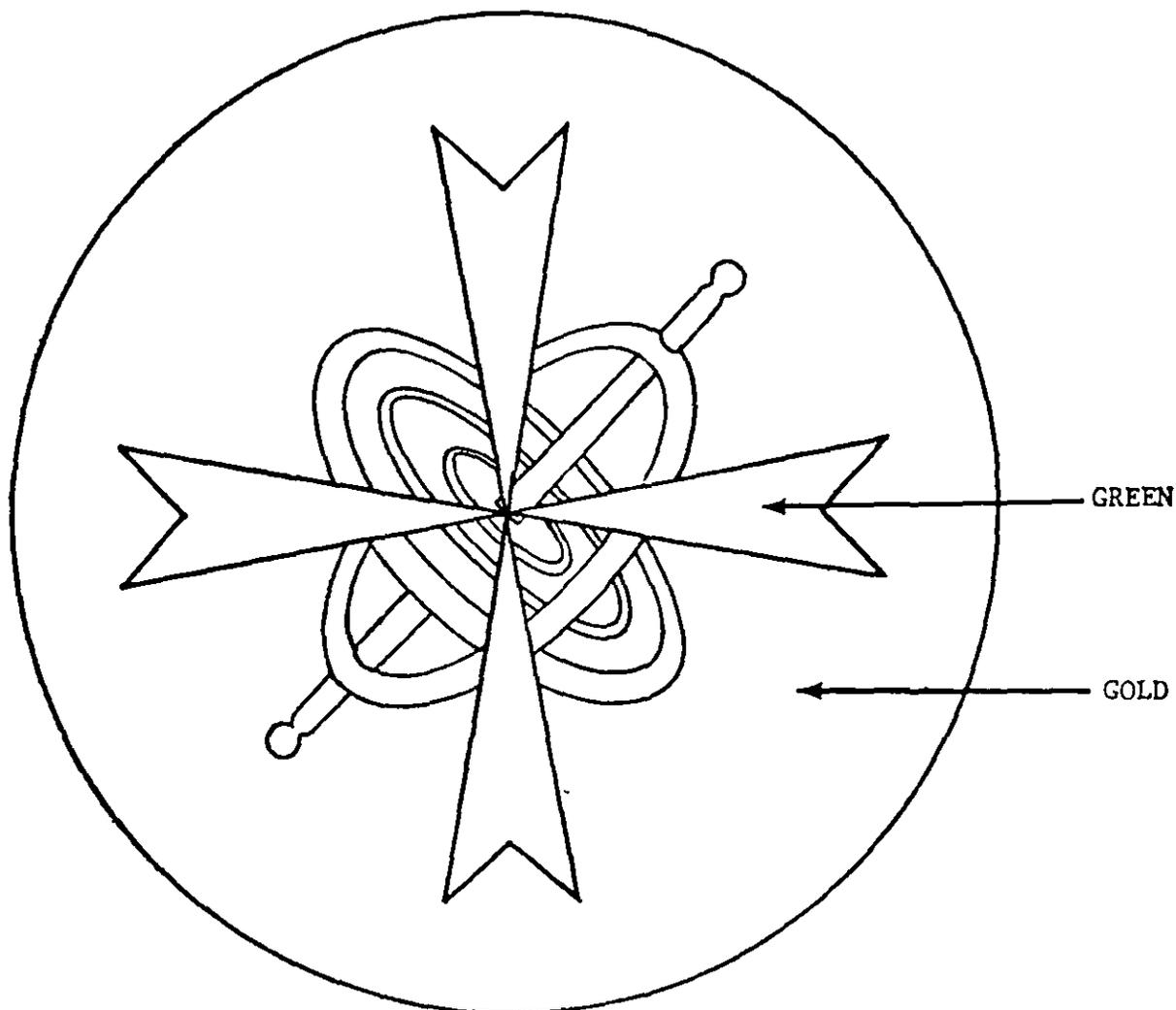
- (1) *Section B.* Only the overriding cause for the request for assistance is desired.

While it is recognized that any single request may involve any or all of the selected problem categories, list only the major problem area presented.

- (2) *Section C.* Item 15 relates only to those requests for assistance or guidance provided at the Army Community Service activity which did not require the assistance of any other agency; item 16 relates only to those requests for assistance or guidance which were referred to one or more other military agencies or civilian resources, in order to provide the assistance or guidance required. Internally generated services will not be included in items 15 and 16. Item 17 relates to requests for guidance or assistance where appropriate resources have not yet been determined.
- (3) *Section D.* When considered appropriate, enter in this section, or attach in one copy only, information pertaining to requests for assistance where no local resources were available; information pertaining to unusual needs presented; examples of outstanding service given or developed; examples of unusual problem solutions; and any pertinent comments or suggestions for improvement of the Army Community Service program. The initial report submitted will show the date installation ACS activities were established.

ARMY COMMUNITY SERVICE EMBLEM

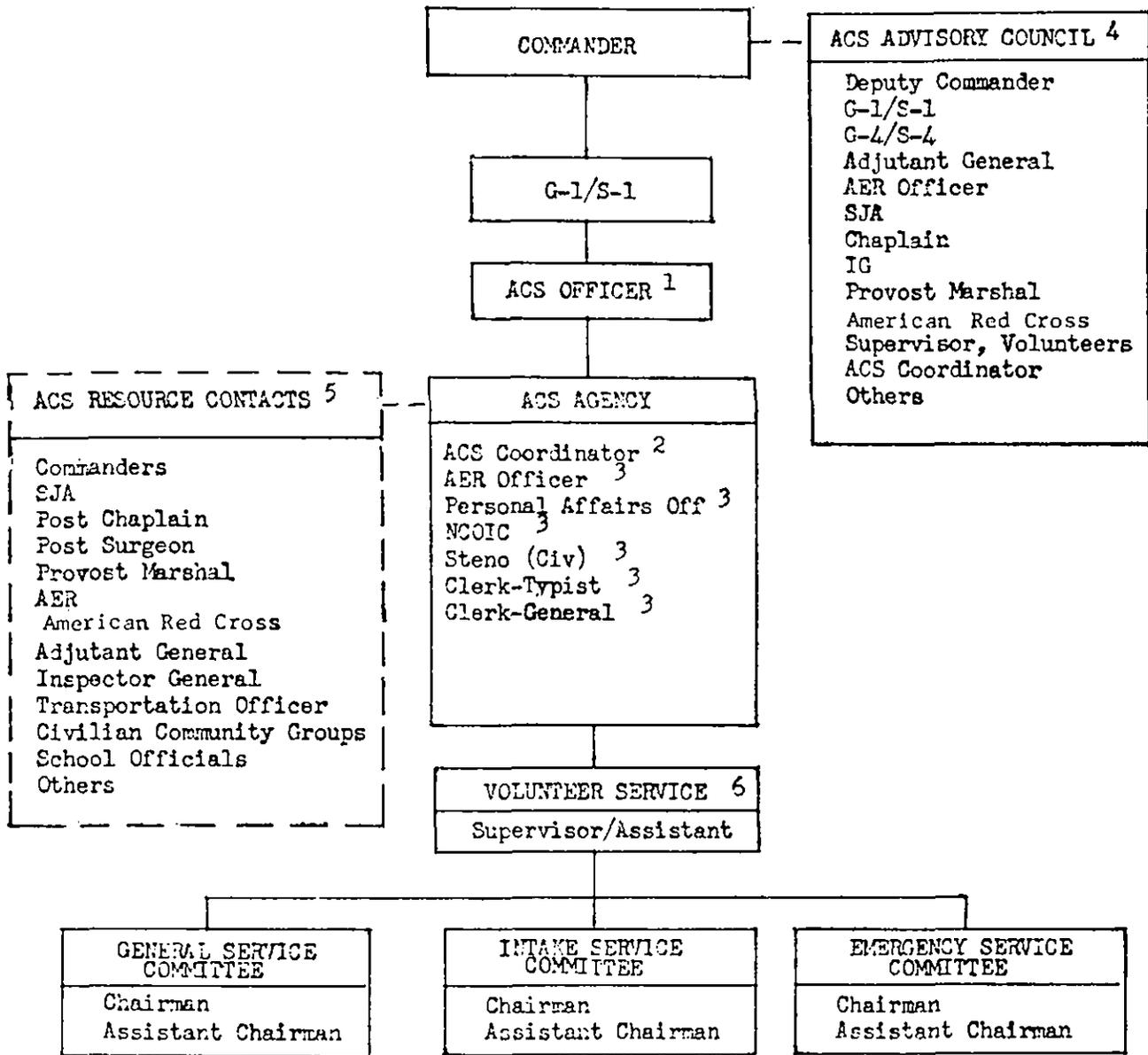
Theme: 'Self-Help, Service, and Stability'



LEGEND: This emblem represents The Cross and The Gyroscope, an idea associated with giving 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. 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 1.

SUGGESTED ORGANIZATIONAL CHART
ARMY COMMUNITY SERVICE (ACS)



- Note 1. Designated responsibility at each installation where 500 or more military personnel are assigned and dependents may join.
- Note 2. Assigned primary duty at each installation where 2,000 or more military personnel are assigned and dependents may join.
- Note 3. Optional personnel. Functions or positions which may be added, deleted, or combined as local requirements and resources permit.
- Note 4. As desired by commander.
- Note 5. Suggested resource contacts for services and assistance.
- Note 6. As determined by commander.

Figure 2.

ARMY COMMUNITY SERVICE PROGRAM (AR 608-1)		REPORTS CONTROL SYMBOL CSGPA-885
TO:		FROM:
		AS OF:
LINE	ITEM a	TOTAL b
SECTION A - INDIVIDUAL REQUESTS RECEIVED BY TYPE OF PERSONNEL		
1	TOTAL (2 through 7)	
2	Active Army Military Personnel	
3	Active Army Dependents	
4	DA Civilians and Dependents	
5	Retired Army Personnel	
6	Dependents of Retired or Deceased Army Personnel	
7	Active and Retired Members of Other Uniformed Services	
SECTION B - INDIVIDUAL REQUESTS RECEIVED BY CAUSES (8 through 14 equals 1)		
8	Financial Assistance/Indebtedness	
9	Housing	
10	Child or Adolescent Care/Adjustment	
11	Mental or Physical Handicaps	
12	Marital Problems	
13	Household Supplies/Routine Information	
14	Other	
SECTION C - DISPOSITION OF REQUESTS		
15	Completed by ACS Without Referral	
16	Completed by Referral to One or More Resources	
17	Service Pending Resolution	
SECTION D - REMARKS (If additional space is required, continue on plain paper)		
NAME, GRADE, PHONE NUMBER (ACS Officer)		SIGNATURE (ACS Officer)

DA FORM 3063-R, 1 Nov 65

Figure 3.

By Order of the Secretary of the Army:

Official:

J. C. LAMBERT,
*Major General, United States Army,
The Adjutant General.*

HAROLD K. JOHNSON,
*General, United States Army,
Chief of Staff.*

Distribution:

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