



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
6661 WARRIOR TRAIL, BLDG 350
FORT POLK, LOUISIANA 71459-5339

AFZX-GA

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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Memorandum G1-05- Policy on the Family Readiness Support Assistants (FRSA) Program

1. References:

- a. Army Regulation 608-1, Army Community Service (ACS) Center, Appendix J, Army Family Readiness Group Operations, 6 December 2006. (2008-01 Addendum).
- b. United States Army Forces Command (FORSCOM) Policy Memo, ADPE-HR-WB, Policy on the FRSA Program, 2 November 2009.
- c. Family Readiness Support Assistant - Position Description- GS-0303-05 and GS-0303-06.
- d. U.S. Army Family Readiness Support Assistant Resource Guide, 2007.
- e. OPORD 10-212 Exceptional Family Member Program and FRSA Training.

2. Purpose. To provide guidance to commanders regarding the FRSA Program as part of the unit readiness program. Family readiness is inextricably linked to mission and Soldier readiness. The FRSA Program is an enabler as it assists and provides administrative support to commanders, rear detachment commanders, Family Readiness Group (FRG) leaders, and senior advisors in carrying out the duties and responsibilities delineated in paragraph four of this policy. While the list of duties and responsibilities is not all inclusive, it does highlight the more significant roles and responsibilities to be carried out by the FRSAs. The specific role is administrative in nature and is not designed to provide Family Program Management support nor FRG leadership.

3. Mission. The primary mission of the FRSA Program is to provide administrative support services to commanders, rear detachment commanders (RDC), and volunteer FRG leaders. FRSAs are also responsible for maintaining the critical communication link between RDC and FRG leaders, and for ensuring the responsiveness of established community resources to FRGs and Family needs and requirements.

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4. Program Structure.

a. The FRSA positions are allocated to deployable FORSCOM units in order to be utilized by the commander as a tool to increase the effectiveness of the unit's Family readiness program. These positions are assigned at the brigade/battalion levels.

b. The Family readiness of a unit is the commander's responsibility. Therefore, the FRSAs are under the direct C2 of the unit commanders. Furthermore, the FRSA program is a commander's program and, as such, the commander has overall responsibility for conducting the program within his/her organization. As determined by the commander and/or the RDC, within the scope of the position description, the FRSA provides direct daily support to the volunteer FRG leader and senior advisors.

c. Within the FRSA program there is no hierarchical structure, i.e. brigade FRSAs do not supervise battalion FRSAs. As such, the FRSA supports the specific commander and FRG to which assigned. However, at the request of the Commanding General, the installation FRSA may request information from all FRSAs on the installation and FRSAs should support.

5. FRSA Duties. The FRSA serves as the commander's advisor on the unit's FRG program. The incumbent performs a variety of clerical and administrative duties in support of the commander and volunteer FRG leaders. As such, the FRSA contributes to combat readiness by promoting efficient and effective communication between the command, FRGs, and all Family members.

The FRSA maintains coordination of FRG activities within the unit and updates the commander on the program status, controversial issues and services available to Soldiers and their Family members. The FRSA works closely with the Army Community Service staff, other installations, and state or regional resources to remain aware of the latest changes in Family readiness programs across all components. FRSAs will also continually maintain updates on all referral information concerning Army Family policy and community resources; remain prepared to answer questions from the unit commander, staff and FRG leaders; and provide updates on the status of the unit's Family readiness.

a. Specific FRSA Duties (approved):

(1) Perform general office clerical duties in accordance with applicable regulations.

(2) Perform word processing functions, type forms, and maintain files.

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(3) Prepare correspondence, newsletters, flyers, rosters, reports and requests from draft into final form for signature and mailing or distribution.

(4) Assure proper safekeeping, storage, and destruction of office and FRG records, Army regulations and policies, and computer output.

(5) Monitor suspenses and process correspondence through appropriate channels.

(6) Assist with the establishment and maintenance of the unit's Virtual FRG (vFRG) web site.

(7) Establish and update telephone trees and e-mail distribution lists.

(8) Maintain regular telephonic/electronic contact with FRG leaders, rear detachment commanders and ACS/Family program staff for up to date information on Family readiness activities and issues.

(9) Attend FRG and steering committee meetings upon request.

(10) Maintain effective communication with Family readiness volunteers ensuring volunteer hours are submitted monthly and entered into the Volunteer Information Management System (VMIS).

b. At the request of the commander or FRG Leader, FRSAs can:

(1) Work with installation agencies to schedule and coordinate briefings, orientations and workshops on Soldier and Family readiness issues. These duties include coordinating the date and time, facilities, speakers, child-care, etc.

(2) Coordinate with local installation/community agencies (i.e. ACS, Staff Judge Advocate, Public Affairs, etc.) to provide personnel to train and execute initiatives during increased demand for various resources caused by surges in deployment and heightened security requirements.

(3) Coordinate and advertise Soldier Readiness Processing (SRP), reverse SRP, reintegration, re-deployment, and pre-deployment briefings for Family members to ensure maximum participation.

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(4) Participate in installation mobilization exercises where Family assistance is required.

(5) Publicize changes and updates relating to well-being programs to include health benefits, Family benefits and education, and other information promoting unit *esprit de corps* and wellness.

(6) Attend unit in/out processing to provide FRSA Program brief.

c. The FRSA Activities that are Prohibited:

(1) Performing services provided by existing resources in the military community (i.e. training offered through ACS, Army Family Team Building training, etc.).

(2) Carrying out the roles and responsibilities of the volunteer FRG leader. Family Readiness Support Assistants will not serve as, nor replace, volunteer FRG leaders.

(3) Will not be directly involved with unit fund raising activities or be accountable for the monies in the FRG account.

(4) Will not be involved in the casualty assistance notification procedures.

(5) Assisting with suicide prevention activities. This responsibility belongs to the Chaplain or applicable community resources.

(6) Teaching Family readiness training or any other training currently provided by established community resources.

(7) Maintaining personal calendars for commanders, senior spouses, or volunteer FRG leaders.

6. Required Training. The FRSA is required to complete the following on-line and post training classes within the first 60 days of assuming their duties:

a. Army Family Team Building- Levels 1 and 2. These classes are provided by ACS but may also be completed on-line at myarmylifetoo.org. If the FRSA elects to take the class on-line, he/she may print out the certificates of completion at the end of the course.

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b. Rear Detachment Commander Training. This is a course designed to prepare the rear detachment commander for his or her roles and responsibilities in maintaining the daily workload of the deployed unit and providing home-station support for the unit. One of the most important rear detachment duties is serving as a vital communications link between the deployed unit and Family members. The RDC's goal works in tandem with that of the deployed commander to help Families solve their problems at the lowest level so that the problems and resulting anxieties do not overflow to the deployed Soldiers or require the attention of the deployed commander. FRSA's are required to attend this course in order to better understand how they can support the RDC and therefore, support the Family members.

c. FRG Leader Training. Offered in a classroom setting through ACS, this training allows the FRSA to develop a clear understanding of the roles and responsibilities of the FRG Leader, Commander, and Family Readiness Liaison (FRL), and the differences between these roles. The training also serves to connect the FRSA with other professionals in the community. (Note: if a FRSA has served as an FRG leader in the past or completed training over a year ago, it is highly recommended that they attend classes again due to ongoing program changes.)

d. Exceptional Family Member (EFMP) Training. Offered in a classroom setting through ACS, this training will provide the FRSA the ability to efficiently and effectively navigate the EFMP process to the Army Families with special needs; in doing so this will ensure a seamless flow of relevant and timely information to Soldiers and Families with special needs.

e. Newcomer's Brief. This brief provides an orientation to the post and the services available. It is available Thursdays at ACS.

7. This policy will remain in effect until superseded or rescinded.


WILLIAM B. HICKMAN
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Commanding

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