

Department of the Army
Headquarters, U.S. Army Garrison
462 Hamilton Road, Suite 120
Fort Sill, Oklahoma 73503
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*Fort Sill Regulation 608-5

Personal Affairs
Fort Sill Family Assistance Plan

Summary. This regulation prescribes policies, responsibilities, and procedures designating responsibilities and to outline services available to Reserve and Active Component Soldiers and their Families before, during and after normal and significant exercises or operations.

Applicability. The guidance in this regulation applies to all eligible military beneficiaries seeking Family assistance services throughout the deployment cycle, during normal stability and support operations and emergency and contingency operations.

Supplementation. Supplements to this regulation are prohibited without prior approval from the Directorate of Family and Morale, Welfare and Recreation (DFMWR), 4700 Mow-Way Road, Suite 100, Fort Sill, OK 73503.

Suggested Improvements. The proponent of this regulation is the DFMWR. Users are invited to send comments and suggested improvements using Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) directly to DFMWR.

Distribution. This regulation is distributed solely through the Directorate Human Resources (DHR), Administrative Services Division (ASD) Homepage at:
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Chapter 1 Introduction

1-1. Purpose. Family Support Service requirements increase significantly during, deployments, mobilizations, contingency operations, training exercises and Stability and Support Operations (SSO). A Family Assistance Plan is required to designate responsibilities and to outline services available to eligible military beneficiaries.

1-2. References:

- a. AR 608-1, Army Community Service (ACS), 22 Dec 2016
- b. AR 600-20, Army Command Policy, 6 November 2014
- c. Deployment Cycle Support Checklist (DCS), DA 7631 FEB 15

1-3. Explanation of Abbreviations and Terms. Abbreviations and terms used in this regulation are explained in the glossary.

1-4. Records Management. Records created as a result of processes prescribed by this regulation must be identified, maintained, and disposed of in accordance with (IAW) AR 25-400-2, The Army Records Information Management System (ARIMS), and DA Pam 25-403, Guide to Recordkeeping in the Army and Title 5 USC 522a, The Privacy Act. Record titles and descriptions are available on the ARIMS website (<https://www.arims.army.mil>).

Chapter 2 General

2-1. General. Readiness is a constant responsibility of all units, Soldiers, and their Family Members. Maintaining Family is a priority at all times since Soldier readiness plus Family readiness equals unit/mission readiness. This plan identifies resources and procedures that are in place at all times as well as those implemented when units mobilize at and/ or deploy from Fort Sill or when directed by the Command Group to support mass casualty, natural disaster operations, evacuations, acts of terror, as well as other contingency operations and SSOs. This plan is applicable to all units assigned to, attached to, or mobilized at Fort Sill. Family support services will be provided to Families of Active Component (AC) and Reserve/National Guard Component (RC) forces. Family Assistance plans and delivery systems will be coordinated, realistic, flexible and in place prior to mobilization, deployment and contingency operations.

2-2. Objectives. The plan's objective is to ensure that essential services are known and readily available to Soldiers and Family Members whether the Soldier is mobilized/ deployed (or preparing to do so), on a training mission, supporting a contingency operation or here at Fort Sill.

2-3. Responsibilities.

a. Installation/Garrison Commander. Overall responsible for Fort Sill's Soldier and Family Readiness; ensures availability and implementation of a Family assistance system that in addition to continually available resources and training will provide enhanced Family assistance during local or national emergencies, mobilization, large-scale deployments, contingency operations and SSOs. Gives order to activate the Emergency Family Assistance Center (EFAC).

b. Director, Family and Morale, Welfare and Recreation (DFMWR). Ensures there is a comprehensive Family assistance plan of continually available resources and training and address all levels and phases of mobilization, deployment, contingency operations and SSOs. Recommends activation, or if the situation dictates, directs activation of the EFAC.

c. Director, Army Community Service (ACS) Responsible for developing the base Family assistance plan. Reports resource requirements to Installation/Garrison Commander through and with coordination/approval of the Director of Family and MWR, appoints Family Assistance Officer (FAO) for emergency management of EFAC. Recommends activation, or if the situation dictates, directs activation of the EFAC.

d. Mobilization, Deployment and Stability Support Operations Program Manager (MD,SSO) Supports continually available and emergency Family assistance endeavors, resources and training May serve as the FAO, activating the EFAC as prescribed by the Fort Sill Family Assistance Plan and upon order from the Installation/Garrison Commander. Provides training, support and assistance to Commanders, Rear Detachment Commanders (RDC) and Family Readiness Groups (FRG) and ensures that a comprehensive, realistic, effective and coordinated assistance delivery system is in place. Provides Rear Detachment Commander and FRG Leader Training to personnel serving in those positions. Recommends activation of the EFAC.

e. Unit Commander. Responsible for unit's Soldier/Family Readiness Program. Implements unit level Family Readiness Plan covering periods of non-deployment, deployments, separations and reunions. The plan should address assistance during normal operations as well as contingency and emergency operations. Appoints Rear Detachment Commander, Family Readiness Liaison (FRL), FRG Leader and other key FRG volunteer positions and ensures those personnel receive training for their respective positions. Ensures Soldiers complete Fort Sill (FS) Form 363a, Family Assistance Information Sheet, yearly and within 30 days of deployment. Ensures Soldiers and Families receive information and support indicated on Deployment Cycle Support Checklist, DA 7631/Feb 2015 to ensure ongoing unit and Family readiness in support of overall mission readiness.

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f. Rear Detachment Commander. Same duties and responsibilities as unit commander in his/her absence from the Garrison.

g. Family Readiness Liaison (FRL). Supports Commander's Family readiness goals. Serves as a link between the FRG Leader, Officers and members and the Commander/Rear Detachment Commander. Acts as a resource for Commanders, FRG Advisors, Unit/FRG Leadership, Soldiers and Family members. Supports Unit Commander/RDC in implementing the unit Family Readiness Program and Plan.

h. FRG Leader. Serves as a link between the unit leadership and Family members, immediate and extended, during normal operations contingencies and deployment/redeployment. This includes all Families/Soldiers identified stakeholders regardless of whether they remain at Home Station or move to another location. Serves as conduit for command information on deployment/redeployment dates and changes in unit's status or mission. Facilitates and/or coordinates briefings, activities, and encourages mutual support among Family members.

2-4. Concept. Soldiers who are confident their Families will be cared for during military operations and in emergencies will be better prepared for those situations. Upon activation, the Fort Sill and Joint State Area Command (JSAC). Family Assistance Centers (FACs) will become the principle sources for Family support.

a. JSAC has been tasked by U.S. Army Forces Command (FORSCOM) to establish a network of FACs throughout their respective states. Their FAC locations are based on military population densities and will primarily be located in National Guard Armories and Army Reserve Centers. The primary objective of the JSAC FAC is to support Families of mobilizing Soldiers as close to their hometown or residence as possible, while limiting the impact on installations where requirements to support the mobilization effort and installation security will be a primary focus. Fort Sill's primary Area of Responsibility for service is a 50-mile radius of the installation, IAW AR 608-1.

b. Fort Sill's primary responsibilities for Family assistance:

(1) Provide routine, essential and emergency services to Families and Soldiers stationed at Fort Sill and/or mobilizing and deploying from the installation.

(2) Provide essential and emergency assistance to Families and Soldiers affected by mass casualty, natural disasters, evacuations, acts of terror and other contingency operations.

(3) Provide support to JSAC EFACs as identified during planning coordination prior to emergency situations.

(4) Provide an alternate EFAC, should Fort Sill close or the primary location is compromised, that will operate in the local community to provide emergency assistance to Family members who follow mobilizing Soldiers to the installation.

**Chapter 3
Execution**

3-1. Execution. The Family Assistance Plan consists of normal operations/non deployment support and three 3 phases; Deployment Support Pre, Deployment, Deployment/Sustainment, Post Deployment and Reintegration:

a. Normal Operations/Non-Deployment Periods. ACS will:

(1) Support and assist unit commanders in establishing readiness groups by providing training, information, resources and assistance in support of ongoing Family Readiness. This includes the services listed below however not specific to deployment/redeployment and emergencies/contingencies.

b Phase I Pre- deployment of Alert for Deployment. ACS will:

(1) Support and assist unit commanders in establishing readiness groups by providing training assistance in locating meeting facilities, information and resource referrals.

(2) Attend IPR's with agency and Unit Leadership to coordinate completion of tasks in association with deployment for Soldiers and Families as they relate to ACS/IMCOM requirements and the promotion of Family readiness.

(3) Participate in Soldier Readiness Processing (SRP) to ensure Soldiers receive information about ACS available programs/resources. Facilitate the completion of the Family Assistance Information Sheet (FAIS) with FRG's and/or during SRP. Provide unit with information regarding any high risk Soldiers/Families identified from FAIS form, emails, phone calls, etc. Provide assistance to the unit in providing resource Soldiers/Families as applicable. .

(4) Assist commanders with coordination multi agency resource briefings or information expositions to provide information/material on services and assistance available to Soldiers/Family members.

(5) Facilitate presentation of IMCOM specific Deployment Cycle Support (DCS) IAW DA 7631 required offerings to Soldiers and Families including deployment resilience for Families/Couples. OPREADY preparedness trainings and Readiness Essential for Army Leaders (Real) FRG training. See Appendix C for timelines and trainings required/available.

(6) Coordinate with Military Family Life Counsels to secure their support of deployment and other unit training Family Readiness needs.

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(7) Provide orientation for RC units and their Families about available assistance upon unit activation and individual mobilization as requested. This service also applies to deploying emergency essential civilian employees and their Families.

(8) Participate in mobilization and casualty exercises to test the ability of the organization to provide necessary services.

(9) Assist single parents, dual military parents, and dual emergency essential civilian couples in developing a Family Care Plan (FCP) for deployment as requested.

(10) Coordinate with local/state human service assistance agencies as needed.

(11) Coordinate with State Adjutant General and appropriate United States Army Reserve (USAR) Regional Readiness Commands to determine the number of RC Family members eligible for ACS support. .

(12) Identify Families with major problems requiring special assistance and support through unit consultation, FRG training and the SRP, and inform the unit of resources/recommendation to support.

(13) See Appendix C for recommended trainings and timelines in support of Family readiness during normal.

c. Phase II: Deployment/Sustainment. ACS will:

(1) Activate and operate Emergency Family Assistance Center (EFAC) as necessary. (See the Installation Emergency Operations Plan and ACS EFAC SOP). EFAC Agencies should consider the following assumptions.

(a) There will be minimal warning time for activating the EFAC.

(b) Requests for information and assistance will begin during Phase I and will increase through each phase or level of the impacting operation.

(c) Mobilized RC Soldier Families will have the least amount of pertinent information and will require the greatest amount of initial support through a combined effort of their unit, Army Reserve Regional Readiness Commands (RRC's), JFACs and/or Fort Sill.

(d) Mobilized Soldier Families, although not authorized to do so, may follow the sponsor to Fort Sill seeking information, assistance and services.

(e) Access to Fort Sill may be severely restricted. Nonresident Family members may be denied entrance to the installation due to increased security requirements, large troop concentrations or environmental conditions.

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(f) Coordination with local military and civilian agencies for emergency food, shelter, medical support, transportation and financial assistance for large numbers of Family members may be required.

(g) Volunteers and volunteer services may be reduced due to Family requirements when a Soldier deploys.

(h) Mobilized RC Soldiers may arrive at Fort Sill with incomplete administrative, financial or legal requirements necessary to ensure Family functioning.

(i) Inadequate Family Care Plans (FCP) for AC/RC Soldiers may require additional administrative and legal support, and could impact negatively on installation childcare services.

(j) Normal agency operations may need to be cancelled or adjusted to accommodate the situation, especially during emergency and contingency operations.

(k) Assistance will need to be provided to Commanders, Units, FRGs, Soldiers and Families in the form of support, service, education and training from all ACS programs as applicable and necessary.

(2) Assist the Casualty Assistance Office (CAO) in providing support to survivors, primarily through the Survivor Outreach Services.

(3) Provide support to waiting Families primarily through the Hearts Apart Support Group run by the Relocation Readiness Program.

(4) Provide assistance as necessary or requested to RC Families and Soldiers.

(5) Assist commanders by providing ongoing training for designated Family sponsors through the Relocation Readiness Program's sponsorship training.

(6) Assist Families when relocating through the Relocation Readiness Program.

(7) Serve as a resource for special needs Families through the Exceptional Family Member Program.

(8) Keep commanders abreast of major problems affecting Families.

(9) Keep statistics on services and assistance provided.

(10) Provide other trainings upon request See Appendix C for other recommended trainings, briefings and timelines provided by ACS.

(11) Support the requirements of the Deployment Cycle Support Checklist DA Form 7631 in coordination with the unit and other required supporting agencies.

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d. Phase III: Post Deployment and Reintegration. OPREADY materials and locally produced materials will be used to prepare Family Members for Homecoming and Reunion, Post Deployment and Reintegration. See Appendix C.

(1) OPREADY RESET Training for Soldiers will be conducted prior to departing the Theater of Operations by the unit Chaplains or other designated personnel. See the Deployment Cycle Support Checklist, DA Form 7631 for other tasks that must be completed in Theater prior to re-deploying. Refer to Appendix C for schedule of mandatory and available trainings.

(2) OPREADY RESET Training for Families will be coordinated by the Rear Detachment Commander and FRG Leader for Families within 30 days of Soldiers returning from deployment. Installation staff will be available to facilitate all training. See Appendix C for other trainings and briefings required to be offered and available to support of Families.

(3) Post-Deployment. Before block leave is granted, Soldiers will attend, and Family members will be strongly encouraged/facilitated to attend an overview of the reunion process and expectations; be provided a list of resources, and complete required tasks in the DCS. These tasks must be completed prior to block leave.

(4) Reintegration. RDCs are strongly encouraged to coordinate for follow-up reunion training at the 30-120 day mark after completion of block leave. Recommended training includes: OP READY Together Again; PAIRS Workshop for couples; 7 Habits of Highly Successful People/Families/Teens; 8 Habits of Highly Successful Marriages. Resiliency for Families and others with support from installation agencies. See Appendix C for list of tasks and trainings available/required..

(5) RC Soldiers will receive a Reunion Overview during the Demobilization (Demob) phase, scheduled through the Demob Brigade and Directorate of Plans, Training, Mobilization and Security. Families of RC Soldiers are not normally located near the Demob site, but will be invited to attend. The Mobilization/Deployment Program Manager will follow up with State Family Program Coordinators and RRC.

(6) Recommend Unit Chaplains coordinate with unit commander to conduct a Marriage Enrichment Retreat after the 120 day mark for selected couples primarily from the at risk demographic identified by the unit, Family Advocacy Program or other installation agencies.

e Non-Combatant Evacuation Operations/Repatriation. Non-Combatant Evacuation Operations and Repatriation are deemed to be an extension of the existing Family assistance planning. Actions taken to accomplish these operations will be IAW this plan. Service agencies should be prepared to answer inquiries and respond to the needs of the Soldier and their Family members through the ACS installation program now in existence.

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(1) Repatriation. After Families have been safely evacuated to designated processing centers, names, addresses, and phone numbers of evacuees will be provided to the nearest ACS/FAC. The ACS/FAC will contact all evacuees upon receipt of evacuee names and assess status and needs of the Family to provide services and referrals as appropriate.

(2) Safe Haven Status. The ACS/FAC will continue ongoing contact with all evacuee Families while in safe haven status.

(3) Final destination. The ACS/FAC will provide follow-up contact with evacuees to assess needs and provide Relocation Assistance as needed.

**Appendix A
References**

**Section I
Required Publications**

AR 600-20
Army Command Policy

AR 608-1
Army Community Service (ACS)

Fort Sill Emergency Preparedness Plan

ACS EFAC SOP

**Section II
Related Publications**

Deployment Cycle Support Directive, 21 March 2012

**Section III
Prescribed Forms**

DA Form 7631
Deployment Cycle Support Checklist, Feb 2015

FS Form 363a
Family Assistance Information Sheet, Nov 2015

**Appendix B
Glossary**

**Section I
Abbreviations**

AC

Active Component

ACS

Army Community Service

AR

Army Regulation

ARIMS

The Army Records Information Management System

ASD

Administrative Services Division

CAO

Casualty Assistance Office

DA Form

Department of the Army Form

DA Pam

Department of the Army Pamphlet

DFMWR

Directorate of Family and Morale, Welfare and Recreation

DHR

Directorate of Human Resources

EFAC

Emergency Family Assistance Center

FAC

FAO

Family Assistance Officer

FRG

Family Readiness Group

FRL

Family Readiness Liaison

JSAC

Joint State Area Command

RC

Reserve Component

RDC

Rear Detachment Commander

RRC

(Army Reserve) Regional Readiness Command

SSO

Stability Support Operations

Section II

Special Abbreviations and Terms

MD, SSO

Mobilization, Deployment & Stability Support Operations

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Training/Briefing Title	Pre			Deployment/Sustainment				Post		
	-180	-90	-30	0	90	180	270	+5	+30	+120
PAIRS (ICW FAP/Chaplains)										
7 Habits of Highly Effective People										
7 Habits of Highly Effective Families										
8 Habits of a Successful Marriage										
7 Habits of Highly Effective Teens										
AFTB Level 1, Level 2, and Level 3										
ACS Overview										
Family Violence Prevention (FAP)										
Financial Topics										
Family Member Employment Overview										
Survivor Outreach Services Overview										
FRG Leadership Trainings										
CDR/Rear Detachment Training										
Family Readiness Liaison Training (mandatory position, remains with Rear D)										
Key Caller Training										
Care Team Training										
Pre-Deployment Resiliency Training for Spouses/Couples										
Planning for Separation- Tips and Tools										
Financial Planning for Separation										
Emotional Cycle of Deployment/ Coping with Separation										
Pre Deployment Mini Brief/ Agency Resource Expo										
Children and Deployment/Separation										
R&R Expectations (deployment & children/family) for Soldiers prior to R&R leave (in theater)										
R&R Expectations-(OPREADY) for Families/children (prior to Soldier R&R)										
Preparing to Be Together: Communication with Spouses Family & children- Soldiers (in theater)										
Preparing to Be Together (Reunion & Reintegration)- Family Members										
Post-Deployment Resiliency Training for Spouses/Couples (can be done before or after block leave)										
Children and RESET										
Good anytime and available upon request or routinely scheduled throughout the year										
Strongly recommended at the specified time frame										
Mandatory at or before the specified time frame										

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