



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON COMMAND
111 EAST CHAFFEE AVENUE
FORT KNOX, KENTUCKY 40121-5256

OCT 23 2015

IMKN-MWA

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Commanders, Fort Knox Partners in Excellence
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: Fort Knox Policy Memorandum 17 – Fort Knox Emergency Food Assistance

1. REFERENCES:

- a. AR 608-1, Army Community Service, 12 March 2013
- b. AR 930-4 Army Emergency Relief, 22 February 2008
- c. AR 165-1 Army Chaplains Corps Activities 3 December 2009

2. PURPOSE: This memorandum provides procedures for implementation of Fort Knox emergency food assistance for Soldiers and Family members in need.

3. APPLICABILITY: This policy applies to all Fort Knox personnel involved in assisting Soldiers and their Families seeking emergency food assistance.

4. POLICY: Commanders are encouraged to refer Soldiers and their Families for emergency food assistance to Army Community Service (ACS), Financial Readiness Program and Religious Support Office (RSO) prior to referring to private, non-profit organizations.

5. RESPONSIBILITIES:

- a. Army Community Service (ACS).

ACS Financial Readiness Program serves as the central program for meeting all emergency food needs. Unit leadership will refer Soldiers and Families in need to ACS during normal duty hours. ACS can provide help through emergency food vouchers, the Army Emergency Relief (AER) program, financial counseling, or referral and coordination with other on post and off post agencies. When referring to another assistance office, agency or organization, ACS will document referrals on the FK Form

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5117 Emergency Assistance Referral Form. ACS will develop Memorandum of Agreements (MOA) with frequently used private non-profit organizations to ensure information is shared freely. ACS will maintain current contact information for other assistance offices, agencies or organizations, such as the Religious Support Office, Red Cross-Helping Hands, Helping Hands of Hope, Operation Home Front, USACares, etc. ACS will provide information to Soldiers and Family members regarding additional resources as needed.

b. Religious Support Office (RSO).

The unit chaplain will serve as a secondary source of relief when ACS is unavailable, (for instance, during weekends and holidays). As part of their ministry to Soldiers and Family Members, unit chaplains may provide emergency food vouchers as deemed necessary during their counseling to Soldiers and Family members. Unit chaplains are encouraged to refer Soldiers and their Families to ACS Financial Readiness Program if additional assistance is needed, if multiple requests have been made to the ministry, or for financial counseling. The unit chaplain will provide information to Soldiers and Family members regarding additional resources as needed. Chaplains will document referrals on the FK Form 5117 Emergency Assistance Referral Form when feasible. The Religious Support Office will develop MOA with frequently used private, non-profit organizations to ensure information is shared freely.

c. Private, Non-Profit Organizations.

Contact can be made through the perspective non-profit organization via local directory or website.

6. REFERRALS. Unit Leaders should evaluate Soldiers and Family members' need for emergency food assistance and make referrals to ACS Financial Readiness Program. Soldiers and their Families may request or seek assistance on their own through any agency or organization.

a. Primary Referral: ACS Financial Readiness Program.

Brigade Hall Building 1477, 411 Eisenhower Ave. Hours of Operation Monday-Friday 0730-1600 (502) 624-5989.

b. Secondary Referral: Unit Chaplains.

Contact Unit Chaplain during normal duty hours. After hours and weekends, contact the Installation Operations Center (IOC) (502) 624-5151 for the "On-call" Chaplain.

c. Tertiary Referral: Non-profit Organizations.

If both ACS and the Religious Support Office are unable to provide assistance, Soldiers and Family members may be referred to a private, non-profit organization, either on or off post. ACS and Religious Support Office will not endorse any particular private

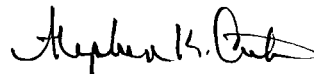
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organization, but will provide equal information and access to all private organizations, when information is available.

7. Disposition. A copy of the completion, routing, and filing of FK Form 5117 Emergency Assistance Referral Form will be maintained by the originating office, agency or organization for two years. A copy of FK Form 5117 Emergency Assistance Referral Form will accompany the client to the referred office, agency or organization. The receiving agency or organization will return a copy of the FK Form 5117 Emergency Assistance Referral Form to the referring office, agency or organization with final documentation of service outcome

8. Point of contact is Directorate of Family, Morale, Welfare and Recreation, Army Community Service, Financial Readiness Program Manager (502) 624-5883.



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COL, AG
Commanding