



## *USACE Community Support Coordinators*

- Army OneSource, launched Oct08 (subsidiary of Military OneSource):
  - 14 Baseline Services
  - 40 CSCs in the field
  - Available on web, handouts, magnets, etc.
- Communications - TV commercials, magazines, word of mouth, training, etc.
- Recommendation for Action:
  - Look at 14 baseline actions to identify specific USACE objectives
  - CSCs are responsible



## Where we are now:

- Job descriptions have been prepared
- Reviewing resumes now
- Expect to have on board 3rd qtr of FY09
- Provide training, i.e. Army & SERCO
- Prepare for HQ & field assignment  
(8 Divisions & TAC)



## Success of CSCs would include:

- Ensure CSC and technical resources are constantly communicating, i.e., if website is updated, CSC needs to know
- Information stream needs to have on-going efforts
- Ensure key people are trained during critical times, i.e., AFAP POCs



## Major CSC responsibilities:

- **Integrate** Family Program Services and Community resources to provide direct support to families.
- Serve as primary **liaison** between deployee, families, USACE and communities.
- Personally engage to **evaluate** gaps in services and advise HQs / Commanders WRT Program requirements.



## GAPs in current CSC Position Description:

- Expand 'injured' to 'casualty' for family travel/transportation assistance
- Communicate regularly with deployed employees
- Responsible for reimbursement logistics
- Foster relationship with deployee and family
- Establish communication with deployment Coordination Administrators
- Support re-entry recognition
- Coordinate reintegration training
- Provide Family Readiness support to HQ/DC Metro deployees (HQ Level Coordination)



## *USACE Army Family Action Plan*

- Issue:
  - Appropriate Scaling USACE AFAP
- Recommendations for Action:
  - Finalize draft AFAP Regulation
  - CSC = MSC AFAP Coordinators (incl. training)
  - Modify USACE AFAP website
    - Ensure confidentiality
    - Direct issue referral to District POC
    - USACE form and DA form match





## *USACE Army Family Action Plan*

- Recommendations for Action Cont.:
  - Quarterly issue solicitation and updates from District POCs
  - HQ-USACE mid-level review = small teams of delegates meet concurrent with WLC to make recommendations
  - 2009 AFAP results update
    - Corps enters “sweet 16”
  - Need a USACE-wide AFAP subject matter expert/resource list
  - Evaluate AFAP funding and manpower needs



## *USACE Family Readiness Network*

- **Vision Statement:**
  - Building Strong Families
- **Mission Statement**
  - Establish a uniform Family Readiness Network strong enough to decrease family concerns in support of deployment.





## *USACE Family Readiness Network*

- **Goal 1:** Institutionalize a sustainable level of funding, staff, technology and other support for the FRN
- **Objectives:**
  - Create an FRO and staff at Headquarters.
  - Establish Division Community Support Coordinators.
  - Establish and appropriate FRN budget.
  - Establish USACE-wide Family Readiness Network.
  - Clearly define roles and responsibilities of HQUSACE, Division, Districts, Centers and Labs.



## *USACE Family Readiness Network*

- **Goal 2:** Establish USACE standard service requirements with additional augmentation at Division/Districts/Centers
- **Objectives:**
  - Leverage Family Readiness best practices.
    - Develop a process to identify and share best practices in USACE and outside USACE
    - Partner with other military and non-military commands and agencies that have deployed employees.
  - Establish baseline services for the USACE Family Readiness Network for specified funding support for families and those injured.



## *USACE Family Readiness Network*

- **Goal 3:** Establish an effective Communication Process between employees, families, and USACE
- **Objectives:**
  - Develop a process to identify deployed employees and designated families and their locations in order to inform, educate, update, and respond to families.
  - Develop FRN communications and marketing resources to include family handbooks with customized information (hardcopy and web), and other resources such as magnets and links to other Army resources.
  - Develop a USACE standardized protocol for casualty management. Also, augment Department of Defense and Army guidance and assure effective dissemination of protocol thru a network of trained POCs.
  - Develop a two-way feedback process to identify needs and requirements (may include a survey) and deterrents to family readiness.



## *Family Readiness Workshop Objectives*

- Develop family readiness program goals and objectives (and metrics if possible)
- Develop roles and responsibilities of Community Support Coordinators
- Enhance and expand partnerships with other agencies in family readiness
- Determine how to apply Army Family Action Plan in USACE



## *USACE Campaign Plan*

- Goal 1: Deliver USACE support to combat, stability and disaster operations through forward deployed and reach back capabilities
  - Objective 1c: Establish human resources and family readiness programs that promote readiness and quality of life