



**Tools for FRSA's and
Family Readiness Groups:
*Where to Find the Best Information***



Purpose of this briefing:

- ∅ Provide an overview of USAREUR G1 MPPD Family Readiness Program functions**
- ∅ Identify resources to help you succeed at your job**
- ∅ Discuss websites, guides and resources that provide the best information**



Elements of USAREUR G1 MPPD Family Readiness

Program:

- Family Readiness Support Assistants (FRSA)
 - Ø *Includes training, coordinating hiring actions with units, providing program oversight, communications, program website, briefings to RDCs, etc.*
- Proponency for AE 608-2 and other family readiness policies; Serve as family readiness SME
- Coordinate Senior Leader Spouse VTCs
- Quality of Life Initiatives (FranklinCovey® 7 Habits Training)
- Liaison with IMCOM-Europe staff and programs
 - Ø FRG leader training and support is IMCOM responsibility

- AE PAM 600-8-108 provides program overview and job description
- There are currently 80 FRSAs in USAREUR
 - Positions are now TERM except for inactivating units
 - All positions are overhires: GWOT funding is used during deployment (plus 90 days) and OPTEMPO funding is used during other times
- The Family and Morale, Welfare and Recreation Command (FMWRC) now has the lead role in developing an Army-wide Concept Plan for FRSAs
 - USAREUR sent a Concept Plan previously to DA
 - The CP will be staffed among all ACOMS
 - The intent is to create a unified approach across Army Commands



USAREUR - Family is Our Foundation - Windows Internet Explorer

http://www.per.hqusareur.army.mil/frsa/

McAfee SiteAdvisor

USAREUR - Family is Our Foundation



United States Army, Europe Family Readiness Support Assistants

Photo Gallery Home Contact Us

Roles & Responsibilities

Resources

Training

Articles

FAQs

Links

What's New?

Family Readiness Training Conference Coming Soon:
The upcoming FRSA and FRG Leader training is scheduled for April 2008 in Bad Lauterberg, Germany. The objectives of the conference are: To provide updated FRG policy information and FRSA training, provide networking opportunities for FRSAs and FRG Leaders, and discuss success stories and lessons learned. Please stay tuned to the FRSA Support Report, FRSA program AKO portal, and the FRSA website for updated details.

FRSA Job Objectives:
FRSA supervisors are encouraged to involve



Hot Topics

Use of FRG Funds - Memo
New USAREUR policy covers the use of FRG funds. Click for more info.

Financial Non-support of Family Members
The USAREUR IG distributed an info gram dedicated to steps commanders should take in the investigation of financial non-support of Family

News View All

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Internet 100%



Army in Europe
Pamphlet 600-8-108

Family Readiness Support Assistant Guide



Family-Focused

Team-Based

USAREUR
February 4, 2008

FRSA SUPPORT REPORT

Family Readiness Support Assistants
"Family is Our Foundation"

Volume 2, Number 2

In This Issue

- PCS With TDY En Route- Movement of Family Members and Retention of Quarters, Allowances, and SOFA Status
- TaxCut Basic Online for HRB Basic is now available through Military OneSource
- Fuel Station Card in Germany
- Establishment of environmental protection zones for roads changes for drivers in Germany
- Family Readiness training conference coming soon

PCS With TDY En Route- Movement of Family Members and Retention of Quarters, Allowances, and SOFA Status

The movement of Family members (dependent sponsors) are performing temporary duty (TDY) permanent change of station (PCS) was a top last Army in Europe Family Action Plan Study Conference. This memorandum establishes that is consistent with the housing manual the newest edition of AR 420-1.

TaxCut Basic Online

Military OneSource is now prepare and file your tax returns.

- The service is simple and easy to use.
- It is simple and easy to use.
- It is simple and easy to use.
- You must access the software to prep information to file.
- If you used an software to prep information to file.
- If you used an software to prep information to file.

HQ USAREUR, G1 Soldier and Family Readiness
MAJ Heidi Whitecarver Chief, Soldier and Family Readiness
Gabby Galvin FRSA Program Assistant

USAREUR
January 3, 2008

FRSA SUPPORT REPORT

Family Readiness Support Assistants
"Family is Our Foundation"

Volume 2, Number 2a

In This Issue

- Additional Guidance for Free Childcare for FRG Members and Activities
- Service performance objectives for FRGAs on the FRSA program AKO portal
- Family Readiness training conference coming soon
- Military OneSource Short-Term Solution Forward Telephone (STW) (Consultant) Overview Webinar

Additional Guidance for Free Childcare for FRG Meetings and Activities

What constitutes FRG Meetings and Activities for eligible childcare?

Family Readiness Group Meetings: regularly scheduled FRG meetings which are open to all members requiring childcare in order to attend are authorized free childcare as coordinated by the FRG and CYS.

Family Readiness Group Activities: These are activities that support the three C's of the FRG mission: CARE, COMMUNICATION and CONCERN.

CARE: Activities that support the Soldiers, volunteers of the CARE TEAMS offering immediate short term support (comfort, meals, childcare, transportation and home care assistance as needed) when the unit suffers a casualty.

COMMUNICATION: Activities that promote mutual support to the official information to the FRG members.

CONCERN: Activities that promote mutual support to the FRG members (not more than 2 hours).

Sample performance Job objectives for FRSA's

To all FRSA's: login to the FRSA program AKO portal under FRSA File Sharing/FRSA sample performance OBI's to view FRSA sample job objectives. And the FRSA website under Resources/FRSA Guides. Feel free to make adjustments as you and your supervisor deem appropriate.

Supervisors are encouraged to involve FRSA's in the development of their job objectives and identification of applicable contributing factors and weighting. Supervisors are the final approval. Job

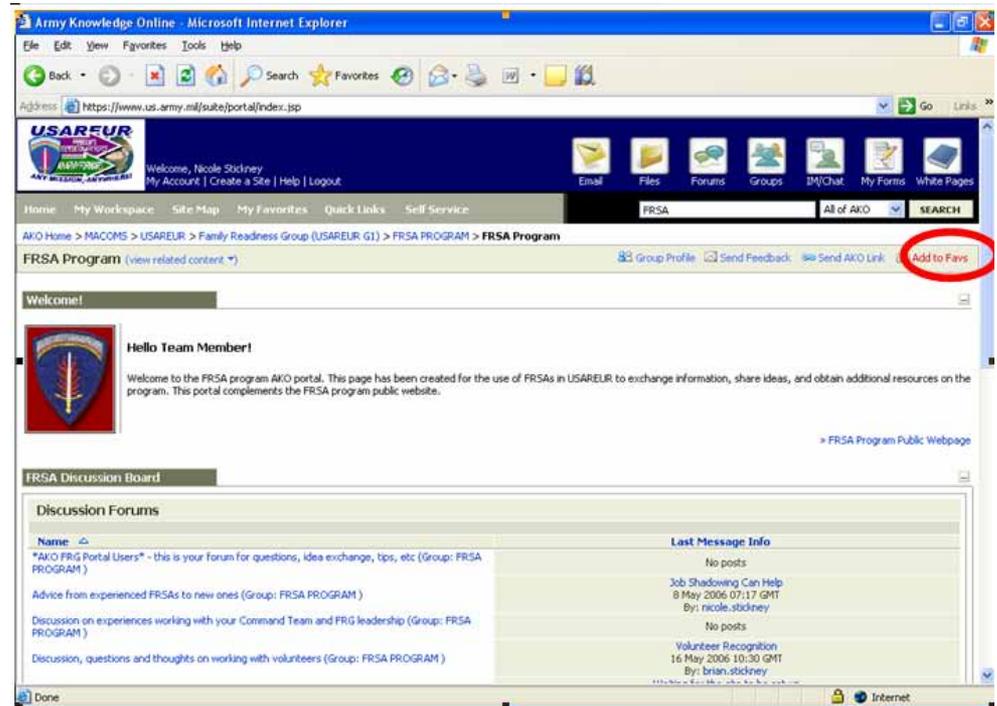
NO USAREUR, G1 Soldier and Family Readiness
MAJ Heidi Whitecarver Chief, Soldier and Family Readiness
Gabby Galvin FRSA Program Assistant

We Welcome our New FRSA's to the Team!

- USAREUR G1 has developed an on-the-job training checklist:
 - **Training:** job shadowing, AFTB classes, FRG Classes at ACS (and online), RDC training about ACS (at www.myarmylifetoo.com) and vFRG system training
 - **References:** Blue Box, Websites, Unit FRG SOP, FRSA Continuity Book
 - **Program Information:** Website, AKO Portal, Past E-Newsletters
 - **Additional resources:** Army Skillport, Army Civilian Classes
 - **Agencies / individuals to work with:** Unit and Community Chaplains, Army Volunteer Corps Coordinator, ACS Mobilization and Deployment Specialist, Community Agencies
- vFRG (www.armyfrg.org) Training:
 - Webinar Training
 - Training Modules on the Site
 - Administrator's Guide provides step-by-step instruction



- Only accessible to FRSAAs
- File sharing opportunities
- Forum for discussions, Questions/ Answers, etc.
- Post program materials and archives such as FRSA Support Report Newsletters



- For FRG leaders, FRSAs, FRLs, Commanders, etc.
- Has limited access – but all you need to do is register and have a current AKO account
- Sharing across the Army (including Reserve Component, National Guard, etc)
- Excellent first resource for ideas, products
- Share best practices, challenges, etc.
- Great community of new and experienced FRG leaders and FRSAs helping one another

<http://frg.army.mil>



Military One Source

- Articles can be reprinted in FRG newsletters
- Covers a wide variety of topics of interest to Military Families
- Offers free translation services
- Download or request through the mail: booklets, articles, Audio CDs, DVDs, worksheets, etc.

MyArmyLifeToo.com

- The 'virtual' Army Community Services
- Features articles, general information and a downloads section
- Many online training opportunities including AFTB, FRG basics, RDC

vFRG Webpage – www.armyfrg.org

- FWMRC posts information to the site for leaders

AFTB

- It's helpful to refer back to the materials provided through AFTB



- ACS (*naturally!*)
- Clubs, Organization and Programs
 - Red Cross
 - Community Spouses' Club
 - Child and Youth Services
- Garrison Staff
- Unit or Garrison Chaplain
- Patient Liaison, Tricare Reps
- Military Family Life Consultants
- *Each other*



AE 608-2 revision includes:

- Ø Improved funding guidance (fundraising & fund uses)
- Ø Clearer definition of roles / responsibilities of Commanders, FRG leaders, FRLs and FRSAAs
- Ø Information on FRSA program
- Ø Definition of FRG Senior Advisor
- Ø Newsletter distribution and content
- Ø Clarified guidance on developing Family Readiness Plans
- Ø Website policy



Keys to Successful and Fun FRG Meetings

- Be prepared, be prepared, be prepared!
- Provide time for mingling and socializing...
- FRG meetings is to allow members to meet...
- Choose a comfortable, easy-to-access location...
- Consider childcare issues and arrange for...
- Keep the official portion of meetings to...
- Make meetings fun AND informative so...
- Come (no one likes to leave an FRG meeting...)
- Keep a predictable schedule (for example,...
- Keep the same day in the week, in the first, second...
- Encourage participation by all!

Meeting Planning Checklist

Pre-planning:

- ✓ Determine date, time, location, meeting purpose and theme.
- ✓ Coordinate with FRG co-leaders and FRG...
- ✓ Find substitute to take notes if secretary...
- ✓ Reserve room
- ✓ Advertise meeting (date, location, time)...
- ✓ Agenda 2 weeks in advance
- ✓ Inform commander, FRSA and Senior FRG...
- ✓ Go to military one source (MOS) and...
- ✓ written articles you can download and print...
- ✓ allow 7-14 days for shipping
- ✓ Arrange childcare and geriatric-based...
- ✓ Attend community and geriatric-based...
- ✓ meetings to obtain information for the...

The week before:

- ✓ Confirm with guest speaker
- ✓ Confirm childcare arrangements
- ✓ Confirm FRSA and Senior FRG...
- ✓ Give handouts to FRSA...
- ✓ Gather all materials needed
- ✓ Get info from FRSA...
- ✓ Ask key callouts...
- ✓ phone, call on...
- ✓ meetings to remind them...
- ✓ Ask commander for an...
- ✓ Prepare name tags...
- ✓ Prepare for the...

After the meeting:

- ✓ Send out thank you notes
- ✓ Follow up on questions...
- ✓ Send out meeting summaries...

Keys to Easy & Effective FRG Newsletters

Tips on writing good newsletters:

- Plan out the newsletter before you begin & decide what to include considering the audience's need & interest level
- Remember, your newsletter can be a powerful tool to help Families understand the unit's mission & utilize resources
- Ask for contributions from regular and guest columnists; give them adequate time to meet your deadline
- Use clear, concise writing
- Be consistent in timing the newsletter and in content—for example, if you decide to list birthdays, anniversaries, births, promotions, etc. be certain that you don't leave anyone out
- Remember to edit your writing! Don't rely on spell-check but have another person look over your work; write many drafts to create the best possible product
- Include the most important information at the beginning of your newsletter
- Be concise—get information out while it is still "fresh" & remember to be distributed information that needs to be distributed very quickly, rather than waiting to put it in the newsletter
- Take a team approach—ask several people to collaborate; also have a backup plan in case conditions are missed
- Avoid acronyms (and define them if you must use them)
- Use simple, understandable terms
- Avoid using terms that may not be understood

Where to go for information and articles:

- Your local community calendar
- Subject matter experts at ACS (ask for custom articles or permission to reprint articles they have already written)
- The website www.myarmyofspoon.com including the news and announcements sections
- Military One Source (www.militaryonesource.com) - reprinting from MOS is allowed but never shorten the articles, provide full citation
- The "Support Report" e-newsletter from USAREUR, G1
- Agencies and clubs in your community, such as a Spouses' Club, the BOSS Program, American Red Cross, USO, etc.
- Newsletters you receive from military and private sources (if reprints are permitted) - check for online subscriptions
- Feature regular columns from the unit Commander, 1SG or CSM, FRG leader(s)
- The USAREUR website, www.hqsaur.army.mil

Just starting out with your newsletter? It's not necessary to make your newsletter very complex or detailed... a simple communication piece that connects the Command, FRG and Family Members could be just a page or two. Don't try to take on too much, but do find a way to be consistent, informative and reach Families. Think about how to keep the newsletter sustainable.

Distribution: snail mail or email?

Advantages of Email distribution:

- Distribute immediately (versus waiting for the mail to be delivered)
- Send a colorful newsletter (printed copies are usually black & white unless you have big budget for color copies)
- Less time & cost in creating copies, stuffing envelopes, addressing, etc.
- Family members can easily forward the newsletters on to other family members who want copies
- Better for the environment

Advantages of Mail distribution:

- Family Members may be more likely to read a paper copy that they receive in the mail versus an email attachment that they have to open
- Better way to reach family members who don't use email
- Printed copies may feel more "special" since people get so many notices by email... the printed copy is more likely to go up on the fridge, into a deployment scrapbook, etc.

Don't Forget...

- If using e-distribution: all Family Members may not have the program you use, so tell them how to request written copies if needed (or help them find the viewer program)
- Post to your +FRG site
- Give copies to the Soldiers, too
- Use mail merge for easier mailing
- Pre-designed templates & clip art can save time and make it great

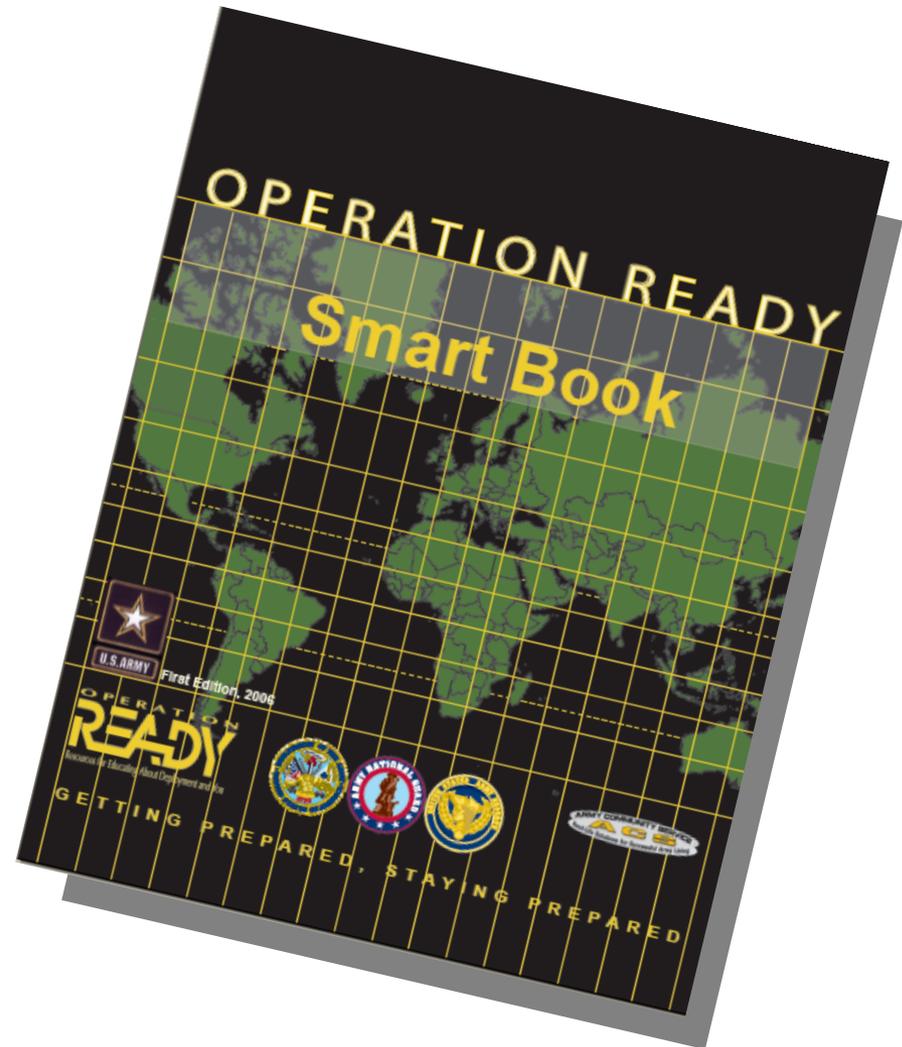
NEW!

Created by Nicole Stockley, USAREUR G1 Sallier and Family Readiness

- Quick Reference guides on two mission-essential activities of the FRG: meetings and newsletters
- Easy-to-use tips, checklists, and creative ideas

OPERATION READY Smart Book (released January 2007)

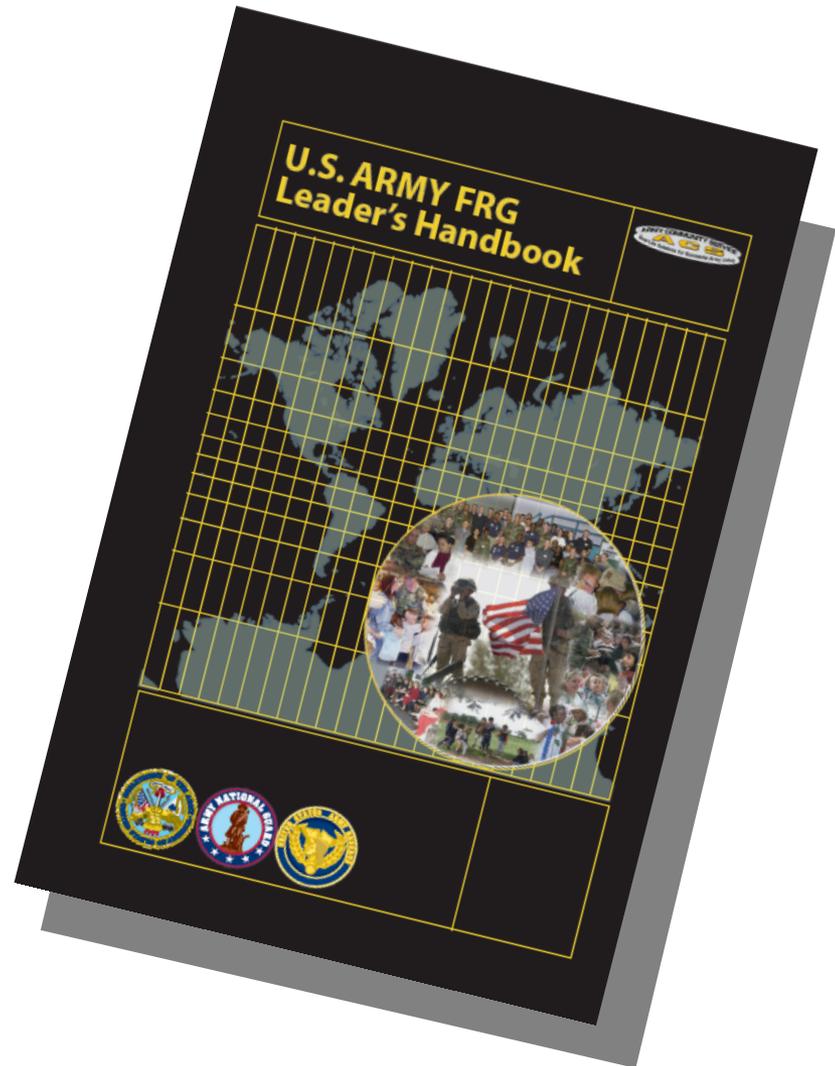
A collection of documents and other items which help aid in FRG operations (sample letters, SOPs, “Coping Skills” sheet, DD forms, etc.)



US Army FRG Leader's Handbook

Sections:

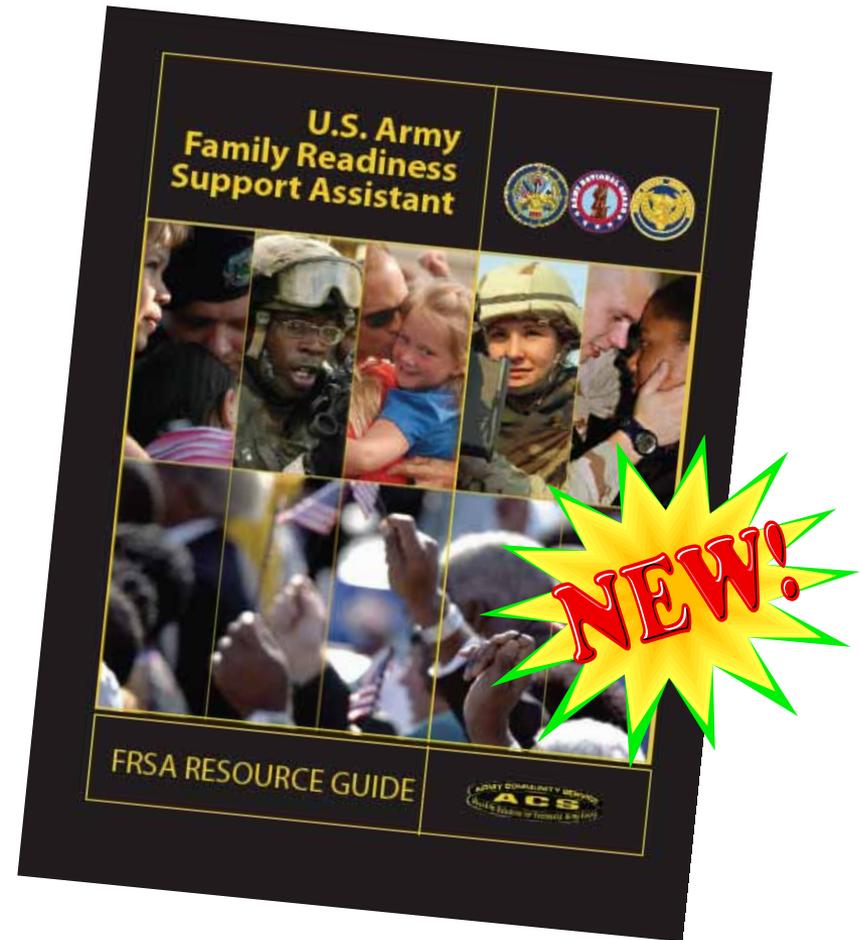
- **Changes Impacting FRGs**
- **What FRG leaders need to know**
- **Areas of FRG leader's responsibilities**
- **Role and Activities of the FRG in Deployment Cycle**

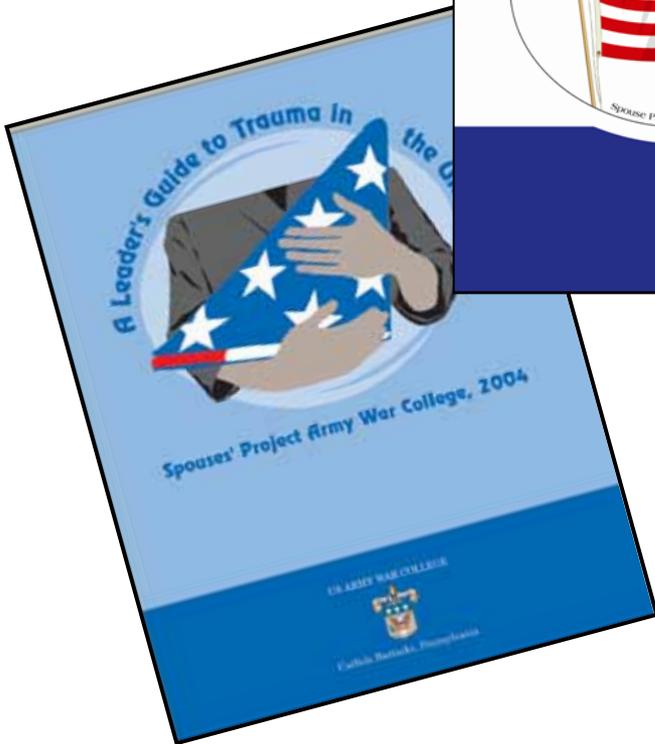


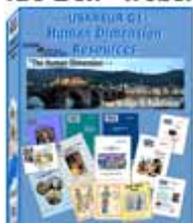
FRSA Resource Guide

First-level resource for
FRSAs

**USAREUR has issued
supplementary guidance
(more detailed and
descriptive)*







- **Blue Box**
- **Welcome to Germany Video**
- **Various websites by G1 (Post reintegration, SAPR, Army Values, Bereavement website, etc)**
- **EUR Army Magazine**
- **Public Affairs info**





HONOR
LIVE UP TO ALL
THE ARMY VALUES



USAREUR COMMUNITY RESOURCE GUIDE

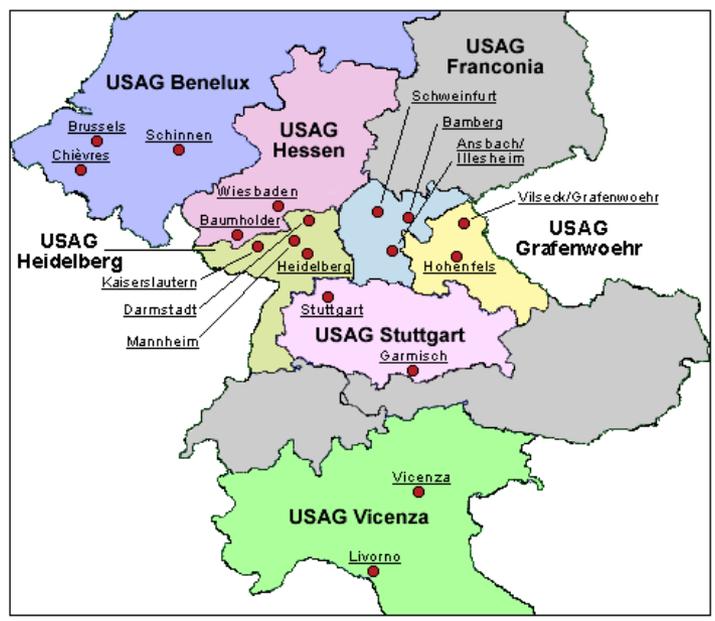
To Help Recognize and Resolve Soldier, Civilian, and Family Member Challenges

- [Home](#)
- [Leaders](#)
- [Family](#)
- [Children](#)
- [Links](#)

Welcome to the USAREUR Community Resource Guide Website!

Here you will find community specific resource guides to help recognize and resolve Soldier, Civilian, and Family Member issues, concerns, and challenges.

Select the resource guide for your community by clicking the community name on the map.



Webmaster
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USACHPPMEUR
Readiness Thru Health
Last update: 8 Aug 07

USAREUR G1 - "The Human Dimension" - Windows Internet Explorer

http://www.per.hq.usareur.army.mil

USAREUR G1 - "The Human Dimension"

USAREUR G-1 - THE HUMAN DIMENSION Helping Commanders Take Care of Soldiers, Civilians, and Their Family Members

Home
 G1 Biography
 Contact Information
 G1 Programs & Functions
 Voting Assistance Info
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 External Links

WELCOME TO THE HUMAN DIMENSION

Welcome to the USAREUR G1 Website

The USAREUR G1 advises the USAREUR Command Group, USEUCOM, HQ USAREUR/TA Staff offices, and USAREUR commanders on military and civilian personnel policy and management, equal opportunity, occupational health, employment programs, and warfighting and contingency plans to support military personnel, civilian employees, family members, and retirees in the European theater.

19 Oct 06 - USAREUR Blue Box wins global recognition

Hot Topics

- USAREUR Clarifies Leave and Pass Policy
- Army Self Assessment Language Survey
- New Environmental Emissions Program

Click here to visit the "Blue Box" website

Welcome to Germany!

Only 231 days until the General Election!

CALL: 1-800-342-5647 (ICONS) OR 484-630-5508 (ICONS) COLLECT AVAILABLE 24/7

Military OneSource

WELCOMER
 DISCLAIMER & SECURITY INFO
 ACCESSIBILITY STATEMENT

100%

Family Focused Information Website - Windows Internet Explorer

http://www.per.hqusareur.army.mil/familyfocus/index.asp

McAfee SiteAdvisor

Family Focused Information Website

One Source Translation Services

Family Focused Deployment Information

USAREUR
RECORD
EVERY DAY
FOR
ANY MISSION, ANYWHERE!

Search

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- Structure & Lingo
- Personnel
- Finance
- Medical
- Legal
- IMA-E
- PAO
- MWR
- ACS
- CYS
- DODDS
- AAFES
- Commissary
- Lessons Learned
- Links
- Hardcopy Order
- Children
- Translation Svcs

Family Focused Guide

1. Families have been and will continue to be a cornerstone of support for our Soldiers and civilians. During deployment we ask that you take on additional roles, roles which enable deployed Soldiers and civilians to concentrate fully on their missions with the knowledge and confidence that all is well on the "home front." Experience tells me that a good measure of the success achieved by our soldiers in combat is due to the incredible support given by our families.
2. You remain a part of our great European community in the absence of your loved ones. You do this while maintaining the home, taking care of the children, paying the bills, supporting each other, and in many cases working a full time job outside the home. In order to ease your burden while your loved one is deployed, I will ensure that your commanders and support personnel work hard to assist you in every way possible.
3. This guide is designed to provide you with useful information that is easily available at your fingertips. I offer you my grateful appreciation for your dedication and support. Thank you for everything you do to keep our USAREUR team together and ready to accomplish Any Mission, Anywhere.

David D. McKiernan

Done Internet 100%

Remember, FRGs have recently gone through many changes. Please keep this in mind when you (or others) are looking at older resources. Be wary that you may be looking at OLD guidance.

Clues:

- **“Family Support Group”**
- **Reference to old websites that no longer exist (www.goacs.org)**
- **Date of Publication**

If it's old....dump it out!

Also be aware of official documents verses “opinion” documents



Recap:

- ∅ Provided an overview of USAREUR G1 MPPD Family Readiness Program functions**
- ∅ Identified resources to help you succeed at your job**
- ∅ Informed you of new policies, procedures and resources**



Questions?

