



**DEPARTMENT OF THE ARMY**  
**THIRD ARMY / UNITED STATES ARMY CENTRAL**  
**1 GABRESKI DRIVE**  
**SHAW AIR FORCE BASE, SC 29152-5202**

ACCS

24 January 2020

MEMORANDUM FOR All United States Army Central (USARCENT) and Subordinate Command Personnel

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

1. References.

- a. AR 600-20, Army Command Policy, 6 November 2014.
- b. AR 600-29, Fund-raising within the Department of the Army, 7 June 2010.
- c. AR 608-1, Army Community Service, 19 October 2017.
- d. AR 1-100, The Army Gift Program, 7 February 2019.
- e. DoD 5500.7-R, Joint Ethics Regulations, 17 November 2011.
- f. The U.S. Army Social Media Handbook, April 2016.
- g. U.S. Army Family Readiness Support Assistant (FRSA) Resource Guide, Edition 1, 2007.
- h. DoDI 1342.22, Military Family Readiness, 11 April 2017.
- i. Army Directive (AD) 2019-17, 1 April 2019.
- j. HQDA EXORD 233-19 Army-Wide Implementation of the Soldier and Family Readiness Group, 16 December 2019.

2. Mission. USARCENT FRP will act as an extension of this command in providing official, accurate, command information and mutual support to subordinate commanders and their Soldier and Family Readiness Groups (SFRGs).

3. Purpose. The purpose of this FRP SOP is to provide guidance for sustaining Family Readiness activities with the USARCENT. The primary goal of the program is to support the military mission by providing support, outreach, referral assistance, and information to unit commanders, their Soldiers, Family Members, and Department of the Army (DA) Civilians.

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

4. Applicability. This SOP applies to all units assigned to USARCENT Soldiers, Family Members, and DA Civilians and supersedes any previous Family Readiness Program SOP. Requests for exceptions or changes to this SOP must be submitted through the Family Readiness Program Manager (FRPM) to the USARCENT Chief of Staff for consideration and approval.

5. Organization and Terms of Reference.

a. The SFRG. The SFRG is a command sponsored organization of Soldiers, Family Members, and DA Civilians of a unit, which together provide a network of mutual support, assistance, and communication among the Family Members, the chain of command and the community. The USARCENT primary SFRG's focus is to ensure communication, member connection, information sharing and resource connection. Social events and fundraising can be utilized to enhance camaraderie, relieve stress, and reduce feelings of anxiety and isolation; however, is not the purpose of the SFRG. SFRGs are not a morale, welfare, and recreation program, a non-appropriated fund instrumentality, a private organization, or a nonprofit organization.

b. The FRPM. The FRPM is responsible for assisting the commander in developing and executing the USARCENT FRP. This includes coordinating and carrying out a variety of Family Readiness and assistance programs. The FRPM advises the commander on FRP regulatory requirements and facilitates subordinate commanders to meet the requirements in IAW AR 600-20 and AD 2019-17. The FRPM translates guidance and directives from the Commanding General (CG), USARCENT and DA into updates for the entire command.

c. Family Readiness Liaisons, where utilized, will be redesignated as the Command Family Readiness Representative IAW HQDA EXORD 233-19. The Family Readiness Representative will help commands maintain active SFRGs, maintain current email/communication rosters, establish and execute communication plans/strategies IAW commander's objectives, coordinate and communicate resilience events, establish chains of concerns to pass information between the command and SFRG members, and support Better Opportunities for Single Soldiers (BOSS).

d. The Family Readiness Support Assistant (FRSA). The FRSA provides a vital link between the unit commanders, the Families assigned to the unit, and the community resources available to the Soldiers, Family Members, and DA Civilians. The FRSA provides administrative support to the SFRG mission, as outlined in HQDA EXORD 233-19 and the U.S. Army FRSA Resource Guide. The FRSA serves as a point of contact between the FRPM and the commander.

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

e. Family Readiness Advisory Committee (FRAC) (Steering Committees). The purpose of the FRAC is to provide information and to advise SFRG leaders on Family readiness plans and policies, and emerging SFRG and Family issues. Subordinate commanders will establish unit FRACs. FRAC minutes will be recorded and submitted for review by the FRAC and for the commander's signature. Approved minutes will be forwarded to the USARCENT FRPM for inclusion in the USARCENT Family Readiness Round Up.

f. USARCENT Family Readiness Round Up. The USARCENT Family Readiness Round Up is an opportunity for the CG and the FRPM to engage subordinate unit commanders and SFRG leaders through program updates and SFRG training. The CG will host the annual Round Up and the event will be coordinated by the FRPM. During the Round Up, the SFRG leaders openly discuss SFRG matters and receive feedback from the command team and subordinate units. The CG and FRPM will use this feedback to shape/refine command guidance, long-range planning guidance to the subordinate unit commanders/SFRG leaders, and input to HQDA Family Programming for program improvement/concerns.

## 6. Responsibilities.

a. The CG, USARCENT, will establish an FRP and assign an FRPM.

b. Commanders at all levels have the overall responsibility for their FRP. Commanders at all echelons will establish a SFRG chain of command, responsible for SFRG execution. The SFRG chain of command consists of unit commanders, rear detachment commanders or equivalent, Command Family Readiness Representative, and Fund Custodians IAW HQDA EXORD 233-19.

c. Subordinate Commanders will:

(1) Establish and support SFRGs to assist in military and personnel deployment preparedness and enhance the Family Readiness of their Soldiers, Family Members, and DA Civilians. Determine (based on unit strength) the need for, and establish, an SFRG at the appropriate command level. Units or detachments with fewer than 25 Soldiers may be best served to participate with the SFRG at the next higher level of command.

(2) Maintain and update Soldiers, Family Members, and DA Civilian information in the organizational database for their respective units. Ensure that all Soldiers and DA Civilians assigned to USARCENT in-process through their respective personnel sections upon arrival to the organization. The subordinate command's personnel section is responsible for updating the unit personnel and Family Readiness Roster.

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

Update the senior personnel information on the command Senior Social Roster Database as changes occur. Be advised that information received through early contact with inbound Soldiers through the Battalion Spouse Sponsorship Program, also qualifies as information for populating the Command Senior Social Roster Database.

(3) Ensure Soldiers, Family Members, and DA Civilians understand the purpose, goals, objectives, structure, and responsibilities of the SFRG.

(4) Select SFRG Key Leaders who are particularly adept at energizing Soldiers, Family Members, and DA Civilians.

(5) Ensure all unit Soldiers, Family Members, and DA Civilians feel welcome and part of the command/unit team.

(6) Create systems of mutual assistance and a network of communication that include the SFRG and chain of command.

(7) Appoint on order SFRG volunteers for key leader positions: Command Family Readiness Representative and Primary and Alternate Fund Custodians. Provide position descriptions, appropriate SOPs/regulations, and all material that will assist the volunteer to be a successful SFRG Key Leader. Retain a copy of the appointment orders, position description, and signed DA Form 2793 (if applicable), March 2018 by the appropriate key leaders in the volunteer's personnel file.

(8) Provide facilities and resources to the SFRG to include Family rosters, government mailing, and administrative supplies.

(9) Update the Command Master Roster no later than the 15th of each month. Ensure Family personal data is collected, maintained, and up to date IAW privacy laws and regulations on every Soldier. Include, as part of the Soldier Readiness Processing, verification and updating of Family Member contact data.

(10) Actively recruit SFRG volunteers and ensure that standards are identified. Ensure that volunteer documentation is complete, personnel records are maintained, awards and recognitions are planned, executed, and costs of reimbursable expenses and organization awards are budgeted.

(11) Encourages all volunteers to record volunteer hours on-line using the Volunteer Management Information System (VMIS) at [www.myarmyonesource.com](http://www.myarmyonesource.com).

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

(12) Ensure that VMIS on the Army One Source website is used to record volunteer positions, awards, training, and hours. Ensure each SFRG volunteer maintains a record of hours worked as directed in AR 608-1. Ensure DA Form 4713 (Volunteer Daily Time Record) and DA Form 4162 (Volunteer Service Record) are updated. Units with no access to the VMIS program (or if a volunteer declines to track his/her hours in VMIS) will track volunteer hours manually on DA Form 4713 and maintain the form in the volunteer's personnel file to ensure volunteer efforts are recognized. Alternative tracking mechanisms may be utilized upon review and IAW AR 608-1, refer to the FRPM for guidance.

(13) Ensure FRSA's are used, if authorized, as prescribed in HQDA EXORD 233-19 and U.S. Army FRSA Resource Guide.

(14) Acknowledge the relationship between the FRSA and SFRG Key Leaders and recognize FRSA functions that may need to be accomplished at the request of the commander or SFRG Key Leaders IAW HQDA EXORD 233-19 and the U.S. Army FRSA Resource Guide.

(15) Ensure FRSA's complete the required training classes (Army Family Team Building Levels 1 and 2, Rear Detachment Commander Trainings, SFRG Leader Training, Army Community Services [(ACS)] Treasurers, Virtual Family Readiness Group System Training and Operational Security Training) within the first 60 days of assuming duties IAW AR 608-1. Provide refresher training as needed.

(16) Develop and operate systems to inform and educate, welcome and orient new Families, promote involvement, and prevent isolation.

(17) Provide updates to the FRPM regarding any special circumstances involving Soldiers, DA Civilians, and/or their Family Members that warrant FRPM attention.

(18) Establish the required SOPs for SFRG operations (include up-to-date alert roster, and communication plan), and informal funds (include annual budget).

(19) Staff Judge Advocate review and approval is required when determining fundraiser events.

(20) Coordinate with the FRPM for required SFRG Key Leader training (Commander, Command Family Readiness Representative, and Primary and Alternate Fund Custodian).

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

(21) Ensure the BOSS program is included in all SFRG activities.

d. USARCENT FRPM will:

(1) Plan, coordinate, and manage the USARCENT FRP.

(2) Serve as the primary point of contact between HQDA FRP and USARCENT concerning FRP and updates.

(3) Assist the USARCENT SFRG Leaders and FRSAs to develop unit programs.

(4) Serve as the primary point of contact for all Family Readiness issues or concerns between USARCENT and subordinate commanders. The Army Family Action Plan (AFAP) issue submission form is located on the USARCENT webpage under Soldiers/Families/Civilians. Copy the form and return by email to the FRPM.

(5) Maintain a listing of the subordinate commanders, SFRG leaders, and/or FRSAs.

(6) Perform the duties as the USARCENT Family Readiness Operational Inspection Program (OIP) Inspector and conduct annual Staff Assistance Visits.

(7) Keep the command informed and updated on Army programs, benefits, and entitlements that promote Soldier and Family Readiness by networking and attending appropriate DA-level training conferences.

(8) Ensure subordinate commanders are aware of the current regulations and information updates necessary to maintain an effective SFRG.

(9) Provide or coordinate with ACS, and/or the Airman and Family Readiness Center (AFRC) for key leader SFRG training.

(10) Coordinate and facilitate USARCENT annual Family Readiness Round Up to receive feedback from unit SFRGs and to provide command guidance, long-range planning, and information to the subordinate unit commanders.

(11) Plan, coordinate, and organize efforts to collect AFAP issues to be addressed during the annual Family Readiness Round Up.

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

(12) Serve as USARCENT Army Volunteer Corps Coordinator, and oversee the USARCENT Volunteer Program. Educate the FRGs on the Volunteer Awards Program and annual USARCENT Volunteer Awards Ceremony.

e. USARCENT Staff will:

(1) Protocol Officer is responsible for updating and maintaining the USARCENT Command Protocol Roster.

(2) The Knowledge Management will develop and maintain the operability of the database for the command. Maintain database formats, and develop the format/automated process for subordinate commands to update their command's information.

(3) Executive Assistant of the CG will access the portal to provide Senior Social and Spouse Rosters as required.

f. USARCENT Soldiers will:

(1) Provide Family Assistance Information, with proper Privacy Act notice, to their command. Soldiers will indicate if their Family Member desires to be contacted by the SFRG Leader. Soldiers on unaccompanied tours will provide their Family's stateside address information, and with proper Privacy Act notice, give the USARCENT FRSA point of contact permission to contact the local agencies to provide services to their Family.

(2) Keep chain of command informed of any change in Family status such as marriage, births, adoption, divorce, or deaths by updating the unit's Family Information Sheet as changes occur.

(3) Keep deployment documents, such as Family Care Plans and required emergency data updated.

(4) Encourage Family Members to support the services and activities of the SFRG.

(5) Provide feedback, as appropriate, concerning SFRG activities and functions to assist the command and the SFRG to better meet the needs of the Soldiers and their Family Members.

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

## 7. General Legal and Funding Considerations.

a. The SFRG is a unit commander's program formed IAW AR 600-20 and AD 2019-17. Mission essential SFRG activities are authorized appropriated fund (APF) support and may not be supported with non-appropriated funds (NAF) nor augmented with private money. Normal fiscal law rules and the Joint Ethics Regulation that prohibit the misuse of government resources apply to the SFRG budget. SFRG mission essential activities and appropriated fund expenditures are subject to the Joint Ethics Regulations, DoD Financial Management Regulations, the Anti-Deficiency Act, and all other applicable statutory and regulatory restraints on official activities, use of appropriated funds, and fundraising.

b. Unit commanders are the approval authority for statutory volunteer requests for APF support. All purchases will follow appropriate DoD and Army Financial Management Regulations.

c. SFRG informal funds are private funds generated by SFRG members that are used to benefit the SFRG membership as a whole.

### d. Unit SFRG Informal Funds.

(1) Commanders may authorize their SFRG to maintain one informal fund for non-mission-essential activities (reference 1c) in accordance with AD 2019-17. No more than one SFRG informal fund may be authorized for a unit. SFRG informal funds are held in trust by Army personnel acting in their official capacities or by designated volunteers.

(2) Appropriated funds will not fund social activities. SFRGs are not established solely to raise funds, solicit donations, or manage large sums of money. SFRG informal funds may not be deposited or mixed with appropriated funds; unit morale, welfare, and recreation funds; the unit's cup and flower funds; or any individual's personal funds. Unauthorized use of SFRG informal funds includes, but is not limited to, purchasing items or services that should be paid for with appropriated funds (for example, Government supplies and equipment, and postage for official command communication); purchasing traditional military gifts, (such as Soldier farewell gifts unrelated to Family readiness); and donating to a charity or providing financial assistance to an SFRG member in need. USARCENT unit SFRG informal funds will not exceed a cap of \$10,000 at any given time in a calendar year from all sources.

(3) The informal fund will be audited prior to a change of command, the appointment of a new primary/alternate fund custodian, or any time there is a suspicion

ACCS

SUBJECT: Family Readiness Program (FRP) Standard Operating Procedure (SOP)

of irregularity. The Informal Fund Custodian will provide monthly report statements to the commander for review and signature. An annual informal fund report will be provided to the first Colonel (O-6) level commander or designee in the unit's chain of command no later than 30 days after the end of the calendar year.

e. Fundraising. SFRG fundraising will be approved at the battalion level (or equivalent), after review and approval from the local Staff Judge Advocate (SJA). A copy of the approval (memorandum or email) will be forwarded to the commander and kept on file. The SFRG will vote on SFRG informal fund expenditures; however, the unit commander will be the final approval authority.

f. Unit SFRG Donations/Gifts. Unit commanders may accept donations of money or tangible goods valued at \$1,000 or less into the SFRG informal fund account following consultation with the servicing ethics counselor at the USARCENT Office of the SJA.

(1) Offers of gifts and donations for military Family support over \$1,000 should be referred to the unit's local installation Garrison Commander (DFMWR Designee) for possible acceptance into the Garrison's SFRG Supplemental Mission Activity.

(2) The SFRG may not solicit gifts.

8. Social Media. SFRGs at all levels are encouraged to maximize the use of social media to meet the goals of the SFRG. Commanders must ensure SFRG social media communication complies with social media policies at <https://www.army.mil/socialmedia/> and OPSEC guidance. Commanders approve content posted on SFRG social media sites. Commanders may delegate this task to the Command Family Readiness Representative.

9. Files. Copies (paper and electronic) of this SOP will be maintained by the FRPM, subordinate commanders, G1, and the SJA Office.

10. The point of contact for this memorandum this SOP is the FRPM at (803) 885-8841 or DSN (312) 889-8841.

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