

Department of the Army
Pamphlet 608-17

Personal Affairs

Instructions for Implementing Army Community Service Accreditation Program

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SUMMARY of CHANGE

DA PAM 608-17

Instructions for Implementing Army Community Service Accreditation Program

This rapid action revision, dated 15 January 2008--

- o Prescribes DA Form 7513 (Army Community Service (ACS) Accreditation Score Sheet), which supersedes DA Form 7513-R (app B-3).
- o Revises Army Community Service accreditation standard interview questions (app D-1).
- o Changes accreditation standard number to 10000.7 (app D-2a).
- o Changes accreditation standard number to 20000.3 and revises paragraph to include the Family Advocacy Program Prevention Plan (app D-2b).
- o Changes accreditation standard number to 40000.2 (app D-2c).
- o Changes accreditation standard numbers and revises accreditation standard interview questions (app D-3).
- o Deletes the Army Family Action Plan (app D-4).
- o Changes accreditation standard number to 10000.2 and revises accreditation standard interview questions (app D-4).


Personal Affairs

Instructions for Implementing Army Community Service Accreditation Program

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History. This publication is a rapid action revision. The portions affected by this rapid action revision are listed in the summary of change.

Summary. This pamphlet provides instructions for implementing the Army Community Service Accreditation Program.

Applicability. This pamphlet applies to the Active Army, the Army National

Guard/Army National Guard of the United States, and the U.S. Army Reserve, unless otherwise stated. This pamphlet applies to Army retirees and Army appropriated and nonappropriated fund employees.

Proponent and exception authority. The proponent of this pamphlet is the Assistant Chief of Staff for Installation Management. The proponent has the authority to approve exceptions or waivers to this pamphlet that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this pamphlet by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy

proponent. Refer to AR 25-30 for specific guidance.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the Commander, U.S. Army Family and Morale, Welfare and Recreation Command, ATTN: IM-WR-FP, 4700 King Street, Alexandria, VA 22302-4418.

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

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*This publication supersedes DA Pamphlet 608-17, dated 26 October 2004.

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Glossary

Chapter 1 Introduction

1–1. Purpose

This pamphlet provides instructions for implementing the Army Community Service (ACS) accreditation program.

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 pamphlet are explained in the glossary.

1–4. Definition of accreditation

a. Accreditation is a Department of the Army (DA) process for recognizing ACS centers as having a high level of performance, integrity, and quality. It ensures that Soldiers, civilians, and Families receive consistent levels of quality support regardless of assignment, thus contributing to well-being and mission readiness.

b. The accreditation process provides professional evaluation of the quality of ACS, to include component Family Advocacy Program (FAP) and Exceptional Family Member Program (EFMP) activities.

c. The accreditation evaluation is based on Installation Management Agency (IMA) Region accreditation teams applying DA standards. The U.S. Army Community and Family Support Center (USACFSC) evaluates accreditation team recommendations and makes decision about compliance.

1–5. Size and composition of accreditation team

The IMA Region ACS director or designee serves as the team leader. The director determines the size and composition of the accreditation team. The team consists of representatives from the IMA Region, the Regional Medical Command (RMC), and the USACFSC (ACS). In instances where there is no medical treatment facility (MTF) on the installation, the IMA Region accreditation team leader and RMC will coordinate requirements. All individuals must serve as team members when so designated.

1–6. Primary responsibility of accreditation team members

The primary responsibility of team members is to evaluate overall compliance with accreditation standards. The IMA Region accreditation team leader will train team members using DA accreditation materials.

Chapter 2 Accreditation Standards

2–1. Official policy

a. The standards for accrediting ACS centers are published in AR 608–1, to include component FAP (prevention and treatment) and EFMP activities, AR 608–18, AR 608–75, AR 608–47, and AR 608–48.

b. Team members must accept the standards as DA position and not introduce any personal bias into decisionmaking about a standard in the process of objectively evaluating compliance.

2–2. Format

The accreditation standards are formatted in five major categories (see fig 2–1). Numerals are assigned to each standard to enable user to know where they are in the overall document.

10000 STRUCTURE

- 11000 Criteria for Center
- 12000 Service Delivery Model

20000 OVERSIGHT

- 21000 Internal Review
- 22000 Strategic Planning
- 23000 Recordkeeping
- 24000 Reporting

30000 MANAGEMENT

- 31000 Funding
- 32000 Personnel
- 33000 Training
- 34000 Physical Property Management
- 35000 Marketing

40000 SERVICES

- 41000 Deployment or Mobilization and Stability and Support Operations Readiness
- 42000 Soldier and Family Readiness
(FAP, EFMP, Army Family Action Plan Program, Army Family Team Building Program and transitional compensation for abused dependents)
- 43000 Relocation Readiness
- 44000 Employment Readiness
- 45000 Financial Readiness

50000 VOLUNTEERS

Figure 2–1. Outline of standards format

Chapter 3 Accreditation Checklist

3–1. Key document

DA Forms 7419 (Army Community Service (ACS) Accreditation Checklist), 7419–1 (Family Advocacy Program), 7419–2 (Exceptional Family Member Program), 7419–3 (Army Family Action Plan Program), and 7419–4 (Army Family Team Building Program) are key documents in the accreditation process. They contain standards, indicators for standards, space for compliance ratings, and team member comments.

3–2. Multipurpose tool

a. DA Forms 7419, 7419–1, 7419–2, 7419–3, and 7419–4 are the team’s working documents. They become integral parts of DA Form 7418 (Army Community Service (ACS) Accreditation Report) provided to the USACFSC (CFSC–FP) and the site visited.

b. All the ACS standards and indicators on the checklist are in one manageable unit, thereby providing structure and focus to the process of reviewing compliance to standards. The pattern of ratings serves as a framework for recommending followup and a basis for general discussion during the out-brief.

3–3. Rating of standards

- a.* All accreditation standards will be rated.
- b.* Team members rate each standard for which they have been assigned.
- c.* The entire team reviews all standards for final consensus when a rating of noncompliance is given. The IMA Region accreditation team leader and subject matter expert make final decision when team cannot reach consensus.

d. The accreditation rating schemes are described in appendix B.

Chapter 4 Accreditation Process

4-1. Steps in the accreditation process

a. Notification.

(1) The IMA Region accreditation team leader develops and coordinates a 2-year accreditation schedule with all members of the accreditation team. The IMA Region Director or equivalent forwards the coordinated schedule upon request to USACFSC (CFSC-FP), 4700 King Street, Alexandria, VA 22302-4418. The IMA Region accreditation team leader notifies all team members and the USACFSC (CFSC-FP) immediately when changes are made to the schedule.

(2) The IMA Region Director notifies the garrison commander about the site visit at least 6 months before the visit. The garrison commander forwards a copy of the notification memorandum to the MTF commander. Upon notification, the ACS center (component FAP and EFMP activities) begins self-study using DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4. A sample memorandum on the accreditation team site visit is shown in figure 4-1.

MEMORANDUM FOR GARRISON COMMANDER, FORT XXXX
SUBJECT: Accreditation Team Site Visit

1. References:
 - a. FY____ Accreditation Site Visit Schedule
 - b. DA Form 7419 (Army Community Service Accreditation Checklist)
 - c. DA Form 7419-1 (Family Advocacy Program)
 - d. DA Form 7419-2 (Exceptional Family Member Program)
 - e. DA Form 7419-3 (Army Family Action Plan Program)
 - f. DA Form 7419-4 (Army Family Team Building Program)

2. Reference a, above, provides the schedule for FY____ accreditation team visits. The Army Community Service (ACS) Center at Fort XXXX is scheduled for a visit (day, month, and year). Request your ACS director contact the Installation Management Agency (IMA) Region accreditation team leader to arrange logistics of the visit upon receipt of this memorandum. The accreditation team leader is (name and telephone number).

3. The visit will last____ working days. During this time, the accreditation team will use the DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4, references b. - f., to determine compliance with Department of the Army standards. The accreditation team leader will provide your installation with a verbal report at the out-brief.

4. If your installation meets the requirements for accreditation, a copy of DA Form 7418 will be sent to you and the U.S. Army Community and Family Support Center (USACFSC) (CFSC-FP) within 30 working days after the site visit. If your installation does not meet requirements, _____(name of IMA Region Director) will send an interim report to you and USACFSC (CFSC-FP) for noncompliance fixes within 15 working days after the visit. You will rebut or make necessary fixes within 30 working days of receiving the report. If necessary corrections are made, the IMA Region Director will send the final report to USACFSC (CFSC-FP) within 15 days of receiving response. When a rebuttal is submitted, the procedures in DA Pam 608-17 (Instructions for Implementing ACS Accreditation Program) will be followed. When the garrison commander neither fixes deficiencies nor rebuts within 30 working days after receiving the IMA Region interim report, the IMA Region will send the completed DA Form 7418 to USACFSC (CFSC-FP) within 10 working days after the 30-day suspense. The USACFSC (CFSC-FP) will evaluate the final report and accreditation recommendation. The Commander, USACFSC, will make the decision to accredit or defer accreditation.

5. This memorandum serves as advance notice to allow time for your installation to conduct a self-study using DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4. Please transmit electronically a copy of the self-study and required presite documentation to the IMA Region accreditation team leader at least 45 working days before the on-site visit. If technical assistance is needed prior to the visit, please contact the accreditation team leader.

6. A private working office with telephone, computer, and office supplies is needed for the team.

Signed by IMA Region Director

Figure 4-1. Sample memorandum on accreditation team site visit

b. Self-study.

(1) The ACS center (component FAP and EFMP activities) completes self-study and corrects areas of noncompliance. The component FAP and EFMP activities provide their completed self-study to the installation ACS director, who will provide the final document to the garrison commander. A preliminary request for a rating of nonapplicability and/or exception to policy is submitted with the self-study presite documentation per guidance from USACFSC.

(2) The garrison commander electronically transmits a copy of the completed ACS center (component FAP and EFMP activities) self-study with required pre-site documentation to the IMA Region accreditation team leader at least 45 working days before the on-site visit. The MTF commander is furnished a copy of this transmission. The IMA Region accreditation team leader electronically transmits a copy of the self-study with presite documentation to team members for review at least 30 working days prior to the visit.

c. Site visit.

(1) DA Form 7418 (Army Community Service (ACS) Accreditation Report) will be completed onsite and provided to the USACFSC (CFSC–FP), per paragraphs 4–1c (2) and (3) of this publication.

(2) The IMA Region Director sends the completed DA Form 7418 to the garrison commander and the USACFSC (CFSC–FP) within 30 working days after the site visit if the installation meets accreditation requirements (see appendix B). DA Form 7418 will be transmitted to USACFSC (CFSC–FP) with a memorandum containing the accreditation recommendation. The appropriate block of DA Form 7418 is checked to indicate it is a final report.

(3) If the accreditation requirements in appendix B are not met, the IMA Region Director sends DA Form 7418 to the garrison commander and USACFSC (CFSC–FP) for noncompliance fixes within 15 working days after site visit. The appropriate box of DA Form 7418 is checked to indicate it is an interim report. The garrison commander will rebut to the IMA Region Director or make necessary corrections within 30 working days of receiving the interim report. If necessary corrections are made, the IMA Region sends the completed DA Form 7418 to USACFSC (CFSC–FP) within 15 working days of receiving response from the garrison commander. The appropriate block of DA Form 7418 is checked to indicate it is a final report. When rebuttal is submitted, the procedures in appendix C will be followed. When the garrison commander neither fixes the deficiencies nor rebuts within 30 working days after receiving the IMA Region interim report, the IMA Region sends the completed DA Form 7418 to USACFSC (CFSC–FP) within 10 working days after the 30 day suspense. The appropriate block of DA Form 7418 is checked to indicate it is a final report.

d. Final report accreditation decision.

(1) The USACFSC (CFSC–FP) evaluates the final report and accreditation recommendation for Commander, USACFSC.

(2) The Commander, USACFSC—

(a) Makes a decision to grant or defer accreditation.

(b) Notifies the IMA Region Director of the accreditation decision. When the decision is made to defer accreditation, IMA Regions schedule a re-evaluation of standards for which a rating of noncompliance is given no later than 90 working days within receipt of memorandum from USACFSC deferring accreditation. If standards remain noncompliant after 90 working days, the IMA Regions schedule an accreditation visit in the next fiscal year for a total re-evaluation.

(3) The USACFSC completes the decisionmaking process within 45 working days from receipt of DA Form 7418. The IMA Region accreditation team leader is queried for clarification only.

(4) Accreditation is effective for a period of 3 years.

4–2. In-brief

a. The accreditation team conducts an in-brief with the garrison commander, MTF commander, director of community activities (DCA) and ACS director to begin the onsite review.

b. The following topics should be covered:

(1) Definition of accreditation.

(2) Accreditation process.

(3) Responsibilities of the accreditation team.

(4) Introduction of accreditation team members (provide professional qualifications and experience with the accreditation process).

(5) Questions.

(6) Expression of thanks for cooperation and hospitality.

c. Sample visual presentations for a site visit in-brief are in figures 4–2 through 4–6.

ACCREDITATION TEAM SITE VISIT IN-BRIEF

Figure 4-2. Team site visit

INTRODUCTION

- Definition of Accreditation
- Accreditation Process
- Responsibilities of Accreditation Team

Figure 4-3. Introduction

DEFINITION

- Accreditation is—
 - A Department of the Army process for recognizing ACS centers as having a high level of performance, integrity and quality.
 - Tied to well-being, mission readiness,ISR III and MWR Baseline Mission Box Standards.
 - Effective for a 3-year period
- Teams evaluate compliance with standards to ensure consistent levels of support Army-wide.

Figure 4-4. Definition

ACCREDITATION PROCESS

- *Notification:* IMA Region Director sends memorandum to garrison commander about accreditation 6 months before visit.
- *Self-study:*
 - Installation completes self-study and corrects areas of non-compliance.
 - A copy of self-study with pre-site documentation is provided to team leader prior to visit.
- *Site visit:*
 - Determination of compliance with standards made on-site.
 - Accreditation report is completed and provided to CFSC-FP.
- *Accreditation decision:*
 - CFSC-FP evaluates report
 - Commander, U.S. Army Community and Family Support Center decides to accredit or defer accreditation and notifies IMA Region of decision.

Figure 4-5. Accreditation process

ACCREDITATION TEAM RESPONSIBILITIES

- Act as objective, independent evaluators.
- Document compliance with standards.
- Prepare accreditation report.
- Make accreditation recommendation.

Figure 4-6. Accreditation team responsibilities

4-3. Interviewing personnel

An interview is conducted when listed as an indicator for a standard on DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4. Appendix D contains accreditation interview questions.

4-4. Client case record review

- a.* Careful review of the quality of client case records is essential to the accreditation process.
- b.* Case records should be randomly selected from client files. Depending on the number of active cases, the team member may draw every third, sixth, tenth, or twentieth case record for a minimum of 20 records. The interval used is not as important as the consistency in application of the interval.
- c.* The team should ensure that a representative number of records from each worker are included. If not, the sample should be expanded to account for worker-to-worker variation.

4-5. Out-brief

- a.* The IMA Region accreditation team leader conducts an out-brief for the garrison commander, the MTF commander, DCA, and the ACS director.
- b.* The briefing should include—
 - (1) Introduction and recognition of participants during the accreditation visit.
 - (2) Discussion of strengths and weaknesses.
 - (3) Discussion of followup actions to comply with standards.
 - (4) Next steps in the accreditation process.

Appendix A References

Section I Required Publications

AR 608-1

Army Community Service Center. (Cited in para 2-1.)

AR 608-10

Child Development Services. (Cited in app D-1j.)

AR 608-18

The Army Family Advocacy Program. (Cited in para 2-1.)

AR 608-75

Exceptional Family Member Program. (Cited in para 2-1.)

AR 608-47

Army Family Action Plan (AFAP) Program. (Cited in para 2-1.)

AR 608-48

Army Family Team Building (AFTB) Program. (Cited in para 2-1.)

DODI 1402.5

Criminal History Background Checks on Individuals in Child Care Services. (Cited in app D.) (Available at <http://www.dtic.mil/whs/directives/>.)

Section II Related Publications

This section contains no entries.

Section III Prescribed Forms

Unless otherwise indicated, DA forms are available on the APD Web site (www.apd.army.mil) and DD forms are available on the OSD Web site (www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm).

DA Form 7513

Army Community Service (ACS) Accreditation Score Sheet. (Prescribed in app B.)

Section IV Referenced Forms

DA Form 2028

Recommended Changes to Publications and Blank Forms

DA Form 3063

Army Community Service (ACS) Management Report (RCS ACS-001). (Available at <https://www.acsstaff.org>.)

DA Form 7418

Army Community Service (ACS) Accreditation Report

DA Form 7419

Army Community Service (ACS) Accreditation Checklist

DA Form 7419-1

Family Advocacy Program

DA Form 7419-2

Exceptional Family Member Program

DA Form 7419-3

Army Family Action Plan Program

DA Form 7419-4

Army Family Team Building Program

DD Form 2792

Exceptional Family Member Medical Summary. (Available at <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>.)

DD Form 2792-1

Exceptional Family Member Special Education/Early Intervention Summary. (Available at <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>.)

Appendix B Accreditation Rating Schemes

B-1. DA ACS accreditation standards

These standards address 13 areas: Structure, oversight, management, deployment or mobilization and stability and support operations readiness, FAP, EFMP, AFAP, AFTB transitional compensation for abused dependents, relocation readiness, employment readiness, financial readiness, and volunteers. These areas are listed on DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4.

B-2. Categories

Each standard on DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4 is classified as category 1 (liability, risk to patient/client, safety and public law/Department of Defense related) or category 2. Category 1 standards are not weighed, as 100 percent compliance is required. Each category 2 standard is assigned a weight of 5 points.

B-3. DA Form 7513

DA Form 7513 Army Community Service (ACS) Accreditation Score Sheet is used to rate ACS standards in each area on DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4. Category 1 standards are rated as met or not met. Actual points for each of the category 2 standards are recorded and totaled. Nonapplicable and exception to policy standards are rated as met. The final request for rating of nonapplicability or exception to policy is enclosed with DA Forms 7419, 7419-1, 7419-2, 7419-3, and 7419-4, in accordance with guidance from USACFSC.

B-4. Accreditation ratings

These ratings include—

a. Full accreditation with commendation.

- (1) Category 1: All standards are met.
- (2) Category 2: 95 percent of the total points for category 2 standards as well as 95 percent of the total points for every individual area.
- (3) Certificate to be signed by CG, USACFSC.

b. Full accreditation.

- (1) Category 1: All standards are met.
- (2) Category 2: 90 to 94 percent of the total points for category 2 standards, as well as 90 to 94 percent of the total points for every individual area.

Appendix C Installation Rebuttal Procedures

C-1. Submission

The garrison commander submits rebuttals to the IMA Region Director (or equivalent) within 30 working days of receiving the DA Form 7418.

C-2. Receipt

Upon receipt of rebuttals, the IMA Region Director reviews content and informs garrison commander of decision within 30 working days.

C-3. Disagreement

If the garrison commander disagrees with IMA Region Director's decision, that commander further rebuts through the IMA Region Director and IMA Director to the Commander, USACFSC, within 30 working days.

C-4. Decision

The Commander, USACFSC, reviews any rebuttals and makes a final decision within 30 working days and then advises the garrison commander through the IMA Region Director and IMA Director.

Appendix D Accreditation Interview Questions

The following are interview questions to facilitate the accreditation process.

D-1. Army Community Service

a. 11000.1. The ACS center has a staff in accordance with United States Army Manpower and Analysis Agency (USAMAA) staffing formula (category 1, interview ACS director).

(1) Are the ACS director position and program manager positions on the TDA? If not, are appointment orders on file? Provide copy of TDA/appointment orders and or job description.

(2) Is the individual assigned as ACS director working 80 percent of the time in that position?

(3) Are all program managers performing the job 80 percent of the time in that position?

b. 11000.2. An AFAP/AFTB program manager has been designated to manage these programs (category 1, interview program manager).

(1) Are you officially designated as the AFAP/AFTB program manager?

(2) Are the AFAP/AFTB duties reflected in your performance goals and objectives or statement of work/contract?

(3) Have you attended the AFTB program manager course within the last year?

c. 11000.3 The ACS center has a volunteer management program (category 1, interview volunteer AFTB program manager).

(1) Have you signed a volunteer agreement? Is a copy in your volunteer service record?

(2) Do you have a volunteer program manager job description? May I see a copy?

(3) How long is your commitment? How long have you been in the position?

(4) Do you supervise volunteers? If yes, how many? Who is your supervisor?

(5) Do you have a copy of your quarterly/annual evaluation? May I see a copy?

(6) Have you evaluated the AFTB program? May I see a copy?

(7) Do you authorize expenditure of Government funds?

(8) Are you a DA-certified Master Trainer? If not, when are you scheduled to attend Master Trainer course?

(9) Have you attended the AFTB program manager course? If not, when are you scheduled to attend?

d. 31000.2. OSD relocation and Family advocacy funds are executed per USACFSC (CFSC-FP-A) guidance (category 1, interview installation comptroller or Director of Community Activities (DCA) budget person).

(1) Do you provide the installation FAP and Relocation Readiness managers with a printed copy of their obligation report by program elements? How often? Provide a copy of the documentation.

(2) When the rate of obligation is low (less than 80 percent) during the third quarter, do you provide recommendations to FAP and Relocation Readiness managers? Do you have memorandums of record on file of your recommendations? May I see them (if applicable)?

(3) When a certain amount of the FAP or relocation readiness funds have not been executed at the end of a fiscal year, do you inform the installation, IMA, and USACFSC managers?

(4) Are the funds returned? How? May I see evidence of any funds returned in the past year?

e. 32000.1. Performance expectations are clearly established and documented for military and civilian staff. Feedback is given throughout the year (category 2, interview paid staff).

(1) Do you have a signed copy of your performance standards on file? May I see a copy?

(2) Did your supervisor go over the performance standards and explain clearly your duties? Explain.

(3) Do you receive a midyear evaluation? Have you received any feedback on your performance during the past year? Explain.

f. 41000.1. A Family assistance plan has been developed to address all levels and phases of deployment or mobilization and stability and support operations. The plan has been incorporated into overall installation contingency plans (category 1, interview DCA and installation plans specialist).

(1) As the DCA, during predeployment or mobilization contingencies, do you validate that agency responsibilities and requirements are met to accommodate projected program needs? Explain.

(2) As the installation plans specialist, do you ensure that facility, equipment and communications support are provided to the predeployment or mobilization contingency? Explain.

(3) Does your staff provide any assistance during predeployment or mobilization contingencies? Explain.

(4) Do you and your staff have knowledge of the tasks required for Family assistance during predeployment or mobilization training at your installation? Explain.

(5) Do you provide any logistical support or assistance during predeployment or mobilization contingencies? Explain.

g. 50000.1. Legal counsel reviews provision of voluntary services from host nation and third-country citizens at overseas locations prior to acceptance (category 1, interview ACS director). Do you have any host nation or third-country volunteers? If so, please provide documentation that legal review occurred prior to acceptance.

h. 50000.2. Volunteers are not holding policy-making positions, supervising paid employees or military personnel, or performing inherently governmental functions such as determining entitlements to benefits, authorizing expenditures of Government funds or deciding rights and responsibilities of any party under Government requirements (category 1, interview ACS director).

(1) Does the volunteer have any supervisory responsibilities? Whom does the volunteer supervise?

(2) Is the volunteer responsible for making policy?

(3) Does the volunteer determine entitlements to benefits, authorize expenditures of Government funds, or decide rights and responsibilities of any party under Government requirements?

i. 50000.5. Volunteers are not performing duties that render them unusually susceptible to injury or to causing injury to others (category 1, interview volunteers)

(1) During your tour as a volunteer, did you perform duties that could result in injury to yourself or others? Explain.

(2) Did your supervisor explain the possibility of injury and recommend caution? Explain.

j. 50000.6. Volunteers are supervised by a paid employee (civil service or nonappropriated fund employee), a military member, or another volunteer who is so supervised (category 1, interview volunteers). Who is your supervisor? Does anyone else ever supervise you?

k. 50000.8. Volunteers who work with children and youth have a background check in accordance with Department of Defense Instruction (DODI) 1402.5, AR 608–10, and AR 608–18 (category 1, interview ACS director). Do you have volunteers who work with children and youth? If so, do they have a background check or are they always in compliance with line of sight supervision?

l. 50000.9. When required, volunteers are licensed, privileged, appropriately credentialed or otherwise qualified under applicable law, regulations or policy to provide the voluntary services involved (category 1, interview ACS director). Do your volunteers have duties that require licensing, privileging or credentialing? If so, provide documentation of appropriate license, privilege or credential.

D–2. Family Advocacy Program

a. 10000.7. The garrison/MTF commanders provide FAP personnel with housing and equipment suited to the delivery of FAP services (category 2, interview FAP personnel).

(1) *Prevention.*

(a) As the FAP manager, do you ensure that you and your staff have all the equipment needed for the delivery of FAP services? Explain.

(b) If you do not have adequate equipment, do you actively seek to obtain funds to purchase the needed equipment? Explain.

(2) *Treatment.*

(a) As the Chief, Social Work Service, do you ensure that your social workers have the proper housing to conduct interview with clients, for example, office with privacy and a quiet place for conducting interview, counseling and treatment? Explain.

(b) If you do not have adequate/proper housing, do you actively seek office space that is suitable? Explain.

b. 20000.3. The installation has developed and implemented a FAP Prevention Plan and education programs for the installation staff (legal, law enforcement, medical, chaplain, child and youth services, and volunteers), commanders and senior NCOs, in accordance with AR 608–18 (category 1, interview select unit commanders and senior NCOs).

(1) Did the FAP training help in understanding Family violence and your role in preventing and responding to Family violence? Explain. May I see your certificate of attendance?

(2) Did the FAP training assist you as a commander in the counseling or assistance of your Soldiers involved in child or spouse abuse? Explain.

c. 40000.2. The garrison commander has written policies, procedures and criteria for the removal of the child victim(s) of abuse or other children in the household when in danger of continued abuse or life-threatening neglect by the offender(s). This is done consistent with applicable laws governing protective custody and includes instructions for safe transit of the child (both CONUS and OCONUS) (category 1, interview staff judge advocate).

(1) For installations with no child protective services (outside the continental United States), Fort Knox/exclusive federal jurisdiction: Is your office actively involved in the FAP at that particular installation? Explain.

(2) When you are legally counseling the company commander or the alleged offender, do you ensure that child safety is addressed, as there are no child protective services available? Explain.

D–3. Exceptional Family Member Program

a. 20000.9. The EFMP case coordinator forwards demographic information from DD Form 2792 (Exceptional Family Member Medical Summary) and DD Form 2792–1 (Exceptional Family Member Special Education/Early Intervention Summary) to installation EFMP manager (category 2, interview installation EFMP manager). Do you receive demographic information on DD Form 2792 and DD Form 2792–1 from the EFMP case coordinator?

b. 20000.10. The MTF commander provides statistical data to the installation EFMP manager for DA Form 3063

(Army Community Service (ACS) Management Report (RCS ACS-001) (category 1, interview installation EFMP manager).

(1) Did the MTF commander provide you with statistical data for the DA Form 3063?

(2) Do you review accuracy of statistical data? If inaccurate, what corrective action do you take?

c. 20000.11. The EFMP case coordinator refers Soldiers and Family members to installation EFMP manager for community support services (category 2, interview installation EFMP manager). When a referral is received from the EFMP case coordinator, do you ensure that the Family is made aware of available community support services? Explain.

d. 20000.12. The EFMP physician provides professional technical assistance to ACS in development and execution of Family-find activities (category 2, interview installation EFMP manager). How does the MTF physician provide professional technical assistance to ACS in the development and execution of Family-find activities?

e. 30000.1. Soldiers are queried about an EFM during in-processing, Soldier readiness processing, reassignment interview and out-processing (category 2, interview military personnel division/personnel service battalion staff and installation EFMP manager).

(1) How are Soldiers queried about an EFM during in-processing, Soldier readiness processing, reassignment interview and out-processing? Explain.

(2) What corrective action is taken when Soldiers are not queried?

D-4. Army Family Team Building Program

10000.2. An AFTB Advisory Council has been established to provide oversight of local program (as described in AR 608-48) (category 1, random interviews of select members of the AFTB Advisory Council).

1. Who are members of your council?

2. Do you have a standard operating procedure outlining the council's operating procedures?

3. How often do you meet? Who chairs meetings? Do you have the minutes from your meetings for the past six months?

Glossary

Section I Abbreviations

ACS

Army Community Service

AFTB

Army Family Team Building

AFAP

Army Family Action Plan

DA

Department of the Army

DCA

Director of Community Activities

DCSPER

Deputy Chief of Staff for Personnel

EFMP

Exceptional Family Member Program

FAP

Family Advocacy Program

IMA

Installation Management Agency

MACOM

Major Army Command

MTF

Medical Treatment Facility

RMC

Regional medical command

USACFSC

U.S. Army Community and Family Support Center

Section II

Terms

First-term/initial-term Soldier

A person serving on an initial term of active Federal military service. Persons who have served on active duty under the Reserve Enlisted Program of 1955 (RFA-55) and the Reserve Enlisted Program of 1963 (REP-63), or who have fewer than 180 days of prior active Federal Service are considered as first-term/initial-term Soldiers; however, Soldiers with prior active Federal military service (180 days or longer) as a member of one of the Armed Forces other than the Army are not considered first-term/initial-term Soldiers.

in-brief

The in-brief is a summary of accreditation activities and responsibilities provided before the onsite review.

initial permanent change of station move

A Soldier's move from his or her initial assignment to the next permanent change of station.

out-brief

The out-brief is a summary of findings and recommendations provided after the onsite review.

Section III**Special Abbreviations and Terms**

This section contains no entries.

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