

INFORMATION PAPER

IMWR-FPM
3 November 2008

SUBJECT: Mobilization and Deployment Support to Army Families

1. PURPOSE: To provide background information on Soldier and Family support during mobilization and deployments.

2. FACTS:

a. The Army is committed to providing a full range of essential support and services to Soldiers and their Families throughout the entire spectrum of operations.

b. The Operation READY (Resources for Educating about Deployment and You) training program assists commanders in meeting Family readiness objectives. Operation READY is available through ACS and Reserve Component Family Program staff and on line at www.ArmyOneSource.com. Revised based on lessons learned from the Global War on Terrorism deployments, each Operation READY topic includes separate materials for units, Families and instructors.

c. ACS and RC Family Program staffs provide initial and on-going training for members of the Unit Family Readiness Team. Training is offered in the classroom, conferences, FRG forums and on-line at www.armyonesource.com.

d. ACS and RC Family Programs staff works closely with commanders to establish and maintain effective FRGs. The primary purpose of the FRG is to encourage resiliency among its members by providing information, referral assistance, and mutual support.

e. FRSA's provide administrative support to commanders and FRG leaders. The FRSA positions will be added to the Unit Augmented Table of Distribution and Allowances and funded as permanent positions beginning 2010.

f. To meet the needs of the expeditionary Army, the Virtual FRG (vFRG) web system was created to provide all of the functionality of a traditional FRG in an ad-hoc and online setting to meet the needs of geographically dispersed units and Families across all components of the Army. The unit commander is responsible for maintaining the vFRG content and user access.

g. ACS Centers, National Guard Armories and Army Reserve Centers assist unit readiness teams by providing Families an opportunity to use video-teleconferencing equipment and Internet accessible computers, making it easier and less costly for Family members to communicate with their deployed Soldier.

h. Family Assistance Centers (FAC) serve as one-stop resource centers for Families prior to and during deployments and natural disasters at the request of the garrison commander. Key support agencies such as ACS, chaplains, legal assistance,

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Army Emergency Relief, TRICARE, and finance are represented in the FAC. The Army National Guard FACs offer information and referral services in communities and provide services to families in the catchment areas.

i. Family Assistance Plans. ACS Mobilization and Deployment Program Managers prepare the plan which is incorporated into the installation's contingency plan. The plan includes, at a minimum, type of Family assistance services offered, resource requirements, installation agency roles and responsibilities, and projected program needs.