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Military One Source - both a call center and a website, provides comprehensive information, referral and assistance on every aspect of military life 24 hours a day, 7 days a week to all component members of the Armed Forces, their Family members, and survivors. The Military One Source program is accessible worldwide via the toll-free telephone number (800-342-9647) or the website (<https://www.militaryonesource.mil/>).



Command IG Bulletin

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Non-Support of Family Members

It is a proud privilege to be a Soldier – a good Soldier ... [with] discipline, self-respect, pride in his unit and his country, a high sense of duty and obligation to comrades and to his superiors, and a self confidence born of demonstrated ability."

— George S. Patton Jr.

Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage. The Seven Core Army Values are what being a Soldier is all about. These values and the Army's expectation that all Soldiers uphold them extends to the care and support of our families.

Individual Responsibility: AR 608-99 (Family Support, Child Custody, and Paternity) states that Soldiers are required to:

- a. Maintain reasonable contact with family members so that their financial needs and welfare do not become official matters of concern for the Army.
- b. Conduct themselves in an honorable manner with regard to parental commitments and responsibilities.
- c. Provide adequate financial support to family members.
- d. Comply with all court orders

Commander's Responsibilities: Army Regulation 608-99 prescribes the commander's responsibilities in detail, primarily in Chapters 1 and 3. The commander's actions when presented with a request for Family support include, but are not limited to, reviewing the inquiry, counseling the Soldier, and responding to the complainant (family member, spouse, or former spouse; on behalf of children) within 14 days in writing. Since The Judge Advocate General (TJAG) is the proponent for this regulation, the commander should consult with the SJA prior to responding to ensure that no violations of privacy occur and all obligations per this regulation have been met. If the family member provided insufficient information, the commander will still review the complaint, acknowledge receipt, and explain that the information provided is insufficient to take action on the complaint and what information is needed before the commander can provide a complete reply.

Inspector General's Responsibilities: AR 608-99 specifies the commander as the responsible entity resolve requests for Family support. Hence, this type of IGAR is not IG appropriate, and the IG will promptly refer this complaint to the commander. Upon receipt of a Family-support request, the IG will:

- a. Determine if the complainant (family member, spouse, or former spouse; on behalf of children) has forwarded a complaint through command channels informing the Soldier's commander of the problem. If yes, the IG continues providing assistance only if the commander has failed to respond in accordance with AR 608-99, in which case the IG will route the support request and the allegation that the commander failed to respond to the next higher commander. If not, the IG may offer assistance in formulating and properly routing the complaint.
- b. Ensure that the immediate needs of the Family are met (shelter, food, medical care, etc.) by referring the complainant to agencies such as the Family Readiness Group (FRG), the command, the Red Cross, Army Emergency Relief (AER), Army Community Services (ACS), or other local agencies that might provide interim support to Family members in need.

The IG will not:

- a. Offer opinions or be judgmental in the complainant's or the Soldier's presence, become personally involved, or take sides against another Family member.
- b. Become advocates for either the complainant or the Soldier.
- c. Determine how much the Soldier "owes" the Family. That matter is strictly for the commander, the legal office, the Soldier, and the Family to resolve. The SJA is the local proponent and the only one authorized to provide definitive interpretations of the regulation.
- d. Deal or correspond directly with the Soldier to keep the commander out of the loop.
- e. Require commanders to provide a copy of their inquiries.
- f. Gather banking information such as routing and account numbers. Only if the accepting IG office requests assistance with gathering this information on behalf of the deployed Soldier will the IG assist in gathering and forwarding this information. After confirming that the receiving IG office has the information, the IG must delete or destroy the personal account information prior to closing the case. The IG must never retain personal account information in any IG record or enter it into the IGARS database.