

**BY ORDER OF THE
SECRETARY OF THE AIR FORCE**

AIR FORCE INSTRUCTION 36-3111

15 OCTOBER 2014

Personnel

AIR FORCE AID SOCIETY



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

ACCESSIBILITY: Publications and forms are available on the e-Publishing website www.e-publishing.af.mil for downloading or ordering.

RELEASABILITY: There are no releasability restrictions on this publication.

OPR: AF/A1SA

Certified by: AF/A1 (Robert E. Corsi, Jr.)

Pages: 12

This instruction establishes requirements for the operation and administration of the Air Force Aid Society (AFAS) and implements Air Force Policy Directive (AFPD) 36-31, *Personal Affairs*. All forms are requested through and supplied by HQ AFAS. This instruction applies to members of the Regular Air Force and Air Reserve Component (Reserve and Guard) who are in extended active duty status. In collaboration with the Chief of Air Force Reserve (AF/RE) and the Director of the Air National Guard (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel, and Services (AF/A1) develops policy for the AFAS program. This publication may be supplemented at any level; all MAJCOM-level supplements must be approved by the Human Resource Management Strategic Board prior to certification and approval. Requests for waivers must be submitted through chain of command to the Office of Primary Responsibility (OPR) listed above for consideration and approval. The authorities to waive wing/unit level requirements in this publication are identified with a Tier (“T-0, T-1, T-2, T-3”) number following the compliance statement. See AFI 33-360, *Publications and Forms Management*, Table 1.1 for a description of the authorities associated with the tier numbers. Submit requests for waivers through the chain of command to the appropriate tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule located in the Air Force Records Information Management System.

Refer recommended changes and questions to the Office of Primary Responsibility using the AF Form 847, *Recommendation for Change of Publication*, through channels to Headquarters Air Force Airman and Family Readiness Policy Branch (AF/A1SA). Major Commands (MAJCOMs) approve their base supplements if instructions are within the guidelines of the basic directive. Coordinate any proposals deviating from current policy with AF/A1SA, 1040 Air Force Pentagon, Room 4D1054, Washington DC, 20330-1040, before incorporating them into the supplement. AF/A1SA approves all MAJCOM and Forward Operating Agency (FOA) supplements prior to being published. Ensure all are consistent with this instruction. Upon publication, send one copy and any changes to AF/A1SA. This publication requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (USC) Section 8013, *Secretary of the Air Force*. The applicable Privacy Act System of Record Notice (SORN) F036 AF PC C, *Military Personnel Records System* is available at <http://privacy.defense.gov/notices/usaf>. Vigilance must be taken to protect Personally Identifying Information when submitting or sending nominations, applications or other documents to Department of Defense (DoD) agencies through government Internet, software applications, systems, e-mail, postal, faxing or scanning

Chapter 1

AIR FORCE AID SOCIETY

1.1. Purpose. The AFAS serves as the official charity of the Air Force, incorporated under the laws of the state of Virginia as a private, nonprofit organization which promotes the Air Force mission by helping to relieve financial distress of Air Force members and their families as a step toward a lasting solution to their financial problems. The Society also assists Airmen and their families with their educational goals, and looks for opportunities to improve Quality of Life through proactive programs.

1.1.1. The Air Force recognizes the value of AFAS services and resources, and supports AFAS activities with manpower, office space and communications within the extent permissible by laws, regulations and policy.

1.1.2. The AFAS Corporate Organization consists of a Board of Trustees, which provides policy direction for AFAS operations and for the control and disposition of AFAS property and funds. The Board consists of not more than 23 members.

1.1.2.1. The Secretary of the Air Force; Chief of Staff of the Air Force and spouse; Deputy Chief of Staff for Manpower, Personnel and Services; Deputy Assistant Secretary of the Air Force (Budget); Judge Advocate General of the Air Force; Surgeon General of the Air Force; and Chief Master Sergeant of the Air Force and spouse are Board trustees by virtue of their position. The other trustees are elected and serve 3-year terms.

1.1.2.2. The president and vice president of the Board of Trustees are officers elected by the Board of Trustees.

1.1.2.3. The HQ AFAS Chief Executive Officer (CEO) is responsible to the Board of Trustees for implementing assistance policy established by the Board; formulating procedures to execute Board policy; day-to-day supervision of AFAS operations; and for controlling, accounting, and disposing of all funds and property of the AFAS and publishes an annual report of AFAS giving and operations.

1.2. Policy.

1.2.1. The Air Force executes AFAS programs in accordance with the provisions of this instruction, and the AFAS *Operations Guide*. This instruction reflects policy established by the AFAS Board of Trustees and implemented by the AFAS CEO.

1.2.2. Installations will provide AFAS support to active duty personnel serviced by the local Military Personnel Flight (MPF), active duty members in transit, eligible non-active duty members, and members of the Army, Navy, Marine Corps and Coast Guard.

1.2.3. AFAS sections are a function of the Airman and Family Readiness Center (A&FRC); however, AFAS sections may be established at an installation without an A&FRC, if required and approved by HQ AFAS.

Chapter 2

RESPONSIBILITIES

2.1. AFAS. HQ AFAS and the Board of Trustees provide policy direction for AFAS operations and control of AFAS property and funds. HQ AFAS publishes and distributes an *Operations Guide*. The Guide explains AFAS programs and policies, and AFAS sections will comply with the requirements as outlined in the *Operations Guide* to ensure accountability for AFAS resources.

2.2. Deputy Chief of Staff, Manpower, Personnel, and Services (AF/A1). The AF/A1 publishes and disseminates guidance for the administration of AFAS activities in the Air Force.

2.2.1. Director of Services (AF/A1S). AF/A1S provides oversight for AFAS activities at all Air Force installations and commands and ensures AFAS emergency assistance capabilities are available on AF installations 24/7.

2.2.2. Air Force Personnel Center, Directorate of Personnel Services, Sustainment Division (AFPC/DPSIMF):

2.2.2.1. Develops and coordinates approval packages for procedural guidance of the annual Air Force Assistance Fund campaign.

2.2.2.2. Prepares supporting material to brief the results of AFAS campaign to the annual Board of Trustees meetings.

2.2.3. Air Force Personnel Center, Directorate of Airman and Family Care, Airman and Family Division (AFPC/DPPF):

2.2.3.1. Serves as communication link between installations and HQ AFAS for all non-emergency AFAS operational matters.

2.2.3.2. Assesses the effectiveness of local AFAS sections and communicates AFAS' program enhancements to A&FRCs.

2.2.3.3. Reviews and makes recommendations to establish, transfer, or deactivate AFAS sections through AF/A1S and to HQ AFAS.

2.2.3.4. Ensures installations integrate AFAS capabilities into crisis response plans and maintains list of qualified augmentees who could be deployed in support of AFAS sections at installations where activation of an Emergency Family Assistance Control Center (E-FACC) occurs.

2.2.3.5. Reports situations such as unexplained loss of funds, accounting results indicating an embezzlement type of activity, or appearances of gross negligence to appropriate authorities/chain of command.

2.2.3.6. Resolves non-concurrences on audits, inspections, investigations, or procedural reviews.

2.2.3.7. Provides general supervision and surveillance over Airman and Family Readiness Centers' execution of AFAS activities within major commands (MAJCOM).

2.2.3.7.1. Review and act to improve assistance operations provided by their assigned sections.

2.2.3.7.2. Make recommendations to establish, transfer, or deactivate AFAS sections.

2.2.3.7.3. Act on situations such as unexplained loss of funds, accounting results indicating an embezzlement type of activity, or appearances of gross negligence.

2.2.3.7.4. Resolve non-concurrences on audits, inspections, investigations, or procedural reviews.

2.2.3.7.5. Ensure compliance with HQ AFAS directives by AFAS sections.

2.3. Installation Commanders:

2.3.1. Furnish necessary facilities and assign qualified personnel to perform the AFAS function, and supervise section operations. **(T-2).**

2.3.2. Ensure that a continuing public relations program communicates the role of the AFAS to Airmen and their families. Additionally, keep unit commanders and first sergeants informed of AFAS activities, policies, and procedures.

2.3.3. Appoint a staff advisor. **(T-2).**

2.3.4. Ensure AFAS emergency assistance capabilities are available 24/7. **(T-2).**

2.4. Staff Advisor. The staff advisor is an officer in the grade of Captain or above, or equivalent civilian grade, preferably the Chief, A&FRC and:

2.4.1. Reports to the installation commander on AFAS matters and assists in the administration of the section.

2.4.2. Designates an Air Force Aid Society Officer (AFASO) and assistant AFASOs as needed by completing the AFAS Form 26 in AFAS EAGLE system, IAW *AFAS Operations Guide*. **(T-3).***Note: There is no limit on the number of assistants, but enough must be available to perform section duties; assistants need not be junior to the AFASO.*

2.4.3. Serves as liaison between the AFAS section and the installation commander.

2.4.4. Approves requests for assistance from eligible personnel according to guidance and levels of approval authority specified in the *AFAS Operations Guide*. **(T-2).**

2.4.5. Supervises the AFASO. **(T-3).**

2.4.6. Signs Checks when identified on the Form 26A, Signature Card. **(T-3).**

2.4.7. Appoints no more than six signatories for AFAS checks. **(T-3).**

2.4.8. Maintains fiduciary responsibility for the AFAS account at their respective installation. **(T-2).**

2.4.9. Routinely reviews case files utilizing the current electronic case file program.

2.4.10. With the AFASO, conducts an annual self-assessment using the current electronic case file program to ensure compliance with AFAS requirements.

2.5. Air Force Aid Society Officer (AFASO). The AFASO is responsible to the staff advisor and the installation commander for administering the AFAS program. The AFASO may be a

commissioned officer, noncommissioned officer (NCO), TSgt or above, or a civilian in the grade of GS-7 or above. The AFASO will:

- 2.5.1. Ensure the section provides emergency assistance to members in a compassionate manner.
- 2.5.2. Administer the AFAS function according to this instruction and the *AFAS Operations Guide*. **(T-3)**.
- 2.5.3. Safeguard and disburse AFAS funds through the AFAS checking accounts in accordance with guidance contained herein, and the *AFAS Operations Guide*. **(T-2)**.
- 2.5.4. Publicize AFAS programs throughout the year by:
 - 2.5.4.1. Using the base information and news media (daily bulletin, base newspaper, etc.).
 - 2.5.4.2. Providing inputs for commander's call.
 - 2.5.4.3. Ensuring the AFAS is listed in the base telephone book/listings.
 - 2.5.4.4. Ensuring the AFAS program is briefed at local *Individualized Newcomer Treatment and Orientation* (INTRO) programs.
 - 2.5.4.5. Encouraging base personnel to visit the AFAS office whenever they have an unforeseen financial emergency.
- 2.5.5. Assign specific duties in writing to assigned personnel for safeguarding checks, accounting for forms and keeping records as required by this instruction and the *AFAS Operations Guide*. **(T-2)**.
- 2.5.6. Ensure adequacy of accounting controls. Supervisory and accountability responsibilities are not delegated. **(T-2)**.
- 2.5.7. Supervise section to include the preparation, maintenance, and prompt submission of required records and reports to ensure they are accurate. **(T-3)**.
- 2.5.8. Consult with the installation Staff Judge Advocate in cases of foreclosure, eviction and excessive indebtedness, when necessary or when advised by HQ AFAS.
- 2.5.9. Coordinate requests for after-hours coverage by Red Cross through HQ AFAS and makes Red Cross contact information available appropriately.
- 2.5.10. Inform the staff advisor and installation commander on AFAS policies and the types and volume of assistance.
- 2.5.11. Sign checks. **(T-2)**.
- 2.5.12. Coordinate with the Personal Financial Readiness (PFR) Manager when financial counseling is required.
- 2.5.13. Provide advice and assistance to current year's Air Force Assistance Fund Installation Project officer (e.g., seek out individuals previously helped by AFAS who are willing to speak at Commander Calls, etc.).
- 2.5.14. With the AFAS Staff Advisor, conduct an annual self-assessment using the AFAS current electronic case file program to ensure compliance with AFAS requirements.

2.6. Assistant AFASOs. Assistant AFASOs may be a commissioned officer, NCO in the grade of SSgt or higher, or civilian in the grade GS-6 or higher. They:

- 2.6.1. Act for the AFASO during short absences.
- 2.6.2. Counsel applicants and provide assistance as authorized.
- 2.6.3. Sign checks. **(T-2).**

2.7. Commanders of Air Force Installations That Do Not Have an AFAS Section. These commanders appoint by letter an AFASO who is a commissioned officer, a civilian GS-7 or above, or NCO grade TSgt or above for counseling and referral purposes. The AFASO will:

- 2.7.1. Ensure the AFAS is in the base telephone book/listing or public website.
- 2.7.2. Counsel applicants and make referrals to ARC, Army Emergency Relief (AER), Navy-Marine Corps Relief Society (NMCRS), Coast Guard Mutual Assistance (CGMA) or HQ AFAS as appropriate.
- 2.7.3. Ensure the AFAS is publicized throughout the year.
- 2.7.4. Contact HQ AFAS, or AFPC for guidance on policy and procedures.

Chapter 3

ADMINISTRATION

3.1. Limitation of Authority. A&FRC officials representing the AFAS are not authorized to:

- 3.1.1. Co-sign, endorse, or guarantee payment of commercial loans or become surety on a bond in the name of the AFAS.
- 3.1.2. Expend funds not authorized by this instruction or the *AFAS Operations Guide*.
- 3.1.3. Delegate their responsibilities or authority.

3.2. Sources of Income:

- 3.2.1. Government funds are not received or used by AFAS for relief purposes.
- 3.2.2. AFAS income is derived from but not limited to the following sources:
 - 3.2.2.1. Annual Air Force Assistance Fund Campaign contributions.
 - 3.2.2.2. Direct contributions from individuals and businesses.
 - 3.2.2.3. Interest and dividends earned on investments.
 - 3.2.2.4. Royalties from books, songs, etc.

3.3. General Administration:

3.3.1. Staff Relationships. Communication between HQ AFAS, AF/A1, AFPC/DPPF, MAJCOMs, and AFAS sections will be in accordance with established Memorandum of Agreement between AF/A1 and HQ AFAS. Communication between HQ AFAS and AFPC/DPSIMF will be in accordance with established Memorandum of Agreement between AFPC/DS and AFAF Affiliate charities (i.e., HQ AFAS).

3.3.1.1. AFPC/DPPF and HQ AFAS must coordinate and approve the activation, deactivation, and transfer of sections. AFAS sections request advice, assistance, and approval for waivers of policy on a case-by-case basis from HQ AFAS. AFAS sections maintain a day-to-day working relationship with HQ AFAS.

3.3.1.2. AFAS sections must immediately notify HQ AFAS of any changes in section personnel / staffing, address, and / or phone numbers in accordance with the *AFAS Operations Guide* by completing and submitting AFAS Forms 26 and/or 26A.

3.3.1.3. HQ AFAS requests for installation/MAJCOM-level general usage, knowledge, or program execution that is not directly related to AFAS programs will be submitted/coordinated through AFPC/DPPF

3.3.2. Establishing an AFAS Section:

3.3.2.1. The installation commander may establish a section with concurrence of AFPC/DPPF, approval from HQ AF/A1SA, and approval from HQ AFAS. Refer to *AFAS Operation Guide* for procedures.

3.3.2.2. Upon AF/A1SA and HQ AFAS concurrence, the installation submits the following information by memorandum to AFPC/DPPF, Randolph AFB TX 78150-4737, at least 30 days prior to the proposed activation:

3.3.2.2.1. Section name. Each section has the same name as the installation where it is located.

3.3.2.2.2. Mailing Address.

3.3.2.2.3. Name of AFASO, assistant AFASOs and AFAS staff advisor.

3.3.2.2.4. Proposed activation date.

3.3.2.2.5. Approximate military population to be served.

3.3.2.3. If approved, AFPC/DPPF in coordination with HQ AFAS advises the installation commander of the section number. HQ AFAS sends required supplies and AFAS forms directly to the new section. Commanders will:

3.3.2.3.1. Ensure AFASOs have a place for private interviews. **(T-2)**.

3.3.2.3.2. Identify AFAS officers at base level. **(T-2)**.

3.3.2.3.3. Use AFAS Form 26, Report of Change in Air Force Aid Society Representatives, to identify personnel in these positions to HQ AFAS. **(T-3)**.

3.3.2.3.4. Use AFAS Form 26A, Signature Card, to provide signatures of those personnel authorized to sign checks (AFASO, assistant AFASO, staff advisor). **(T-2)**.

3.3.3. Change of AFASO, Assistant AFASO, Staff Advisor, or Installation Commander:

3.3.3.1. Transfer section accounts to a new AFASO or to the staff advisor when the AFASO is or will be absent for more than 60 days. **(T-2)**.

3.3.3.2. Complete AFAS Forms 26 and 26A whenever a name on these forms must be changed. Complete, sign, and distribute all copies of these forms. **(T-2)**.

3.3.4. Account Discrepancies. The new AFASO does not have to accept an account with apparent discrepancies. **(T-2)**.

3.3.4.1. Report discrepancies to the staff advisor and installation commander. **(T-2)**.

3.3.4.2. The installation commander will resolve the discrepancy and make a formal report on the findings to HQ AFPC/DPPF. **(T-2)**.

3.3.5. Section Deactivations. If a section deactivation becomes known, advise HQ AFAS and HQ AFPC/DPPF by message. Accomplish notification immediately, but in no instance later than 90 days before deactivation and realignment instructions.

3.3.6. Income Tax Considerations:

3.3.6.1. The Internal Revenue Service has ruled that the AFAS is a private nonprofit corporation and is tax exempt. Refer all questions regarding taxability of AFAS to HQ AFAS for reply.

3.3.6.2. Contributions and bequests to the AFAS may be deductible as gifts to a charitable organization.

3.3.7. Audit Function:

3.3.7.1. A firm of certified public accountants audit HQ AFAS financial controls and accounts annually.

3.3.7.2. The Air Force Audit Agency audits section activities periodically.

3.3.7.3. The installation commander determines if an audit is necessary upon deactivation of a section.

DANIEL R. SITTERLY, Principal Deputy
Assistant Secretary
(Manpower and Reserve Affairs)

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 36-31, *Personal Affairs*, 2 April 2012

AFMAN 33-363, *Management of Records*, 1 March 2008

HQ AFAS *Operations Guide* (Annual Edition) *Memorandum of Agreement Between The Air Force Aid Society (AFAS) and Manpower, Personnel and Services (AF/A1)*, December 2011

Adopted Forms

AFAS Form 26, *Report of Change in Air Force Aid Society Representatives*

AFAS Form 26A, *Signature Card*

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

A&FRC—Airman and Family Readiness Center

AER—Army Emergency Relief

AF/A1—Deputy Chief of Staff for Manpower, Personnel and Services

AF/A1S—Director of Air Force Services

AF/A1SA—Headquarters Air Force Airman and Family Readiness Policy Branch

AFAS—Air Force Aid Society

AFASO—Air Force Aid Society Officer

AFMAN—Air Force Manual

AFPC—Air Force Personnel Center

AFPC/DPPF—Air Force Personnel Center, Directorate of Airman and Family Care, Airman and Family Division

AFPC/DPSIMF—Air Force Personnel Center, Directorate of Personnel Services Special Programs Branch

AFPD—Air Force Policy Directive

CEO—Chief Executive Officer

DoD—Department of Defense

FOA—Field Operating Agency

IAW—In Accordance With

INTRO—Individualized Newcomer Treatment and Orientation

MAJCOM—Major Command

NCO—Noncommissioned Officer

OPR—Office of Primary Responsibility

SORN—System of Record Notice

USC—United States Code