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Army Regulation 608–1

Personal Affairs

Army Community Service Center

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Headquarters
Department of the Army
Washington, DC
31 August 2000

UNCLASSIFIED

SUMMARY of CHANGE

AR 608-1
Army Community Service Center

Change 1 (31 August 2000)--

- Implements the Army Community Service (ACS) Accreditation Program (paras 2-3e, 2-7h, 2-81, 2-9d, and 2-11a).

- Prescribes new DA Form 7418 (Army Community Service (ACS) Accreditation Report) and DA Form 7419 (Army Community Service (ACS) Accreditation Checklist) (paras 2-3e, 2-7h, 2-11a, and app A, sec III).

- Rescinds DA Form 7403 (ACS Assessment Guide) (app A, sec III).

The revision (1 October 1999)--

- Changes the title of the regulation to Army Community Service (ACS) Center reflecting agency instead of program focus.

- Reorganizes ACS subprograms into five key readiness areas (chap 4).

- Outlines core services to assure a consistent array of support services to meet the needs of soldiers, civilian employees, and family members (chap 4).

- Promotes accountability for ACS center operations through local internal reviews and inspections from higher headquarters (para 2-3, para 2-7 and para 2-11).

- Revises DA Form 3063 (ACS Management Report), DA Form 4162 (ACS Volunteer Service Record), DA Form 4712 (Volunteer Agreement for Appropriated Fund Activities), DA Form 4713 (Army Community Service Volunteer Daily Time Record), DA Form 5184 (Consumer Complaint), DA Form 5671 (Parental Permission), DA Form 5897 (ACS Client Case Record), DA Form 5900 (ACS Group Sessions Log) and DA Form 5901 (ACS Single Contact Log).

- Prescribes new DA Form 7403 (ACS Assessment Guide).

- Removes DA Form 5192 (Family Identification Sheet for a Child Receiving Service), DA Form 5193 (Child's Face and Whereabouts Sheet), DA Form 5194 (Child Information), and DA Form 5195 (Health Data), from this regulation. These forms will be prescribed by AR 608-18 which is under revision.

- Rescinds DA Form 4720 (ACS Installation Fact Sheet), DA Form 5894 (Army Community Needs Survey (Youth), and DA Form 5896 (Army Community Needs Survey (Adult), DA Form 5898 (ACS Case Record Log), DA Form 5899 (Case Record Counseling Log), and DA Form 5902 (ACS Monthly Program Report).

Headquarters
Department of the Army
Washington, DC
31 August 2000

*Army Regulation 608–1

Effective 29 September 2000

Personal Affairs

Army Community Service Center

By Order of the Secretary of the Army:

ERIC K. SHINSEKI
General, United States Army
Chief of Staff

Official:

JOEL B. HUDSON
Administrative Assistant to the Secretary of the Army

History. This publication was originally published on 1 October 1999. It was authenticated by Louis Caldera, Secretary of the Army. This electronic printing publishes change 1.

Summary. This regulation is a consolidation of standards for service delivery in the Army Community Service Center.

Applicability. The regulation applies to the Active Army, the Army National Guard and the U.S. Army Reserve while on active duty.

Proponent and exception authority. The proponent of this regulation is the Assistant Chief of Staff for Installation Management. The Assistant Chief of Staff for Installation Management has the authority to approve exceptions to this regulation that are consistent with controlling law and regulation. The Assistant Chief of Staff for Installation Management may delegate this authority, in writing, to a division chief within the proponent agency in the grade of colonel or the civilian equivalent.

Army management control process. This regulation contains management control provisions and identifies key management controls that must be evaluated.

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from Assistant Chief of Staff for Installation Management (ATTN: DAIM–ZA), 600 Army Pentagon, Washington, DC 20310–0600.

Suggested Improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Commander, U. S. Army Community and Family Support Center, ATTN: CFSC–SF–A, Summit Centre, 4700 King Street, Alexandria, Virginia 22302–4418.

Committee Continuance Approval. The Department of the Army Committee Management Office concurs in the continuance of the installation Relocation Assistance Coordinating Committee.

Distribution. This publication is available in electronic media only and intended for command levels C, D, and E for the Active Army, D and E for the Army National Guard and C, D, and E for the U.S. Army Reserve.

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*This regulation supersedes AR 608-1, 30 Oct 90 including change 1, 21 Feb 97; Change 2, 30 Jul 97; and Change 3, 23 Jan 98. It also rescinds DA Form 4720, Apr 83, DA Form 5898, Jul 90, DA Form 5899, Jul 90, and DA Form 5902, Jul 90.

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Chapter 1
Structure

1–1. Purpose
This regulation prescribes the policies and responsibilities for establishing and operating an Army Community Service (ACS) center at Army installations.

1–2. References
Required and related publications and prescribed and referenced forms are listed in appendix A.

1–3. Explanation of abbreviations and terms
Abbreviations and special terms used in this regulation are explained in the glossary.

1–4. Statutory and Department of Defense requirements
Statutory and Department of Defense requirements are listed in appendix B.

1–5. Mission statement
The mission of the ACS center is to—

a. Facilitate commander's ability to provide comprehensive, coordinated and responsive services which support readiness of soldiers, civilian employees and their families.

b. Maximize technology and resources, adapt to unique installation requirements, eliminate duplication in service delivery and measure service effectiveness.

1–6. Criteria for establishing ACS center
a. The installation ACS center.

(1) ACS centers will be established at installations that—

(a) Are not tenants or satellites of a host installation.

(b) Authorize families to join their sponsors.

(c) Have an installation or community population of 500 or more military members assigned.

(2) ACS centers are strongly recommended and authorized at installations that may not meet one or more of the criteria in (1) above. They can be established by the installation/garrison commander based upon a needs assessment and the availability of resources.

(3) The installation ACS center will—

(a) Have a full-time and part-time staff.

(b) Have an ACS volunteer supervisor and volunteer corps.

(4) The installation/garrison commander will appoint an ACS director to operate the ACS center.

b. The ACS point of contact (POC). Installation/garrison commanders who do not have an established ACS center will name an individual to be the POC for all matters regarding ACS services.

1–7. Eligibility
a. In the United States, the following personnel are eligible for ACS assistance.

(1) All active duty and retired military personnel and their family members, if otherwise eligible for services.

(2) Members of the Army National Guard (ARNG) and U.S. Army Reserve (USAR) when on active duty and their family members, if otherwise eligible for services.

(3) Army appropriated fund (APF) and nonappropriated fund (NAF) employees and their family members, if otherwise eligible for services.

(4) Family members of prisoners of war or personnel missing in action, if otherwise eligible for services.

(5) Surviving family members of military personnel who died while on active duty, if otherwise eligible for services.

b. In oversea commands, the commander will determine eligibility according to international treaties and agreements.

1–8. General prohibitions against discrimination
a. No qualified disabled person will, on the basis of disability, be excluded from participation in, be denied the benefit of, or otherwise subjected to discrimination under ACS (See AR 600–7).

b. ACS will make reasonable accommodation to the known physical or mental limitations of an otherwise qualified person. An exception is if the installation/garrison commander demonstrates via the chain of command to the Assistant Secretary of the Army (Manpower and Reserve Affairs) or designee that the accommodation would impose an undue

hardship on ACS operations (See AR 600–7, para 3–4). Reasonable accommodation includes but is not limited to the following:

(1) Making facilities readily available and accessible to and usable by qualified persons with disabilities.

(2) Acquisition or modification of equipment or devices, such as telecommunication device for the deaf or other electronic devices for impaired sensory, manual or speaking skills.

(3) Provision of sign-language interpreters.

(4) Wide dissemination of information on how persons with disabilities can access services.

1–9. Service delivery model

The ACS center will deliver services using the following model:

a. Centralized intake. A centralized intake (includes information and referral and crisis intervention) will be established to conduct initial interviews, assess individual and family needs, provide information and make service referrals within the center and to external agencies (see appendix C for details).

b. Services. Chapter 4 contains core ACS services for certain readiness areas.

c. Resource file and client tracking system. An integrated resource file and client tracking system will be used to provide services and help plan for the needs of the installation. Appendix D contains resource file specifications.

d. Outreach.

(1) The center based services will be supplemented with outreach to families who have the greatest need but are least likely to seek out and take advantage of services until they have reached a state of crisis. The primary focus of outreach will be to deliver services to the following populations: geographically or socially isolated families identified as needing specific outreach services, first-term soldiers and families, geographically separated families, newly arrived soldiers and families in the community, single parent families and other soldiers and families identified by a needs assessment. Several service delivery methods are possible. The selection should be based on which one is most cost effective for the installation and the particular service being provided. Methods include the following: one-on-one home visits, network delivery, exported outreach services and satellite centers.

(2) An active partnership will be established with commanders to provide the support units need which could include unit services strategy.

e. Organization. Installation/garrison commanders will determine where to organizationally place Army Family Team Building (AFTB), Army Family Action Plan and Installation Volunteer Coordinator. ACS will provide logistical support for AFTB.

Chapter 2
Oversight

Section I
Responsibilities

2–1. Assistant Secretary of the Army (Financial Management and Comptroller) (ASA(FM&C))

The ASA (FM&C) will—

a. Provide financial data, advice and technical assistance to the U.S. Army Community and Family Support Center in tracking and monitoring ACS resources.

b. Assist in providing training materials and guidance on the mandatory Sure-Pay program.

2–2. Assistant Chief of Staff for Installation Management (ACSIM)

The ACSIM is responsible for developing policy guidance to implement ACS.

2–3. Commanding General, U.S. Army Community and Family Support Center (CG, USACFSC)

The CG, USACFSC will perform the following functions for the ACSIM:

a. Formulate ACS policy.

b. Set professional standards for the operation of the ACS center.

c. Ensure that soldiers, civilian employees and their families are informed of the policy in this regulation.

d. In accordance with DODI 1342.22, develop and forward to the Assistant Secretary of Defense (Force Management and Personnel), for review and approval, a comprehensive evaluation system to measure the effectiveness of ACS centers.

e. Establish the ACS Accreditation Program. Use DA Form 7418 (Army Community Service (ACS) Accreditation Report) and DA Form 7419 (Army Community Service (ACS) Accreditation Checklist) to accredit centers.

f. Ensure that ACS services are developed based on installation-specific needs and mission requirements.

g. Analyze major Army command (MACOM) and installation ACS center reports and resource requirements.

h. Coordinate and submit ACS center requirements through budget channels.

i. Ensure ACS centers are allocated the resources required to accomplish their mission (as developed by installation commanders) in coordination with subclaimants, MACOMS and Headquarters, Department of the Army (HQDA).

j. Ensure that ACS services and activities collaborate and coordinate with each other and with other Federal, State and civilian agencies and national non-profit organizations that provide family support and assistance services in order to use existing resources, information and services to the greatest extent possible.

k. Submit a report on ACS centers to the Assistant Secretary of Defense (Force Management and Personnel) 15 February of each year. The ACS center report will document compliance with this regulation and provide an accounting of ACS center service contacts, funding (to include programmed and executed funds) and manpower resources (to include authorized and filled positions). The report should agree with justification material provided to Congress in support of the President's budget request.

l. Sponsor training workshops for MACOM and installation personnel.

m. Ensure that ACS family research and program evaluation are directed toward an increased understanding of—

(1) The relationship between family factors and readiness and retention.

(2) Factors that make a family support system effective and efficient from a command perspective as well as for individuals being served.

(3) The effect of the mobile military lifestyle on soldiers and their families.

(4) Soldiers, civilian employees and their families (that is, their strengths, needs and demographic characteristics).

(5) The impact of mobilization and deployment on family support systems and its effect on soldiers, civilian employees and their families.

n. Assist in developing policy guidance, assist with requirements determination and support funding necessities for transitional compensation for abused dependents.

(1) Review application packages and complete Section IV (if claimant is eligible) of DD Form 2698 (Application for Transitional Compensation).

(2) Forward approved applications and any necessary supporting documents to Defense Financial and Accounting Service—Denver Center (DFAS–DE/FRBS), 6760 East Irvington Place, Denver, Colorado 80279–6000, for payment (Facsimile numbers: DSN 926–4667 or commercial (303) 676–4667).

(3) Notify applicants by letter of the approval or denial of claims.

(4) Notify recipients by letter when it is determined that payments must cease.

(5) Maintain a database and accounting records.

(6) Develop and submit fiscal and statistical records upon request.

o. Ensure that ACS facilities are included in AR 415–28 with a distinct code, title and description.

p. Ensure that standards for ACS facilities are included in the Installation Status Report (ISR) Standards Booklet for ISR–1, Facilities and that the HQISR Status Summary Reports include the C-ratings by building numbers.

q. Review and approve performance work statements when more than 50 percent of the ACS workload is proposed to be converted to contract before issuance of solicitation.

2–4. The Judge Advocate General (TJAG)

TJAG will provide advice, instruction, guidance, and assistance for legal aspects of ACS.

2–5. Chief of Engineers (COE)

The COE will provide technical guidance on all engineer matters concerning ACS facilities. Programming documentation for projects as defined in AR 415–15 and AR 415–19 must be coordinated between HQDA, U.S. Army Corps of Engineers, USACFSC and appropriate MACOM and installation program and engineering personnel.

2–6. Commanding General, U.S. Total Army Personnel Command (CG, PERSCOM)

The CG, PERSCOM will issue instructions on identification card procedures for transitional compensation.

2–7. Major Army commanders

MACOM commanders are responsible for the management and operational supervision of MACOM and installation ACS centers. They will—

a. Implement ACS policy.

b. Analyze installation ACS center reports and resource requirements.

c. Coordinate and submit installation and MACOM ACS center resource requirements through budget channels to HQDA.

d. Develop a resource allocation plan.

e. Provide adequate resource allocation to implement the installation ACS per this regulation.

f. Ensure that installation ACS directors complete the DA Form 3063 (Army Community Service (ACS) Management Report) as directed by USACFSC (CFSC–SF–A).

g. Report to USACFSC (CFSC–SF–A) major systemic problems affecting the delivery of services to eligible recipients.

h. Execute the accreditation process by completing DA Form 7418 and DA Form 7419. Completion of DA Form 7418 and DA Form 7419 is considered a key management control.

i. Establish ACS positions at the MACOM level to manage and provide assistance effectively to ACS centers within the command.

j. Ensure authorization and assignment of a professional installation staff for the ACS center consistent with published guidance.

k. Ensure that contingency plans are developed and exercised to provide for augmentation of ACS center staff during times of local and national emergency, large-scale activation or mobilization of Reserve personnel, large-scale deployment or evacuation.

l. Sponsor training workshops for installation ACS personnel.

m. Coordinate all pilot projects and research with USACFSC (CFSC–SF–A).

n. Forward installation performance work statements to USACFSC (CFSC–SF–A) for review and approval when more than 50 percent of the ACS workload is proposed to be converted to contract before issuance of solicitation.

2–8. Installation/garrison commanders

Installation/garrison commanders are responsible for ACS centers. They will—

a. Identify community needs and resource requirements to their MACOMs.

b. Provide adequate resource allocation to implement the installation ACS center per this regulation.

c. Ensure that ACS center personnel are aware of HQDA and MACOM resources allocated to support operations and services.

d. Ensure that the ACS center is evaluated annually to meet community needs.

e. Appoint ACS directors at installation level.

f. Establish a written memorandum of agreement (MOA) and memorandum of understanding (MOU) between civilian social service agencies and ACS with guidance from the staff judge advocate.

g. Ensure implementation of a family assistance system during deployment or mobilization and stability and support operations (SSOs).

h. When located in a geographical region with several active duty installations, establish MOUs among the installation family centers that provide enhanced family assistance during local or national emergency, mobilization or large-scale deployment or evacuation.

i. Provide ACS facilities that meet requirements of this regulation.

j. Implement transitional compensation for abused dependents.

k. Forward performance work statements through MACOM to USACFSC (CFSC–SF–A) when more than 50 percent of the ACS workload is proposed to be converted to contract before issuance of solicitation.

l. Support the ACS accreditation process.

2–9. Installation ACS directors

ACS directors will—

a. Direct and implement installation ACS center operations per this regulation.

b. Conduct specialized needs assessment using a variety of methods (surveys, customer feedback forms, training

evaluations, customer focus groups, and service request forms) to identify local demographics, target risk populations and determine service emphasis.

c. Develop and update annually a five-year plan for ACS services and resources.

d. Organize and coordinate an annual internal review and evaluation for all installation ACS operations to substantiate compliance with Army standards. Ensure review is conducted in concert with the ACS accreditation process.

e. Report community needs and ACS center resource requirements to the installation/garrison commander. These requirements will include support during deployment or mobilization and SSOs.

f. Plan for and effectively use resources allocated to the installation ACS center.

g. Prepare the DA Form 3063 as directed by USACFSC (CFSC–SF–A).

h. Prepare a comprehensive family assistance plan to address all levels and phases of deployment or mobilization and SSOs.

i. Implement an ACS marketing plan with goals, objectives, strategies and an action plan to increase command, soldiers, spouse and staff awareness of center activities and benefits (includes tenant unit commanders).

j. Conduct informational briefings to commanders, unit leaders, soldiers, spouse organizations and civilian staff.

k. Implement a training program for paid and volunteer staff.

l. As the accepting official, ensure that local procedures are developed for recruiting, screening, interviewing, placing, orienting, training, evaluating and recognizing volunteers within ACS.

m. Prepare a standing operating procedure for each ACS service.

n. Coordinate services and share the responsibility for family readiness planning with the ARNG and USAR to—

(1) Ensure that Reservists and their families have access to ACS services in times of active duty, local or national emergency, contingency call-up, mobilization, large-scale deployment or evacuation.

(2) Assist with family readiness planning during peacetime to ensure that family members are prepared to deal with the unique roles and responsibilities associated with the activation of the citizen-soldier. Share programs, training and resources with family support liaisons in the ARNG and USAR.

o. Coordinate services with national and local governmental, civilian and non-profit organizations, as appropriate, to ensure that identified needs are met, to maximize available services and avoid duplication.

p. Serve as advisor on family matters to commanding officers and installation commanders.

q. Provide professional liaison to unit family support groups.

Section II
Assessment and Compliance

2–10. General

A copy of this regulation and the references listed in appendix A will be on file at all ACS centers and readily available to employees, command representatives, soldiers and their families.

2–11. Installation ACS evaluation team (ACSET) review (Requirement Control Symbol (RCS) ACSIM–003)

a. An annual internal review and evaluation process will be established for all ACS center operations to substantiate compliance with Army standards. The DA Form 7418 and DA Form 7419 will be used for the review and evaluation process. These reviews, evaluations, and completion of DA Form 7418 and DA Form 7419 are considered key management controls that are conducted in concert with the ACS accreditation process. A copy of the completed DA Form 7418 and DA Form 7419 will be provided to the appropriate installation management control office. A copy of the completed DA Form 7418 and DA Form 7419 are available on the Army Electronic Library CD–ROM and the USAPA Web site, www.usapa.army.mil.

b. The review will be organized and coordinated by the ACS director and conducted by an installation ACSET team.

c. The ACSET will identify the following in writing:

(1) The extent to which the installation ACS center meets Army standards.

(2) The areas of strength and those needing improvement.

d. The ACSET will brief findings to the installation/garrison commander.

e. The ACSET will develop an action plan to correct deficiencies and improve or expand services. This plan will be approved by the installation/garrison commander.

f. The ASCET findings, recommendations and corrective action initiatives will be maintained on file at the installation and provided to higher headquarters upon request.

2–12. Strategic planning

A strategic planning session will be convened at least annually with all ACS personnel to review and update five-year plan for ACS services and resources. Needs assessment data will be included in the strategic planning process.

Section III
Recordkeeping

2–13. Client internal data flow system

a. The ACS will use an internal data flow system to collect client data in three separate tracks-single contacts, extended contacts (case management and counseling) and group sessions. All data gathered will be safeguarded per AR 340–21.

b. Initial contact or request for service will occur in one of three ways: telephone, walk-in, or written.

(1) The DA Form 5901 (Army Community Service (ACS) Single Contact Log) will be used to document single contacts that do not require more than 15 minutes to provide service.

(2) When a case requires more than 15 minutes to provide service, a record will be established per AR 25–400–2 using DA Form 5897 (Army Community Service (ACS) Client Case Record). The DA Form 5897 will record worker assessment and follow-up.

c. Each awareness briefing, education and training class, workshop or seminar conducted by ACS staff will be recorded on DA Form 5900 (Army Community Service (ACS) Group Sessions Log.)

d. DA Forms 5897, 5900 and 5901 will be maintained as internal documents (no external requirements control symbol needed). The data from these forms will be used to complete DA Form 3063 (see Section IV of this chapter). DA Forms 5897, 5900, and 5901 are available on the Army Electronic Library CD–ROM and the USAPA web page.

2–14. Paid staff personnel records

All paid staff will have a personnel record on file.

2–15. Volunteer records

a. The ACS volunteer supervisor will establish a service record for each volunteer using DA Form 4162 (Army Community Service (ACS) Volunteer Service Record). The information on DA Form 4162 will assist the volunteer supervisor and the ACS director in assigning individual volunteers. Additionally, it will establish eligibility for awards. DA Form 4162 is available on the Army Electronic Forms Library, CD–ROM, and the USAPA web page.

(1) In case of transfer, the original service record will be given to the volunteer. A duplicate of this record will be furnished to the gaining ACS, if requested by either the volunteer or the gaining ACS.

(2) In case of inactive service, the original service record will be maintained for two full years following inactivity.

b. Each volunteer will maintain a record of hours worked. Credit hours earned will be entered on the DA Form 4713 (ACS Volunteer Daily Time Record) for the appropriate day and month that the volunteer worked. Monthly figures will be totaled at the end of the calendar year and entered on the volunteer's permanent service record. DA Form 4713 is available on the Army Electronic Library CD–ROM and the USAPA web page.

c. Credit will be given for each hour of volunteer service performed, hours spent in orientation and other ACS training activities. Temporary duty at conferences or workshops will be credited at 24 hours per day.

d. Volunteers performing on-call duties will be awarded two hours of credit for each 24 hours spent on call. This is in addition to the hours of volunteer work performed during regular tours of duty.

e. Extra credits will be awarded and entered into the monthly total column of the daily time record for volunteers who serve in the following capacities:

(1) Volunteer supervisor (10 hours a month).

(2) ACS volunteers who offer their services to the family service program of another uniformed service will receive hour-for-hour credit toward ACS awards for which they are eligible. When they return to ACS, appropriate totals will be entered in the annual hour section of DA Form 4162.

f. Army volunteers may work with family services activities of the U.S. Air Force (USAF), U.S. Navy (USN), U.S. Marine Corps (USMC) and U.S. Coast Guard (USCG), or other uniformed service volunteer activities, including the Reserve Components. Such volunteers can transfer the hours worked to the ACS to apply for awards.

g. Requests will be honored when USAF, USN, USMC, or USCG volunteers working in ACS want their hours credited and transferred to their own family service program.

Section IV
Reporting

2–16. General

DODI 1342.22 requires HQDA to provide the Assistant Secretary of Defense (Force Management and Personnel) with an accounting of ACS center service contacts, funding and manpower resources on an annual basis. DA Form 3063

will be used to collect data for that requirement. A copy of DA Form 3063 is located only on the ACS link at http://trol.redstone.army.mil/acslink.

2–17. ACS Management Report

The DA Form 3063 will be prepared as directed by USACFSC (CFSC–SF–A).

Chapter 3
Management

Section I
Funding

3–1. ACS appropriated funds (APFs)

a. ACS establishment.

(1) The ACS center will be established and operated as an APF activity. It will be administered according to the AR 37-series publications.

(2) APF resource requirements for ACS will be considered with all other requirements in installation and MACOM annual Program Analysis and Resource Review submissions.

(3) MACOM and installation ACS staff personnel will participate in budget planning. They will help to determine funding and staffing needed to operate the center.

(4) Common Table of Allowances (CTAs) for the ACS center authorize—

(a) Non-expendable supplies and equipment for ACS (CTA 50–909, chap 11).

(b) Expendable and durable supplies and equipment (CTA 50–970).

(c) Supplies and equipment for the ACS lending closet (CTA 50–970 for expendable items and CTA 50–909 for non-expendable items).

(d) Items which have a unit cost of $100 or less and are not listed in section II of CTA 50–970. These items are authorized for procurement through local sources (CTA 50–970, appendix A).

(5) APFs will be used for automatic data processing (ADP) support. The development of ADP systems within ACS must be coordinated with the installation automation management office.

(6) APFs will be used to buy books and subscribe to professional journals, periodicals and films for ACS.

(7) APFs are not authorized or available for volunteer awards other than official certificates of recognition. Local NAFs may be used in accordance with AR 215–1.

(8) APFs are not authorized to purchase ACS emergency food locker items or food vouchers. Local NAFs may be used in accordance with AR 215–1.

b. Management Decision Package (MDEP) resources.

(1) The QACS MDEP, titled "Army Community Services," has resources, both manpower and dollars, to enhance and standardize the exceptional family member program, family advocacy, family member employment program, foster care, financial planning - consumer affairs, information, referral, and follow-up, outreach, and relocation. Funding which supports salaries, supplies, equipment and so forth required to operate ACS are included in the QACS MDEP. Commanders should program and execute MDEP funds to ensure services and programs are established by using a variety of methods: manpower authorizations, overhire, temporary hire, contracting and interagency agreements. Regardless of the method selected, the standards outlined in this regulation must be met.

(2) The data elements and codes to be cited in financial transactions and used in financial records and reports are in DFAS–IN Manual 37–100.

c. Direct congressional appropriations. Additional resources are available for family advocacy and relocation assistance through a direct congressional appropriation allocated to the Office of the Secretary of Defense (OSD). These appropriations may only be used to support those areas of operation. The USACFSC issues annual funding guidance for use and monitoring of OSD funds. The data elements and codes to be cited in financial transactions and used in financial records and reports are detailed in DFAS–IN Manual 37–100.

3–2. ACS nonappropriated funds (NAFs)

a. A non–MWR Supplemental Mission NAF activity may be established as part of the installation MWR Fund under Program Code SA to serve as a part of ACS. This activity code will be used to administer the receipt of voluntary gifts and donations from private sources (AR 1–100 and AR 1–101). It will also facilitate the authorized expenditure of ACS NAFs in support of ACS services for items not authorized from APFs. NAFs may not be used for

any element of expense authorized from APF. The installation MWR fund may not subsidize the supplemental NAF activity or vice versa.

b. NAFs may be used to purchase awards for ACS volunteers (such as certificates or plaques of appreciation, special badges, pins or name tags) to give ACS volunteers special recognition within the community.

(1) The cost of awards must be budgeted by ACS with the installation MWR fund budget.

(2) The costs will be reflected on the installation MWR Fund financial statements under Program Code SA.

(3) The purchase of food and beverages for ceremonies recognizing volunteers and individuals providing gratuitous services is authorized per AR 215–1, paragraph 4–6*d*.

c. The purchase of ACS emergency food locker items/food vouchers is authorized from ACS NAFs. This does not preclude acceptance of these items free of charge.

d. Grants or loans of ACS NAFs to individuals are not authorized.

e. Accounting policy and reporting procedures are contained in DOD 7000.14.

3–3. ACS appropriated and non-appropriated funds

Both APFs and NAFs are authorized for reimbursement of incidental expenses incurred by volunteers. Nonappropriated Fund Instrumentalities and MWR Activities, AR 215–1, paragraph 4–6*j*, outlines authorized reimbursable expenses. Reimbursement of incidental expenses applies to Active and Reserve Component activities.

Section II
Personnel

3–4. General

ACS staff discussed in this regulation refers to military, APF civilian and volunteer personnel.

3–5. Center staffing

a. The size of an installation ACS staff will be based on the installation population served. Staff size will also depend on the degree of support available from the local civilian community and complexity and scope of services provided by the installation/garrison commander.

b. Consistent with local service requirements and resources, professional personnel will be included on the ACS staff to—

(1) Provide an interdisciplinary approach to the delivery of direct services and the development of solutions to social and community problems.

(2) Ensure that the services provided are coordinated, effective and of a high quality.

(3) Provide professional, administrative and financial management expertise.

3–6. Position descriptions for paid staff

Position descriptions will be current and accurate for all paid staff.

3–7. Volunteer management

a. Each volunteer will only be supervised by a Federal employee (civil service or non-appropriated fund employee), soldier or by another volunteer who is so supervised.

b. All volunteers and accepting officials will sign DA Form 4712 (Volunteer Agreement for Appropriated Fund Activities) prior to commencement of work. DA Form 5671 (Parental Permission) will be signed when accepting volunteer services from unmarried family members under age 18 before commencement of work. DA Forms 4712 and 5671 are available on the Army Electronic Library CD–ROM and the USAPA web page.

c. Volunteers will not perform duties for which there is an unfilled manpower requirement, which otherwise circumvent the civil service system, for which funding has been provided to hire staff or obtain services by contract. Volunteers will not serve in positions where they are susceptible to injury or causing injury to others. Volunteers working in contractor-operated service areas will be solely the responsibility of the contractor and are not covered by 10 USC 1588. The use of volunteers must not violate the provisions of DODD 1400.33.

d. A written job description will be maintained for each volunteer.

(1) The supervisor of the volunteer will write the job description. The accepting official will be the approval authority for the job description.

(2) Each job description will make specific mention as to whether or not the regular use of a motor vehicle, private

or Government owned, is required and, if required, the specific volunteer duties that will be performed while using the vehicle.

(3) Each job description should contain a prohibition against using any form of transportation not specifically authorized in the job description.

e. Volunteers may use Government facilities to include dedicated office space, desks, computers, equipment, supplies and telephone needed to accomplish assigned duties.

f. A volunteer may use a military vehicle when all of the following circumstances exist:

(1) The appropriate commander determines that the use of the vehicle is for official purposes and that failure to provide such support would have an adverse effect on soldier morale.

(2) The driver has a required, valid and current license to operate the vehicle.

(3) The use of the vehicle can be provided without detriment to the accomplishment of the unit's needs (AR 58–1).

g. Volunteers may be permitted to operate Government-owned or leased administrative vehicles under 10,000 pounds, provided they meet the requirements of AR 600–55 (for example, if they possess a valid state driver's license, and measures are taken to identify those personnel who are authorized and qualified to operate such vehicles). Drivers outside the continental United States must possess appropriate privately owned vehicle and military driver's licenses. Those personnel who operate administrative vehicles should be screened through the National Driver Register, to the extent possible, to preclude those individuals with questionable driving records from operating Government vehicles. Reports of volunteers injured while performing accepted volunteer work will be according to AR 385–40 and paragraph *h* below. Permission to operate Government-owned or leased administrative vehicles will be in writing. Volunteers will only operate Government vehicles that have been dispatched to them. Volunteers will be informed of the requirement that Government vehicles be used only for official business (See AR 58–1).

h. Immediate investigation of an incident involving a volunteer while performing volunteer duties is required when property is damaged, lost or destroyed; injury or death results to any one; a claim is made; investigation is requested by another armed services of the United States; or when a competent authority so directs.

i. An ongoing recognition program will be established for volunteers. This program will include—

(1) Local certificates of appreciation from the installation or MACOM, letters of recommendation and appropriate awards as listed in AR 672–20.

(2) ACS name tag, pin, year guard and hour bar.

(a) The name tag may be awarded after 50 hours of service and contain the volunteer's name and service area or position title.

(b) The ACS pin may be awarded after completing 50 hours of service.

(c) A year guard to be worn attached to the ACS pin may be awarded as follows for the number of volunteer service years completed:

1. One-year guard. Completion of any active 12-month commitment, including volunteer training and service.

2. Second and successive year guards. Completion of additional 12-month periods of approved active service.

3. A gold hour bar may be awarded for 100 hours contributed to ACS. Further awards may be in increments of 250 hours when earned and approved.

(3) ACS Emma Baird Award. This award consists of a lapel pin and citation signed by the Chief of Staff, Army. It represents HQDA recognition of volunteers who have contributed outstanding service to ACS. Volunteers will be nominated for this award per instructions from USACFSC (CFSC–SF–A).

(4) National awards such as the President's Service Award.

Section III
Training

3–8. General

ACS paid and volunteer staff will be provided on the job training, in-service training and the opportunity to attend appropriate military and civilian professional conferences.

3–9. Mandatory training

All paid and volunteer staff will receive training in the following areas:

1. ACS orientation.
2. Local administrative procedures.
3. Standards of conduct.
4. Crisis intervention protocols and client confidentiality requirements.
5. Standing operating procedures that are relevant to their positions.
6. Information and referral procedures and telephone etiquette.

7. Job performance and quality standards.
8. Equal employment opportunity.
9. Computer literacy.

Section IV
Physical Property

3–10. Standing operating procedure

A standing operating procedure will be in place to control inventory of physical property such as: furnishings, copy machines, fax machines, audiovisual equipment, typewriters, telephone system and so forth. Property will be inventoried at least annually and tracked when reassigned, replaced and disposed of to salvage.

3–11. Center requirements

a. The ACS center will have the following physical property on-site to support services and administrative processes: sufficient telephone lines with appropriate access to Defense Service Network (DSN) for incoming and outgoing calls, fax machine, copy machine, sufficient computers, letter quality printers and modems to support services, video cassette recorder and color television, overhead projector, locking file cabinets for Privacy Act materials and filing cabinets for administrative materials, answering machine, audio tape recorder and tapes, calculator and typewriter.

b. The ACS center will be accessible to clients with disabilities per the Architectural Barriers Act of 1968, 42 United States Code 4151 et seq, as amended, Section 504 of the Rehabilitation Act of 1973, 29 United States Code 701 et seq, as amended, and the Americans with Disabilities Act of 1990, 42 United States Code 12101 et seq, as amended, and when possible housed in consolidated structures or collocated with community support activities, such as in and out processing. Functional space of the center will be integrated and coordinated with the interior design of entire facility. The reception area of the center will be readily visible and accessible to the entrance with adequate and comfortable seating. In addition, the reception area will be well lighted, clean and neat with reading and educational materials readily available.

c. The center will meet occupational health and safety standards (AR 385–10) and fire protection standards (AR 420–90). It will include adequate work areas for paid staff and volunteers and private areas for confidential interviewing (see Architectural and Engineering Instructions, Design Criteria for space allocations). Hours of operation will be flexible enough for accessibility and reduction of time away from training and unit missions.

d. The ACS center will be easily identified.

(1) The ACS emblem (figure 3–1), which conveys "Self-Help, Service, and Stability," will be permanently displayed outside the ACS center so it can be easily seen by individuals who wish to use ACS services.

(2) Identification signs will be prominently displayed on main roads on the installation to help newly assigned soldiers, civilian employees and their families locate the center.

Section V
Marketing

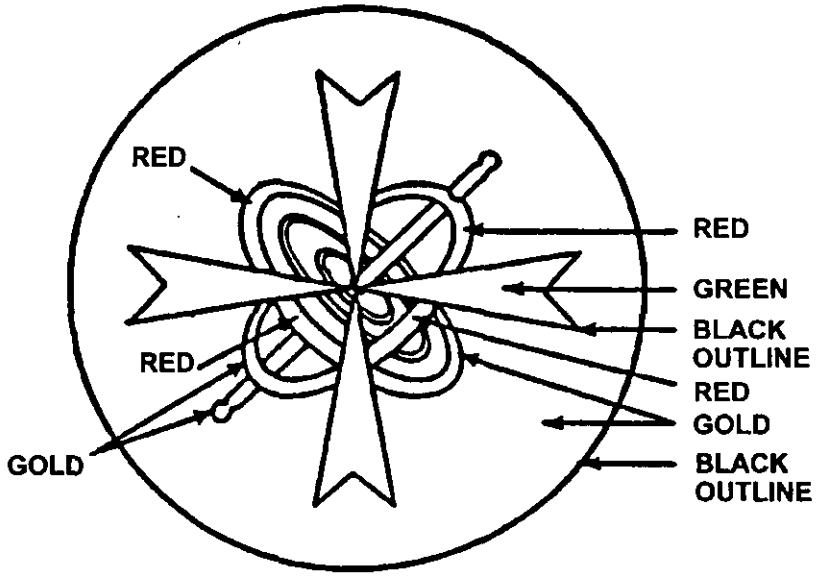
3–12. User awareness

The ACS center will inform the community about its services to increase user awareness. Information will be widely disseminated on how persons with disabilities can access services.

3–13. Marketing plan

A marketing plan will be developed which incorporates strategic planning goals and needs assessment data and covers each service provided by the center.

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 the 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, and 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 family members. The color of the Army green uniform and the gold buttons and insignia are combined in the emblem. The full circle represents the whole, the Army Community.

Figure 3-1. Army Community Service emblem

Chapter 4
Services

Section I
Deployment or Mobilization and Stability and Support Operations (SSOs) Readiness

4–1. Purpose

Family assistance and support services will be provided to families of Active Component and Reserve Component (RC) forces and emergency-essential civilians in support of military operations-deployment or mobilization and SSOs (includes mass casualties, evacuation and natural disasters)—to enhance unit cohesion and increase readiness. Preplanning for family assistance will ensure that a comprehensive, realistic, effective and coordinated assistance delivery

system is in place prior to military operations. This system will normally include the triad of family assistance centers, unit family support groups and unit rear detachments.

4–2. Family assistance plan

A family assistance plan will be developed to address all levels and phases of deployment or mobilization and SSOs. The plan will include requirements for continued coordination of family assistance services and establishment of family assistance centers. The plan will be incorporated into overall installation contingency plans and include at a minimum—

a. Type of family assistance services offered to families. Minimum services will include emergency financial assistance, emergency food and shelter, crisis intervention, legal information, Defense Enrollment Eligibility Reporting System (DEERS), military medical benefits briefing, information and referrals to appropriate sources for other assistance.

b. ACS and other agency roles and responsibilities for implementing the plan.

c. Resource requirements (manpower and dollars) to implement the plan.

d. Mobilization table of distribution and allowances requirements to include Individual Mobilization Augmentee personnel and retiree recalls.

e. Requirements to accommodate any projected program needs, i.e., facilities, equipment and communications support.

4–3. Predeployment or mobilization and SSOs assistance

Predeployment or mobilization and SSOs assistance will include:

a. Support and assistance to unit commanders in establishing support groups caring for families.

b. Orientations for RC units and their families which outline the assistance available upon unit activation and individual mobilization. Similar orientations should be provided to deploying emergency-essential civilians and their families.

c. Participation in mobilization and casualty work group exercises to test program effectiveness in providing family support during deployment or mobilization and SSOs.

d. Assistance to single parents, dual military couples, and dual emergency-essential civilian couples in developing family care plans for deployment.

e. Coordination with local and State human service assistance agencies.

f. Coordination with State Adjutant General and appropriate USAR Regional Support Command Office as well as RC units within a 50-mile radius to identify the potential numbers of RC family members eligible for ACS assistance.

g. Identification of families with major problems requiring special assistance and support during deployment or mobilization and SSOs.

4–4. Deployment or mobilization and SSOs assistance

During deployment or mobilization and SSOs, ACS will—

a. Shift into a 24-hour family assistance center operation if requested by the installation/garrison commander. The center will include, at a minimum, representatives from the following offices: identification cards, DEERS, TRICARE, finance and staff judge advocate.

b. Establish a 1–800 number to address family issues and crises.

c. Provide assistance to family support groups.

d. Assist casualty assistance officers in providing support to survivors.

e. Provide support to waiting families.

f. Assist deploying mobilized RC unit, USAR Regional Support Command or Army Reserve Command and State Area Command in providing family assistance to RC families.

g. Assist commanders in providing ongoing training for designated family sponsors.

h. Assist families in identifying resources for relocating, as applicable.

i. Serve as a sponsor for families with special needs.

j. Keep commanders abreast of major problems affecting families of either mobilized or deployed soldiers and civilians.

k. Compile and maintain statistics on assistance rendered.

4–5. Post deployment or mobilization and SSOs assistance

This assistance will include briefings, workgroups to deal with family unification problems, and command after action reports (includes lessons learned and recommendations for improving procedures).

4–6. Unit rear detachments

These detachments will receive training on family assistance and community resources available to support deployment

or mobilization and SSOs. Also, assistance will be provided to rear detachment commanders in coordinating services for families in their units.

4–7. Family support groups

Commanders establish and provide support for family support groups (FSGs) within their units in accordance with DA Pam 608–47. Assistance will be available in the following areas for FSGs:

a. Training.

b. Resource materials.

c. Meeting facility.

d. Homecoming and reunion activities.

e. Information and referral.

4–8. Operation R.E.A.D.Y. (Resources for Educating About Deployment and You)

The Operation R.E.A.D.Y. materials (modules, handbooks, workbooks and videos) will be used to support unit commanders in preparing soldiers, civilian employees and their families for military operations (see appendix E). These materials may be tailored to the needs of the installation.

4–9. OCONUS noncombatant evacuation operation (NEO) support

In OCONUS areas, assistance will be provided in conducting family readiness NEO briefings, processing families for deployment, and coordinating support for families with gaining safehaven areas in accordance with local NEO plan.

4–10. Support to unaccompanied family members being evacuated or forced early return from an area outside the continental United States

This support will consist of—

a. Providing personnel to support reception center for repatriated families, if requested.

b. Appointing a sponsor to assist family members in safehaven status in the geographical area of the installation.

c. Assisting family members in obtaining safehaven benefits and entitlements.

d. Providing required reports on the status of families to MACOMs and HQDA in accordance with the Joint Plan for DOD Non-Combatant Repatriation.

Section II
Soldier and Family Readiness

4–11. Family Advocacy Program

The Family Advocacy Program will be implemented to address child abuse and neglect and spouse abuse (includes prevention, identification, reporting, investigation and treatment) per AR 608–18.

4–12. Shelter and respite care

Shelter and respite care will be provided in accordance with published funding guidance and ARs 608–18 and 608–75. Written MOAs will be established with local shelters. Standing operating procedures will be on file regarding appropriate use of respite care.

4–13. Transitional compensation for abused dependents

Transitional compensation payments and other benefits described in appendix F may be provided for dependents of soldiers who are separated for dependent abuse. Dependents use DD Form 2698 to apply for payments. The DD Form 2698 is available on the Army Electronic Library CD–ROM and the USAPA web page.

4–14. Foster care

A foster care service will be established per AR 608–18.

4–15. Exceptional Family Member Program

The Exceptional Family Member Program will be implemented to provide community support, housing, personnel, educational and medical services to families with special needs per AR 608–75.

4–16. Outreach services

(See paragraph 1–9.)

Section III
Relocation Readiness

4–17. Purpose
Relocation assistance will be provided to reduce or eliminate problems arising because of frequent moves.

4–18. Relocation Assistance Coordinating Committee
A Relocation Assistance Coordinating Committee will meet quarterly to ensure coordination and cooperation among the various relocation services on the installation. The committee will develop a comprehensive installation relocation assistance plan that addresses elements and functions of relocation assistance provided by each installation activity; training requirements for all relocation services providers; and an evaluation plan to ensure assistance is accessible, effective and responsive to the needs of the Army family. Members will include, at a minimum, representatives from ACS, housing, transportation, finance, military personnel division, civilian personnel advisory center and medical treatment facility.

4–19. Relocation counseling
a. Relocation counseling will be provided on an individual or group basis. It will be available to both inbound and outbound transferees with primary focus on predeparture counseling and relocation planning. Transferees preparing for their first permanent change of station (PCS) move or first overseas PCS will be targeted, at a minimum, for counseling sessions.

b. Relocation counseling will include—

(1) Assessment of client's individual or family needs and particular relocation circumstances.

(2) Provision of information on the destination area (e.g., such as schools, housing, community resources and cost of living), entitlements, reimbursements and household goods shipment.

(3) Provision of referral, followup and advocacy in resolving relocation related problems.

4–20. Pre-arrival information
a. Accurate and current pre-arrival information on the installation and surrounding area will be provided through the Standard Installation Topic Exchange Service (SITES), welcome packets and the post home page. The SITES, a DOD automated information system, containing information on all military installations of 500 or more in population and accessible on the internet, will be formally updated per instructions from USACFSC (CFSC–SF–A). On-line updates will occur when changes in the contents of the SITES file warrant. Ancillary agencies and resources mentioned in the SITES will be contacted to ensure accurate information.

b. Each installation will update their welcome packet, at a minimum, quarterly. They will maintain copies of their welcome packet at the ACS center for review by customers and will mail their packet to those installations that do not meet the criteria for having SITES.

4–21. Mandatory overseas orientation
In accordance with AR 600–8–11, all soldiers departing installations for overseas assignment will receive an orientation to provide essential information and guidance on preparing for the move. These overseas orientations will—

a. Be conducted within 30 days of the Enlisted Distribution Assignment System cycle/Request for Orders date, or as needed, based on the number of soldiers completing the reassignment briefing process per month. Family members will be strongly encouraged to attend these orientations.

b. Be conducted in groups by country such as Korea or Germany.

c. Include the participation of other relocation related activities only as needed (for example, military personnel division and housing).

d. Be scheduled to encourage maximum participation of family members with child care provided when possible.

e. Be targeted, when possible, toward the particular audience, for example, those going overseas for the first time or those with some overseas experience who need only updates.

4–22. Reentry workshops
Reentry workshops will be provided for transferees returning from overseas to the United States. These workshops will be designed to prepare soldiers and families for the often unexpected logistical, financial and psychological adjustment of returning from an overseas tour.

4–23. Special workshops or support group sessions
These workshops and sessions will be organized for families identified as particularly at-risk. Workshops will address methods of managing the emotional and situational stresses of relocation.

4–24. Post-move newcomer orientations

Installation-wide newcomer orientations will be provided and include information on the community and cultural adaptation and area tours as required. Where newcomer orientations are conducted at the unit level, minimum orientation content standards will be developed as well as a list of required participating agencies and information sources.

4–25. Lending closet

A lending closet will be administered to provide basic housekeeping items for temporary loan to incoming and outgoing families and in other cases determined appropriate. ACS personnel will stock the lending closet with good quality items. At a minimum, these items will include basic kitchen items, high chairs, child car seats, play pens, cribs, ironing boards, irons and transformers if appropriate.

4–26. Services to multicultural families

Families with foreign-born spouses will receive support and assistance to include—

a. A comprehensive, multilevel language program developed with the cooperation and active participation of existing military program elements and civilian community resources.

b. Cross-cultural training offered in conjunction with language programs to facilitate communication skills development in areas such as interpersonal relationship building, career enhancement, obtaining citizenship or driver's license, financial management, service utilization, adapting to military lifestyles and basic survival skills.

c. Cultural mediation services to assist multicultural family members in dealing with problems that arise during the immigration and cultural adaptation processes and language skills development.

4–27. Services to waiting families

Support services will be provided to families residing on post or in the surrounding community who are living separately from the military and civilian sponsor due to mission requirements. Such circumstances include unaccompanied tours, extended temporary duty and field training exercises.

a. Efforts will be made to identify and contact these families to—

(1) Provide information on community services.

(2) Assess the need for services and information.

(3) Provide crisis intervention services.

(4) Act as liaison with military and civilian agencies to ensure provision of required assistance.

b. Support groups will be organized for identified waiting families, as appropriate.

c. Families will be identified who are departing the installation for a "designated location" in the United States while the sponsor serves an unaccompanied tour. An effort will be made to inform the family of the services available in their destination area and to notify the gaining ACS center of the family's arrival in the area.

d. Predeparture briefings will be provided to address coping with stress factors and the practical aspects of separation and relocation.

4–28. Sponsorship support

Sponsorship support will consist of—

a. Training for unit sponsorship trainers or designated sponsors upon unit requests.

b. Training for youth sponsors.

c. Providing a SITES file or welcome packet for sponsor to send before transferee's arrival.

Section IV
Employment Readiness

4–29. Purpose

Employment assistance will be provided to assist eligible personnel find public and private sector employment.

4–30. Resource information

Comprehensive, accurate, easily accessible and up-to-date information will be provided on available employment, education and volunteer resources (includes Chamber of Commerce, area chapters of professional and trade associations, job reentry centers, temporary employment agencies and regular "fee paid" placement agencies, Small Business Bureau, college career counseling and placement centers and home business opportunities).

4–31. Job search assistance

Classes, programs, workshops, seminars or individual sessions will be conducted or sponsored with the intent of strengthening individuals by imparting knowledge and/or teaching a skill. These will include—

a. Employment and personal development training. Trainers and organizations will be identified who can offer

workshops under sponsorship of the ACS center. Resources include local area colleges, local businesses and organizations, Federal Women's Program Managers, Small Business Association and the Red Cross "I CAN" trained personnel. Workshop topics will include—

(1) Personal effectiveness training and confidence building.

(2) Financial planning and employment decisions.

(3) Skills and competencies building.

(4) Career opportunities.

(5) Building an educational/career plan.

(6) Dressing for success.

(7) Resume writing.

b. Personal career development.

c. Educational training classes. Courses will be identified that can provide training classes for typing, word processing and other job skills that are highly employable.

4–32. Career counseling

Individual and group counseling will be provided for assessing job skills and developing and implementing career goals. The counseling will help individuals identify job strengths and weaknesses, career/educational goals and provide information about opportunities available in the local area for personal and professional development to achieve these goals (requires an assessment tool).

4–33. Private sector job bank

Outreach will be provided to employers and consist of developing employment opportunities and maintaining a private sector job bank (current job listings in local community, full and part-time private sector employment vacancies, nonfederal summer and part-time employment, nonfederal seasonal employment vacancies, existing home business opportunities, a job skills bank of individuals who indicate a desire to share their skills for pay and with community organizations).

Section V
Financial Readiness

4–34. Purpose

Services will be provided that—

a. Support commanders in maintaining unit financial readiness to sustain deployments.

b. Counsel and educate soldiers and families on financial self-sufficiency.

4–35. Prevention education

Classes will be provided in personal financial management readiness and consumer affairs to soldiers and family members. These classes will include—

a. Banking and credit union services (includes overview of services provided by financial institutions).

b. Budget development and recordkeeping (planning for expenses based on income, planning for emergency expenses, importance of good personal and financial records and methods of keeping these records).

c. Debt liquidation (responsibilities and legal aspects of overextending financial obligations and consequences of noncompliance with provisions of AR 600–15, methods to reduce debts and become financially solvent, consequences of bad credit ratings, Soldiers and Sailors Civil Relief Act, methods to reduce installment payments and use of the credit card).

d. Credit (use and abuse of credit, right to obtain credit regardless of sex, race, age, marital status or national origin, credit cards).

e. Consumer rights and obligations.

f. Insurance.

g. Personal financial readiness (military pay system-pay entitlements and how to read Leave and Earnings Statements, wartime pay system and the Sure-Pay Program using TC 21–7, checkbook management, financial counseling resources and procedures, soldier's financial responsibility to themselves, family members and creditors, financial planning for family separations, " short-notice' deployments and PCS moves)."

4–36. Mandatory training

a. Refresher classes will be conducted for personnel who have abused and misused check-cashing privileges.

b. Financial planning classes and counseling will be conducted for all junior enlisted soldiers (E–4 and below) who are scheduled for their initial PCS move.

c. Support will be provided to unit commanders in establishing personal financial management readiness training for first term/initial term soldiers.

4–37. Financial counseling services

These counseling services will be provided for soldiers and family members in areas such as budget development and financial planning, developing a spending plan, managing personal finances and evaluating assets and liabilities.

4–38. Debt liquidation assistance

To assist commanders, soldiers and family members with problems of financial indebtedness, the following debt liquidation assistance will be provided:

a. Facilitate resolution of financial crisis by—

(1) Assisting clients in analyzing their assets and liabilities and enrolling them in a debt liquidation program, if appropriate.

(2) Assisting clients in developing a repayment plan to liquidate debts.

(3) Assisting clients in contacting their creditors.

(4) Notifying each enrollee's creditors by mail that they are enrolled in the debt liquidation program.

(5) Notifying each enrollee's creditors and unit commander by mail that the client has been negatively terminated from the program for lack of progress or cooperation.

b. Follow clients through counseling until the following occurs:

(1) Client's debts are liquidated.

(2) Counselor is assured that client can manage independently.

(3) Client withdraws from the program.

(4) Assist client in transferring to debt liquidation program at new duty station.

4–39. Consumer advocacy service

a. Information will be provided to help soldiers and family members make educated decisions.

b. Feedback will be provided to commanders on consumer issues affecting soldiers and families.

4–40. Consumer complaint resolution

Soldiers and family members will be assisted in handling consumer complaints.

a. DA Form 5184 (Consumer Complaint) will be used to record consumer complaint assistance.

b. The following services will be provided:

(1) Information on resolving consumer complaints, consumer rights and protection laws.

(2) Referral to military and civilian resources responsible for resolving complaints.

(3) Coordination with Staff Judge Advocate (SJA), Inspector General and Armed Forces Disciplinary Board on issues requiring their assistance.

(4) Assistance to clients in drafting consumer complaint letters and contacting agencies and businesses in reference to consumer issues.

(5) Publicizing agencies and businesses that employ unfair business practices in accordance with AR 190–24.

c. Feedback will be provided to commanders on recurring consumer problem areas affecting soldiers and family members.

4–41. Emergency assistance

Soldiers and families will be provided emergency assistance to help prevent privation. This assistance will include—

a. Consideration of Army Emergency Relief loans and grants for eligible individuals per AR 930–4.

b. Use of food locker or vouchers. The procurement, storage and handling of food locker items must meet requirements of AR 40–5. In the case of vouchers, financial accountability, safeguards and recordkeeping must exist to prevent fraud and theft.

Appendix A
References

Section I
Required Publications

AR 25–400–2
The Modern Army Recordkeeping System (MARKS). (Cited in para 2–13.)

AR 40–5
Preventive Medicine. (Cited in para 4–41)

AR 190–24
Armed Forces Disciplinary Control Board and Off-Installation Military Enforcement. (Cited in para 4–40.)

AR 215–1
Nonappropriated Fund Instrumentalities and MWR Activities. (Cited in para 3–2.)

AR 340–21
The Army Privacy Program. (Cited in para 2–13.)

AR 600–7
Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of the Army. (Cited in para 1–8.)

AR 608–18
The Army Family Advocacy Program. (Cited in para 4–11)

AR 608–75
Exceptional Family Member Program. (Cited in para 4–15)

AR 930–4
Army Emergency Relief. (Cited in para 4–41.)

Section II
Related Publications

A related publication is a source of additional information. The user does not have to read a related publication to understand this regulation.

AR 1–100
Gifts and Donations

AR 1–101
Gifts for Distribution to Individuals

AR 5–20
Commercial Activities Program

AR 11–2
Management Control

AR 58–1
Management Acquisition and Use of Administrative Use Motor Vehicles

AR 385–10
Army Safety Program

AR 415–15
Army Military Construction Program Development and Execution

AR 415–19
Nonappropriated-Funded Construction Project Development and Approval

AR 415–28
Construction Army Real Property Category Codes

AR 420–90
Fire Protection

AR 600–8–8
The Total Army Sponsorship Program

AR 600–8–11
Reassignment

AR 600–15
Indebtedness of Military Personnel

AR 600–55
Motor Vehicle Driver and Equipment Operator Selection, Training, Testing and Licensing

AR 672–20
Incentive Awards

AR 690–11
Planning for Use and Management of Civilian Personnel in Support of Military Contingency Operations

AR 930–5
American National Red Cross Service Program and Army Utilization

CTA 50–909
Field and Garrison Furnishings and Equipment

CTA 50–970
Expendable/Durable Items (Except: Medical, Class V, Repair Parts and Heraldic Items)

DA PAM 5–20
Commercial Activities Study Guide

DA PAM 608–47
A Guide to Establishing Family Support Groups

DA PAM 690–47
DA Civilian Employee Deployment Guide

TC 21–7
Personal Financial Readiness Handbook

RCS ACSIM–003
Army Community Service (ACS) Accreditation Report (DA Form 7418)

Section III
Prescribed Forms

DA Form 3063
Army Community Service (ACS) Management Report (Prescribed in para 2–7.)

DA Form 4162
Army Community Service (ACS) Volunteer Service Record (Prescribed in para 2–15.)

DA Form 4712
Volunteer Agreement for Appropropriated Fund Activities (Prescribed in para 3–7.)

DA Form 4713
Army Community Service Volunteer Daily Time Record (Prescribed in para 2–15.)

DA Form 5184
Consumer Complaint (Prescribed in para 4–40.)

DA Form 5671
Parental Permission (Prescribed in para 3–7.)

DA Form 5897
Army Community Service (ACS) Client Case Record (Prescribed in para 2–13.)

DA Form 5900
Army Community Service (ACS) Group Sessions Log (Prescribed in para 2–13.)

DA Form 5901
Army Community Service (ACS) Single Contact Log (Prescribed in para 2–13.)

DA Form 7418
Army Community Service (ACS) Accreditation Report. (Prescribed in para 2–3*e*.)

DA Form 7419
Army Community Service (ACS) Accreditation Checklist. (Prescribed in para 2–3*e*.)

Section IV
Referenced Forms

DD Form 2698
Application for Transitional Compensation (Prescribed in para 4–13.)

DA Form 2028
Recommended Changes to Publications and Blank Forms

Appendix B
Statutory and Department of Defense Requirements

1. Section 1059, title 10, United States Code, states that the Secretary of Defense, with respect to the armed forces, may establish a program to pay monthly transitional compensation to dependents or former dependents of a member of the armed forces who is convicted of a dependent abuse offense and whose conviction results in the member being separated from active duty pursuant to a sentence of a court-martial; or forfeiting all pay and allowances pursuant to a sentence of a court-martial; or who is administratively separated from active duty.
2. Section 1148, title 10, United States Code, requires development of a program specifically to assist members of the armed forces stationed overseas who are preparing for discharge or release from active duty, and the dependents of such members, in readjusting to civilian life.
3. Section 1588, title 10, United Sates Code, defines volunteers; describes requirements and limitations; gives authority to recruit and train persons providing services; provides provisions of law relating to compensation for work-related injuries, claims for damages or loss and maintenance of records on individuals in both APF and NAF organizations; and addresses reimbursement of incidental expenses.
4. Section 1794, title 10 United States Code, provides for a special task force to respond to allegations of widespread child abuse at a military installation. The task force is composed of personnel from appropriate disciplines, including, where appropriate, medicine, psychology and childhood developments. In the case of such allegations, the task force provides assistance to the commander of the installation, and to parents at the installation, in helping them deal with such allegations. Also maintenance of a national telephone number is required to report suspected child

abuse and regulations are prescribed requiring the commander of a military installation to seek the assistance of local child protective authorities. The term "child abuse and neglect " has the meaning provided in section 3(1) of the Child Abuse Prevention and Treatment and Adoption Reform Act (42 USC 5101, et seq).

5. Section 1056, title 10, United States Code, requires that a program be carried out to provide relocation assistance to members of the armed forces and their families.
6. Section 2164, title 10, United States Code, requires Department of Defense Domestic Dependent Elementary and Secondary Schools (DDESS) to provide programs designed to meet the special needs of students with disabilities in specific locations in the United States and certain territories, commonwealths and possessions of the United States.
7. Section 1231e, title 20, United States Code, prohibits discrimination based on disability in programs and activities receiving Federal financial assistance.
8. Section 921, et seq, title 20, United States Code, requires Department of Defense Dependents Schools (DODDS) to provide programs designed to meet the specialized needs of students with disabilities in locations outside the United States.
9. Section 1400, et seq, title 20, United States Code, requires free appropriate public education for all children with disabilities, to include special education and certain related services.
10. Section 4151, et seq, title 42, United States Code, requires certain federally owned, leased, or funded buildings and facilities to be accessible to persons with disabilities.
11. Section 5102, title 42 United States Code establishes a National Center on Child Abuse and Neglect to make recommendations on national policy to reduce and prevent child and youth death and to specific changes needed in Federal laws and programs to achieve an effective Federal role in preventing child and youth deaths.
12. Section 12101, et seq, title 42 United States Code guarantees equal opportunity for individuals with disabilities in employment, public accommodation, transportation, and telecommunications.
13. 32 CFR Part 80 requires provision of early intervention services to eligible infants and toddlers with disabilities and their families and special education and related services to children with disabilities within the DDESS arrangements.
14. Executive Order 12160, Enhancement and Coordination of Federal Consumer Programs, 26 September 1979, establishes a Consumer Affairs Council, consisting of representatives of Federal agencies, to include DOD. The Executive Order requires that the Council provide leadership and coordination to ensure that agency consumer programs are implemented effectively.
15. Department of Defense Directive (DODD) 1020.1, Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of Defense, 31 March 1982, prohibits discrimination based on disability in programs and activities receiving Federal financial assistance disbursed by the Department of Defense in programs and activities conducted by the Department of Defense.
16. DODD 1030.1, Victim and Witness Assistance, 23 November 1994, updates DOD policies and assigns responsibilities for providing assistance to victims and witnesses of crimes committed in violation of the Uniform Code of Military Justice and implements 42 USC 10601, et seq, 42 USC 10681, and 18 USC 1512–14, by providing guidance for assisting victims and witnesses of crime from initial contact through investigation, prosecution and confinement.
17. DODD 1342.17, Family Policy, 30 December 1988, requires that DOD personnel be provided a comprehensive family support system. This system is based on installation-specific requirements and addresses pre-mobilization indoctrination, deployment support, relocation assistance, and coordinated, multidisciplinary services for special needs families among others.
18. DODD 1344.7, Personal Commercial Solicitation on DOD Installations, 13 February 1986 requires military departments to provide education programs on credit and personal financial management.
19. DODD 1400.33, Employment and Volunteer Work of Spouses of Military Personnel, 10 February, 1988, states that no DOD official shall, directly or indirectly, impede or otherwise interfere with the right of a spouse of a military member to pursue and hold a job, attend school, or perform volunteer services on or off a military installation. Moreover, no DOD official shall use the preferences or requirements of a DOD Component to influence, the employment, educational or volunteer service decisions of a spouse. Neither such decision of a spouse, nor the marital status of the member, shall affect, favorably or adversely, the performance appraisals or assignment and promotion opportunities of the member, subject to the clarification in paragraph D.2.b. of DODD 1400.33.
20. DODD 5030.56, DOD Consumer Affairs Program, 12 August 1982, updates responsibilities and guidelines for the DOD Consumer Affairs Program.
21. DODD 6400.1, Family Advocacy Program, 23 June 1992, provides internal DOD guidance to protect and assist actual or alleged victims of child and spouse abuse, and updates the responsibility to use the programs established by PL 101–647, Crime Control Act of 1990, 29 November 1990, and PL 97–291, Victim and Witness Protection Act of 1982, 14 October 1982.
22. Department of Defense Instruction (DODI) 1010.13, Provision of Medically Related Services to Children Receiving or Eligible to Receive Special Education in the DOD Schools Outside the United States, 28 August 1986, establishes

policies and procedures to provide medically related services to children receiving or eligible to receive special education. It requires that, if medically related services are likely to be required or considered, military assignments be pinpointed to areas where resources are available and that medical centers be established in consultation with DODDS within designated areas of geographic responsibility outside the U.S. capable of providing necessary medically related services to support the needs of eligible beneficiaries. It also promotes the development of a coordinated network for health care provider training and delivery of medically related services.

23. DODI 1338.19, Relocation Assistance Programs, 15 June 1990, establishes policy, assigns responsibility and prescribes procedures for implementation and use of relocation assistance programs.
24. DODI 1342.12, Provision of Early Intervention and Special Education Services to Eligible DOD Dependents in Overseas Areas, 12 March 1996, establishes policies and procedures for providing a free appropriate public education for children with disabilities who are eligible to enroll in DODDS; early intervention services for infants and toddlers, birth through age 2 years who, but for their age, would be eligible to enroll in the DODDS; and a comprehensive and multidisciplinary program of early intervention services for infants and toddlers with disabilities and their families.
25. DODI 1342.14, Monitoring of the Provision of Related Services to Handicapped Children in the DOD Dependents Schools, 25 August 1986, establishes policies and procedures for monitoring the provision of related services.
26. DODI 1342.22, Family Centers, 30 December 1992, establishes policy, assigns responsibilities and prescribes procedures for implementation of family centers within DOD and identifies services.
27. DODI 1342.24, Transitional Compensation for Abused Dependents, 23 May 1995, implements policy, assigns responsibilities and prescribes procedures under 10 USC 1059 for the payment of monthly transitional compensation to dependents of members separated for dependent abuse.
28. DODI 6400.2, Child and Spouse Abuse Report, 10 July 1987, implements DODD 6400.1 by assigning responsibilities and prescribing reporting requirements associated with child and spouse abuse in DOD.
29. DODI 6400.3, Family Advocacy Command Assistance Team, 3 February 1989, establishes policy, assigns responsibilities and prescribes procedures under DODD 6400.1 for implementation and use of the DOD Family Advocacy Command Assistance Team.

Appendix C
Intake Methodology

C–1. Interviewing and assessment

Interviewing will be limited to obtaining sufficient information to make an assessment to provide accurate information or referral. The assessment will consist of an accurate understanding of the problem as identified by the client and the staff.

C–2. Information giving

Simple or complex information will be provided in response to inquiries. Simple information is that which requires a limited response, such as an organization's name, telephone number and address. In such cases, it is not necessary to obtain additional information from the client to answer the question and no problem is presented. No outgoing calls are made in relationship to the inquiry and there is no followup. Complex information consists of providing detailed information about community service systems, agency policies and procedures for application. No problem requiring referral to an agency is presented. Outgoing calls may be made to validate information but no followup is made.

C–3. Referral

For the client who presents a problem, an assessment is made to provide a referral. Referrals may be simple or complex. Simple referral is made when there is reasonable assurance that the client is competent enough to follow the referral without assistance and that service is available at the level required and in the necessary time frame. Otherwise the request is considered as a complex referral. An outgoing call is made on behalf of the client and followup occurs.

C–4. Followup

a. Followup will consist of contacting the referral agency and the client to find out whether or not contact has been made and if the service is being provided. Followup will be carried out, at a minimum, in complex referral cases.

b. If linkage has not occurred, the staff will offer advocacy on behalf of clients to assist them in obtaining a needed service when they cannot effectively represent themselves or when they have a complaint about a service.

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Appendix D
Resource File Specifications

D–1. Resource file

The resource file will contain the following components:

a. An alphabetical index of all local public, private and voluntary agencies and organizations with a reference to more detailed information contained in each service provider's file.

b. An alphabetical index of service headings with cross references.

c. Detailed information about agencies and organizations and the services those agencies and organizations provide.

D–2. Service provider file

Each service provider's file will include the following: legal name, common name, or an acronym; address; telephone number; name of agency or organization administrator; intake point of contact; hours and days of service; services provided; eligibility requirements and intake procedures; cost of service; TRICARE network provider (yes or no); TRICARE Standard provider (yes or no); area served; branch offices; and known barriers to accessibility and restrictions on facility use.

D–3. File update

The resource file will be updated annually. Procedures will be established for responding to interim information changes.

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Appendix E
Operation R.E.A.D.Y. (Resources for Educating About Deployment and You)

Below is a listing of Operation R.E.A.D.Y. materials. The written materials can be accessed on the internet at **http://trol.redstone.army.mil/acslink** . A copy of the videos is available by contacting the U.S. Army Community and Family Support Center, ATTN: CSFC–SF–A, Summit Centre, 4700 King Street, Alexandria, Virginia 22302–4418.

E–1. Modules

a. Ongoing Readiness (1)

b. Homecoming and Reunion (2)

c. Family Assistance Center (3)

d. Family Support Group Advanced Training (4)

E–2. Handbooks

a. Family Support Group Leader Basic Handbook

b. The Army Family Readiness Handbook

E–3. Children's workbooks

E–4. Videos

a. Another Family

b. Getting Back Together

c. Ongoing Readiness and Financial Planning

d. Coping with Military Separations

e. Family Assistance Center

Appendix F
Transitional Compensation for Abused Dependents

F–1. Eligibility

a. Transitional compensation payments are authorized for dependents of soldiers who have been on active duty for more than 30 days and who, after November 1993, are—

(1) Separated from active duty under a court-martial sentence that includes a dependent-abuse offense;

(2) Administratively separated from active duty if the basis for separation includes a dependent-abuse offense; or

(3) Sentenced to forfeiture of all pay and allowances by a court-martial which has convicted the soldier of a dependent-abuse offense.

b. Payments to abused family members are made as follows:

(1) If the soldier was married when the offense occurred, payment will be made to that spouse, if otherwise eligible, regardless of any subsequent divorce action.

(2) If the spouse is ineligible to receive payment under the forfeiture provisions of paragraph F–5 below, (that is remarriage, cohabitation with the soldier separated for the dependent-abuse offense, or active participation in the dependent-abuse offense), payments will be made to each dependent child of the separated soldier who does not reside in the household of the separated soldier or spouse.

(3) If there is no eligible spouse for reasons other than those in paragraph F–5 (for example, the soldier had no dependent spouse or the spouse had died), payments will be made to the dependent children of the soldier who do not reside in the household of the soldier.

(4) For paragraphs F–1*b*(2) and (3) above, status as a "dependent child" is determined as of the date on which the soldier is convicted of the dependent-abuse offense or as of the date of initiation of the soldier's administrative separation, whichever is applicable.

(5) If a recipient is incapable of handling his or her own personal affairs, payments may be made only to a court-appointed guardian. In the case of a dependent child under 18 years of age, payments may be made only to a court-appointed guardian or a natural parent (who is not a spouse of the soldier), if the natural parent legally has custody of the dependent child.

F–2. Commencement and duration of payments

a. Payment will commence on the date of approval of a court-martial sentence by the convening authority if the sentence includes a dismissal, dishonorable discharge, or bad conduct discharge; or on the date the soldier's commander initiates administrative separation action.

b. The duration of payments will be 36 months except, if, as of the starting date of payment, the unserved portion of the soldier's obligated active duty service is less than 36 months, the duration of payment will be the greater of the unserved portion or 12 months.

c. No payment will be made for any period before 30 November 1993.

d. For enlisted soldiers, the "obligated active duty service " will be the time remaining on their terms of enlistment. For officers, the "obligated active duty service" will be indefinite unless an officer has a date of separation established, then it will be the time remaining until the date of separation.

F–3. Monthly payment amounts

a. Monthly payments to a spouse will be at the rate in effect for the payment of dependency and indemnity compensation under Section 1311(a)(1), title 38, United States Code. If the spouse has custody of a dependent child or children of the soldier, the amount of monthly compensation to the spouse will be increased for each child by the amount under Section 1311(b), title 38, United States Code. If there is no eligible spouse, compensation paid to a dependent child or children under paragraph F–1*b*(2) and (3) wiII be paid in equal shares at the rate in effect under Section 1313, title 38, United States Code.

b. Payments will be prorated for months when payments start or stop in the middle of a month.

(1) When paying children, if the payment amount does not divide evenly, the youngest child will receive the odd cent.

(2) If the recipient dies, arrears of pay will not be paid.

F–4. Cessation of payments

a. Any payment of transitional compensation that has started under F–2 above will stop effective as of the first day of the first month following the month in which the USACFSC notifies the recipient in writing that payment of transitional compensation will cease because—

(1) The court-martial sentence of the separated soldier was remitted, set aside, or mitigated to a lesser punishment that does not include a dismissal, dishonorable or bad conduct discharge.

(2) The proposed administrative separation was disapproved by competent authority under applicable regulations.

b. The recipient will not be required to repay amounts of transitional compensation received before the effective date of cessation determined under paragraph *a* above, except as necessary to recoup any amount that was erroneous when paid.

F–5. Forfeiture provisions

a. Remarriage. If a spouse receiving payments remarries, payments terminate as of the date of the remarriage. Payment will not be renewed if such remarriage is terminated. A dependent child not living in the same household as the remarried spouse or soldier shall remain eligible for transitional compensation.

b. Cohabitation. If the soldier resides in the same household as the spouse or dependent child to whom compensation is otherwise payable under this section, payment will terminate as of the date the soldier begins residing in such household. Once terminated for this reason, payment will not resume regardless of subsequent living arrangements with the soldier. Compensation paid to the dependent prior to the soldier residing in such household shall not be recouped, except as necessary to recoup any amount that was erroneous when paid.

c. Active participant. If the victim was a dependent child, and the spouse has been found by the installation/garrison commander or designee in the rank of 04 or higher to have been an active participant in the conduct constituting the criminal offense or to have actively aided or abetted the soldier in such conduct against that dependent child, the spouse, or dependent child living with the spouse will not be paid transitional compensation.

d. Notification. The spouse is required to notify the USACFSC and the Defense Finance and Accounting Service-Denver Center (DFAS/DE/FRBS), 6760 East Irvington Place, Denver, Colorado 80279–6000 within 30 calendar days of remarriage or the date the soldier begins residing in the same household as the spouse or dependent child. Dependent children (or if applicable, the individual receiving payments under paragraph F–1*b*(5)) are required to notify the USACFSC and DFAS/DE/FRBS within 30 calendar days of cohabitation with the soldier or ineligible spouse.

e. Annual certification. The spouse will also annually certify to DFAS/DE/FRBS on a certificate of eligibility that he or she has not remarried and has not been cohabitating with the soldier. The certificate of eligibility will be sent to the spouse by DFAS/DE/FRBS on an annual basis. Dependent children (or if applicable, the individual receiving payments under paragraph F–1*b*(5)) will annually certify via the certificate of eligibility process that they are not cohabitating with the soldier or ineligible spouse. The DFAS/DE/FRBS will notify the USACFSC by memorandum about cases of remarriage or cohabitation.

F–6. Commissary and exchange benefits

a. Recipients are entitled to use commissary and exchange stores while receiving their payments. They are allowed the same commissary and exchange privileges as a dependent of a member of the Armed Forces on active duty for a period of more than 30 days.

b. If a recipient eligible or entitled to use the commissary and exchange stores under paragraph F–6*a* is also eligible or entitled under another provision of law, eligibility and entitlement will be determined under the other provision of law and not under paragraph F–6 *a.*

F–7. Identification (ID) cards

Recipients should request ID card(s) from the nearest military ID card issuing facility when they are no longer entitled to ID card(s) as dependents of active duty soldiers due to divorce or implementation of the soldier's discharge for dependent abuse. The recipient will present the payment authorization letter from the USACFSC to the chief of the ID card facility or designee in order to receive an ID card for commissary and exchange benefits. The Army Project Office will answer questions from the chief or designee about policy and procedures at DSN 221–4525 or (703) 325–4525.

F–8. Medical benefits

a. A dependent of a soldier who has been separated due to a dependent-abuse offense may receive medical or dental care in facilities of the Uniformed Services or through TRICARE. Receipt of the medical or dental care is subject to the limitations in paragraphs *b* and *c* below.

b. Eligible dependents of a soldier who receives a dishonorable or bad conduct discharge, is dismissed as a result of a court martial, or is administratively separated as a result of a dependent-abuse offense are entitled to medical or dental care for problems associated with the abuse. Entitlement to such care is limited to a period of one year following the soldier's separation and eligibility will be granted only upon request to the patient administration division of the uniform services medical treatment facility where he or she is seeking care. The determination of whether an offense involved abuse of a dependent will be made by the USACFSC.

c. Eligible dependents of a member who is retirement eligible, but who loses eligibility for retired pay because of dependent-abuse misconduct, may receive medical and dental care in accordance with Section 1408(h), title 10, United States Code.

F–9. Claims submission

a. The installation or transitional compensation applicant will mail or fax the application package to the USACFSC (CFSC–SF–A), Summit Centre, 4700 King Street, Alexandria, Virginia 22302–4418. The facsimile number is (703) 681–7236.

b. The package will consist of—

(1) DD Form 2698. The applicant will provide the information in Section I and in item 23 of Section II. The applicant will sign and date item 12, Section I.

(2) A copy of the DA Form 2A (Personnel Qualification Record, Part 1 — Enlisted Peace Time) or other documentation of the soldier's expiration term of service or expiration of active obligated service.

(3) A copy of the court martial promulgating order or the memorandum of intent to initiate an administrative separation.

(4) A copy of the charge sheet or other document that clearly establishes the offense and the relationship between the offender and the victim.

(5) A statement from the installation/garrison commander or designee in the rank of 04 or higher that the applicant has not been charged as an active participant in the conduct constituting the criminal offense against a dependent child.

(6) A Standard Form 1199A, "Direct Deposit Sign-up Form,' completed by the applicant and the financial institution or a voided check/deposit slip with a request for direct deposit. If the applicant does not have an account with a financial institution, the applicant may include a signed request for waiver of direct deposit. "

(7) Court orders in the case of the applicant being the non-parental legal representative of a dependent child-payee.

F–10. Change of eligibility status

The installation/garrison commander or designee in the rank of 04 or higher will notify USACFSC (CFSC–SF–A) immediately by memorandum when actions described in paragraphs F–4*a*(1) and (2) or F–5 occur.

Glossary

Section I
Abbreviations

ACS
Army Community Service

ACSET
Army Community Service Evaluation Team

ACSIM
Assistant Chief of Staff for Installation Management

ADP
Automatic data processing

APF
Appropriated fund

ARNG
Army National Guard

ASA(FM&C)
Assistant Secretary of the Army (Financial Management and Comptroller)

CG, PERSCOM
Commanding General, U.S. Total Army Personnel Command

CG, USACFSC
Commanding General, U.S. Army Community and Family Support Center

COE
Chief of Engineers

CTA
Common Table of Allowances

DDESS
Department of Defense Domestic Dependent Elementary and Secondary Schools

DEERS
Defense Enrollment Eligibility Reporting System

DOD
Department of Defense

DODD
Department of Defense Directive

DODDS
Department of Defense Dependents Schools

DODI
Department of Defense Instruction

DSN
Defense Service Network

FSG
Family support group

HQDA
Headquarters, Department of the Army

ISR
Installation Status Report

MACOM
Major Army Command

MDEP
Management Decision Package

MOA
Memorandum of Agreement

MOU
Memorandum of Understanding

MWR
Morale, Welfare and Recreation

NAF
Nonappropriated fund

OSD
Office of the Secretary of Defense

PCS
Permanent change of station

POC
Point of contact

RC
Reserve Component

SITES
Standard Installation Topic Exchange Service

SJA
Staff Judge Advocate

SSOs
Stability and Support Operations

TJAG
The Judge Advocate General

USACFSC
U.S. Army Community and Family Support Center

USAF
U.S. Air Force

USC
United States Code

USCG
U.S. Coast Guard

USMC
U.S. Marine Corps

USN
U.S. Navy

Section II
Terms

Accepting official
A military member or government employee, or NAF employee who accepts the services of volunteers in a family support program.

Exceptional family member
A family member with any physical, emotional, developmental or intellectual disorder that limits the individual's capability to engage in pursuit with peers and requires special treatment, therapy, education, training or counseling.

Family member
a. The spouse of a sponsor
b. Unremarried widow or widower of a member or former member of a uniformed service.
c. Unmarried child of a sponsor, including an adopted child, stepchild, foster child, or ward, who either—
(1) Has not passed his or her twenty-first birthday;
(2) Is incapable of self-support because of a mental or physical incapacity that existed before that birthday and is (or was at the time of the member's or former member's death) in fact dependent on the sponsor for over one-half of his/her support; or
(3) Has not passed his or her twenty-third birthday, is enrolled in a full-time course of study in an institution of higher learning approved by a Secretary of an executive department specified in 10 USC 1073, and is (or was at the time of the member's or former member's death) in fact dependent on the sponsor for over one-half of his/her support.
d. A parent or parent-in-law of a sponsor who is (or was at the time of the member's or former member's death) in fact dependent on the sponsor for one-half of his or her support and residing in the sponsor's household.

Family support group
An organization of family members (both immediate and extended such as fathers, mothers, aunts, uncles and so forth), volunteers and soldiers belonging to a unit, that together provide an avenue of mutual support and assistance, and a network of communication among family members, the chain of command and community resources.

Lending closet service
The temporary loan of household items to assist soldiers and their families.

Nonappropriated fund instrumentality
A U.S. Government organization and fiscal entity that performs essential Government functions. It is not a Federal Agency. It acts in its own name to provide, or assist other DOD organizations in providing MWR and other programs for military personnel, their families, and authorized civilians. It is established and maintained individually or jointly by two or more DOD components. As a fiscal entity, it maintains custody of and control over its NAFs, equipment, facilities, land, and other assets. It is responsible for the prudent administration, safeguarding, preservation, and maintenance of those APF resources made available to carry out its function. With its NAFs, it contributes to the MWR programs of other authorized organizational entities, when so authorized. It is not incorporated under the laws of any State or the District of Columbia and enjoys the legal status of an instrumentality of the United States. NAFIs are not "persons' subject to federal trade and antitrust laws, and they are not subject to State regulation or control in the absence of specific authorization in a Federal statute."

Sponsor
A person on active duty or who is retired from military duty, a member of the Army National Guard or U.S. Army Reserve when on active military duty, or a person employed by the Army as an appropriated fund employee.

Unit services strategy
A service delivery approach to support soldiers and families through their units. Goals include connecting each military unit with ACS services; providing a visible ACS staff member for unit chain of command on ACS services; identifying and addressing soldier and family needs effectively and quickly; and enhancing unit skills on how to support soldiers and families.

Volunteer
Any person who provides voluntary services according to this regulation without compensation.

Section III
Special Abbreviations and Terms
This section contains no entries.

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