

HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT BRAGG
DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION (DFMWR),
ARMY COMMUNITY SERVICE
1 OCT 15

ADMINISTRATIVE STANDING OPERATING PROCEDURES (SOP)

FAMILY ASSISTANCE CENTER (FAC)

1. REFERENCES.

- a. Army Regulation (AR) 608-1, Army Community Service, 13 Mar 13
- b. AR 530-1, Operations Security (OPSEC), 26 Sep 14
- c. AR 525-27, Army Emergency Management Program, 13 Mar 09
- d. AR 360-1, The Army Public Affairs Program, 25 May 11
- e. Department of Defense Instruction (DoDI) 1342.22 Military Family Readiness, 3 Jul 12
- f. DA Pamphlet 525-27 Army Emergency Management Program, 20 Sep 12
- g. Fort Bragg Regulation 525-27, Fort Bragg Emergency Management, 31 Jan 13

2. PURPOSE. To outline the policies, procedures, and establish internal responsibilities of Army Community Service (ACS) employees and volunteers for FAC operations during all hazards or mass casualty situations. To provide the framework to establish, maintain, and conduct recovery operations for the FAC in support of the Installation Emergency Management Plan (IEMP).

3. SCOPE. A FAC will be initiated in preparation for, response to, or recovery from a natural, man-made, technological, nuclear or chemical incident, terrorist activity, or as directed by the Senior Commander (SC), the Garrison Commander (GC) or their designee. The FAC will provide assistance, information, and referral services to all DoD personnel and their Families with a valid identification card. All services are to include and are not limited to:

- a. Basic assistance and referral to resources during crisis situations.
- b. Serve as a clearing house for authorized public information and rumor control.

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c. Serve as a location for registration during local safe haven shelter operations.

d. Assistance to non-English speaking and foreign born spouses.

e. Assistance for hearing, visually, and physically impaired personnel; and a Text Telephone Devise (TTY) is available.

4. RESPONSIBILITIES.

a. The Director, Directorate of Plans, Training, Mobilization and Security (DPTMS) activates and deactivates the FAC and sets the hours of operation to support operational orders received by the SC, GC or their designee.

b. The Director, Family and Morale, Welfare and Recreation (DFMWR) is responsible for facilitating intra-staff coordination and providing resources required beyond the capabilities of ACS.

c. The Director, ACS is responsible for overall staff supervision of the FAC and to appoint a FAC Supervisor as necessary and:

(1) Function as the liaison between the FAC, DFMWR, and other directorates or delegates to the FAC supervisor.

(2) Implement donation policy with local civilian agencies or on-post private organizations and coordinate through DFMWR to accept financial support in the event they may be called upon for assistance IAW IMCOM policy and Fort Bragg Regulations.

(3) Submit notification to the Local Union that employees may be called upon to participate in 24 hour FAC operations.

d. The Mobilization and Deployment & Stability Support Operations (MDSSO) manager will serve as the FAC supervisor until otherwise directed or reassigned and is responsible for the concept of operation, configuring the agency layout, reporting procedures, Recovery Work Group (RWG) participation, preparing and submitting After Action Review (AAR) comments, and overseeing the following:

(1) Initiate FAC emergency notification procedures.

(2) Provide in-brief to all FAC staff to identify SC/GC intent and internal responsibilities; station assignments, shifts, security, proper use of forms and checklists, privacy act data, and VIP Protocols.

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(3) Assign shift leaders as necessary, manage paid staff and volunteers, track and report hours worked for ACS employees and volunteers.

(4) Maintain and update a shift roster for continuing operations allowing appropriate time off; breaks for staff and volunteers (enclosure 1). The initial personnel roster will include non-bargaining employees only until all bargaining staff are cleared by the union. The shift roster will be modified, re-published, and redistributed any time the hours of operation are changed. If the FAC operates in the Family Readiness Group Center (FRGC), the FRGC break room will be the designated break area for FAC staff. If the FAC is designated to operate in another location, an appropriate area will be established for the FAC staff to take breaks. Meals and breaks will be determined by the shift leader as deemed appropriate and by union guidelines. Employees and volunteers who are affected by the emergency can volunteer or decline to participate in FAC Operations and can be excluded from consideration without prejudice.

(5) Contact the Public Affairs Office (PAO) to publish the FAC toll free telephone number (800-457-4636) for use with the Mass Notification System and to the Watch Officer at the Fort Bragg Emergency Operations Center (FBEOC).

(6) Serves as FAC Spokesperson with media. Must have an approved media release statement from the Public Affairs Office (PAO) for communication with media personnel either in person, telephonically, or through any distribution venue. Provides briefing to FAC staff and volunteers on proper telephone procedures for direct contact with civilian media personnel. Staff and volunteers must refer all inquiries by media personnel not addressed in official release to the PAO, in accordance with Chapter 5, AR 360-1.

(7) Coordinate briefings, meetings, and other appropriate forums of communication as required by the situation.

(8) Brief staff and effected personnel that counseling or debriefing services are available through Department of Social Work (DSW) Womack Army Medical Center, and the Military & Family Life Counselors (MFLC). ACS will coordinate with the lead MFLC to arrange for them to be available for staff as deemed necessary. When additional counseling services are necessary, the FAC Supervisor will request assistance from WOMACK, Department of Social Services through the chain of command.

(9) Establish contact with installation Family Readiness Support elements and command to verify unit Family Readiness Group

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(FRG) volunteers are available to assist with liaison duties assisting their Families.

(10) Initiate Department of Army (DA) Form 7700, FAC Situation Report (SITREP) and forward initial and all subsequent report(s) through appropriate agencies to IMCOM G-9, Family Programs.

(13) Conduct assessment and AAR of FAC operations; including response efforts, identify lessons learned, update response plans, and include awards and recognition for FAC Staff, Agencies, and Volunteers.

(14) Responsible for administrative use and disposition of all data collected on forms listed in appendix A, from customers to safeguard, for filing, and or destroyed IAW the Privacy Act of 1974, 5 U.S.C.

(15) Coordinate Recovery Operations of the FAC.

(16) Participate in the Installation Recovery Work Group (RWG) seminars as required.

e. The Shift Leader is responsible for; guidance and supervision to all FAC personnel, maintaining duty rosters, logs, and the physical security of the facility and:

(1) Report to the FAC supervisor on status of FAC operations.

(2) Serve as FAC supervisor as appointed.

(3) Provide shift change briefing to incoming shift leader and staff. Ensure the FAC duty book was read by all staff and volunteers and contains all pertinent resources, referral material, FRG/unit, and agency contact phone numbers for frequently asked questions.

(4) Maintain all forms, supplies, equipment, log books, duty books, and other items required to activate and operate the FAC. The documents used and information collected thereon will be secured, safeguarded, distributed, filed and or destroyed as appropriate by FAC supervisor.

(5) Assist the FAC supervisor with recovery operations and AAR data collection and reporting.

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5. FAC TASKS AND RESPONSIBILITIES.

a. Activate the FAC within five hours of notification as the focal point for Family support and information and assistance for Family members, and others for matters other than those directly related to official support of Next of Kin (NOK). If the FAC is activated due to mass casualties the official support of NOK will be referred to the ECAC. Report activation via WebEOC and update continuously as conditions change. When the FAC is activated the ECAC will be provided space to perform its duties.

b. Services will include at a minimum: security, medical triage and information on available medical services, information and referral services, legal services, religious and pastoral care, child and youth services, housing or temporary lodging services, transportation, psychosocial services, including assessment, non-medical counseling (inclusive of crisis intervention, stress counseling, and debriefings), and referrals to military or community medical providers for persons requiring behavioral health services, financial services, translation services, shelter or safe haven management, casualty and mortuary affairs, and personnel locator assistance.

c. Coordinate and control all donated funds and/or other donations that will directly benefit the general welfare of the Soldier. Any residual funds will revert to the Installation Morale, Welfare, and Recreation fund. All designated donations

will be made to the Fort Bragg Area Community Foundation or other identified non-profit organization and controlled IAW the established policies and procedures.

d. Provide appropriate assistance to Families involved on a priority basis (AER, Food Locker, Lending Closet, Child Care, Survivor Outreach Services, etc.) Space will be made available for Red Cross and other non-profit organizations offering support.

e. Provide input and advise the GEOC and EOC of any shortfalls in support capability via WebEOC.

f. Receive military Families dislocated by damage to government quarters in guest and transient facilities funded by Corvias Military Housing, if requested or required. Report number of Families lodged via WebEOC.

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g. Activate community bulletin boards as required and directed by the GEOC and EOC IAW the IEM Plan.

h. Participate in, and provide input during , AARs for inclusion in CAP and IP.

i. Utilize WebEOC to submit all reports and maintain situational awareness through monitoring the COP.

j. Organizations supporting the FAC may include but are not limited to the following:

(1) Directorate of Emergency Services (DES) for security related issues.

(2) DFMWR for Family Programs, donations management, and Army Emergency Service.

(3) Logistics Readiness Center (LRC) for transportation support.

(4) DPTMS for mass care synchronization.

(5) Directorate of Public Works for Corvias coordination.

(6) Womack Army Medical Center (WAMC) for counseling services and medical screening.

(7) Installation Religious Support for counseling services.

(8) Staff Judge Advocate Office (SJA) for claims services.

(9) Directorate of Human Resources for DEERS and casualty assistance.

(10) Network Enterprise Center for computer and communication support.

l. Resources beyond the FAC's capabilities to provide:

(1) Ports moved and activated to support agencies in the FAC.

(2) Switch designation to allow MEDCOM computer access.

(3) Departments and agencies occupying the FAC will provide their own laptops.

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(4) DEERS accessibility.

6. COMMAND AND CONTROL.

a. Notification and activation will originate from the Fort Bragg Emergency Operation Center (FBEOC). The ACS Director and the MDSSO manager will initiate notification procedures IAW the FAC emergency notification roster and inform staff and volunteers where and when to report.

b. The FAC supervisor will report operational readiness to the FBEOC IAW established policy by memorandum stating hours of operation, execution time, and purpose of the FAC.

c. ACS program managers will work the initial day of activation if activation is outside of normal duty hours. All bargaining unit FAC staff must receive union clearance prior to 24 hour operations. The ACS employees and volunteers will be integrated into operations as the circumstances dictate for the duration.

d. The FAC will operate at the ACS Family Readiness Group Center (FRGC), Building 236 Interceptor St., Pope Field unless otherwise designated.

e. All telephone calls will be logged on DA Form 1594, Daily Staff Journal or Duty Officer's Log.

f. All customers arriving at the center will sign in at the reception area using DA Form 5900, Army Community Service Group Sessions Log and be assigned an escort.

g. Escorts will be assigned to guide the customer stations within the FAC to the out-processing point. FAC Staff will conduct in-processing for a comprehensive evaluation utilizing the Customer Intake Form (Enclosure 2) and initiate the DA Form 5897 Army Community Service Client Case Record. The staff member conducting the assessment will ensure the customer understands the Privacy Act Statement and have them sign the intake form. The data collected on the intake form will be inputted into the ACS Client Tracking System ensuring service delivery and initiate successful follow-up measures. FAC personnel will collect the intake forms at the out-processing station for final review to ensure service delivery and further referral as necessary.

(1) ACS employees and volunteers will be integrated into routine operations and participate in recovery efforts as needed.

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(2) FAC supervisor will assign staff agency representatives' locations IAW the FAC diagrams (enclosures 2 & 3).

(3) All FAC staff will wear approved identification badges.

h. FAC supervisor and ACS Director will coordinate with higher headquarters to shift operations to an alternate location when the facility is effected by a natural or man-made disaster or it cannot support the mission. The DFMWR will provide guidance to assign an alternate location for the FAC when the facility is no longer capable to meet the needs of effected population.

i. If transportation needs arise between agencies or facilities, shuttle service will be coordinated through the FBEOC to LRC.

j. The FAC staff will participate in the closing of the FAC IAW Annex A of this SOP.

(1) The Senior Commander (SC) or Garrison Commander (GC) will issue the order to terminate FAC operations.

(2) FAC Staff will provide shift leader and/or FAC supervisor status report in regards to customers receiving desired services and are clear of their station. The FAC supervisor will ensure all Soldiers, Family members, and other eligible personnel are processed, services delivered, and referrals made. The shift leader and/or FAC supervisor will collect all forms, logs, duty logs, sign-in rosters associated with operations and report to ACS Director all customers complete.

(3) ACS staff will restore facility to functional setting IAW FRGC SOP.

(4) The FAC staff will consolidate all forms, documents, and notes for disposition to shift leader or FAC Supervisor. The FAC supervisor and ACS Director will conduct staff and volunteer debriefing assessment.

(5) The shift leader will brief the FAC Supervisor regarding assessment of shift members for fatigue or other signs of distress and After Action Review input. The ACS Director will provide FAC staff referral to qualified counseling services.

(6) The FAC supervisor will direct destruction of not needed forms and documents.

(7) The FAC Staff will record tracked shift time and the FAC

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supervisor will verify employee shift roster to ensure appropriate compensatory time is be recorded.

k. Volunteers work under the direct supervision of the FAC Supervisor or shift leader and are entitled to counseling services upon conclusion of FAC operations.

7. OFF SITE CONTINGENCY PLANS. The SC or GC may direct the FAC to operate at an alternate location other than the FRGC. The DPTMS is responsible for designating an alternate site for the FAC and safe haven locations.

8. This SOP will be updated as changes occur and revised annually to ensure all changes in procedures, references, and lessons learned are incorporated.

9. The point of contact for this action is Mr. David L. Stamper, MDSSO Program Manager, 910-907-3490/910-366-9433. or e-mail at david.l.stamper3.civ@mail.mil.

Barbara Trower-Simpkins
BARBARA TROWER-SIMPKINS
Army Community Services
Director

4 Encls:

1. FAC Shift Roster
2. Customer Intake Form
3. FAC Floor Plan Option 1
4. FAC Floor Plan Option 2

Family Assistance Center Shift Roster

Date

Shift Duration

FAMILY ASSISTANT CENTER
ARMY COMMUNITY SERVICE CUSTOMER INFORMATION FORM

PRIVACY ACT STATEMENT

PRINCIPAL: To collect data necessary to enroll DOD personnel and their family members in the Army Community Service client database. Also used as a tool to aid in delivery of services to DOD personnel and their family members. Statistical data will be provided to Department of the Army.

ROUTINE USES: Used as a record of (1) services requested; (2) services delivered; and (3) actions or services agreed upon. Upon data entry, form will be filed.

DISCLOSURE: Disclosure of information is voluntary. Failure to provide required information may result in the inability of Army Community Service to provide appropriate professional and/or development services to the individual.

NAME: _____
 (Last) _____ (First) _____ (MI) _____

GENDER: Male Female **PAY GRADE (self/spouse):** _____ **DOB:** _____

BANCH OF SERVICE:

<input type="radio"/> Army	<input type="radio"/> Air Force	<input type="radio"/> Coast Guard
<input type="radio"/> Navy	<input type="radio"/> Marines	<input type="radio"/> Army Reserve
<input type="radio"/> DoD Civilian	<input type="radio"/> Retiree	<input type="radio"/> National Guard

UNIT/AGENCY: _____

(Example: HHC, 1st BN, 325th PIR, or DOD Agency DHR)

MARITAL STATUS: Married Single Divorced Separated
 Dual Military Single Parent Widow(er)

STREET ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

TEMPORARY ADDRESS: _____

(Complete if you are displaced from primary residence)

WORK TELEPHONE # (with area code): _____ **EXT:** _____

SPOUSE'S NAME: _____

CHILDREN: YES NO

First Name	DOB mm/dd/yyyy	Lives in home Y/N	Special Needs	Remarks

LIST OTHERS LIVING IN HOME:

First Name	DOB mm/dd/yyyy	Special Needs	Remarks

PETS: YES NO

ALTERNATE TELEPHONE: _____

EMAIL ADDRESS: _____

SIGNATURE: _____ **DATE:** _____

(Signature constitutes understanding and acknowledgement of Privacy Act Statement)

NAME: _____
(Last) _____ First, _____ MI _____

FAC Processing Check List

Station #	Service Provider	Summary of Service: List services provided; forms given, and necessary follow up measures for client or staff
	Intake	
	AER	
	Housing	
	Legal/Claims	
	Red Cross	
	Lending Closet	
	Religious Support Office	
	MFLC	
	DEERS	
	Tricare	
	EFMP	
	FRG	

*****SIGN OUT TURN IN AT OUT PROCESSING*****



