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FROM: AF/A1
1040 Air Force Pentagon
Washington, DC 20330-1040

SUBJECT: Air Force Guidance Memorandum to AFI 36-3009, *Airman and Family Readiness Centers*

By Order of the Secretary of the Air Force, this AF Guidance Memorandum (AFGM) immediately changes AFI 36-3009, *Airman and Family Readiness Centers*. It implements changes necessary to fulfill financial literacy training as required by 10 United States Code (USC) §992, *Financial Literacy training: Financial Services*. Compliance with this publication is mandatory. To the extent its directions are inconsistent with other Air Force publications, the information herein prevails, in accordance with AFI 33-360, Publications and Forms Management.

The attachment to this memorandum provides guidance that is effective immediately.

The directions of this memorandum become void after one-year has elapsed from the date of this memorandum, or upon incorporation of an interim change to, or rewrite of AFI 36-3009, whichever is earlier.

Shon J. Manasco
Assistant Secretary of the Air Force
Manpower and Reserve Affairs

Attachment:
Guidance Changes

ATTACHMENT
Guidance Changes

The below changes to AFI 36-3009, 30 August 2018 are effective immediately.

(Add New) 1.2.1.8. Establish, manage, oversee, and monitor the implementation of policy, procedures, and information requirements for financial readiness Common Military Training requirements in accordance with 10 USC §992.

(Add New) 1.2.1.9. Ensures financial readiness training for continuation pay and the lump sum option, for retirement under the Blended Retirement System, is available to eligible Airmen at least 90 days prior to the last date an individual election may be made per service directives and 10 USC §1415, *Lump Sum Payment of Certain Retired Pay*.

(Add New) 1.2.3.3. Air Education and Training Command: In coordination with AF/A1S, deliver financial readiness Common Military Training at initial entry training for all Airmen and as part of leadership training.

(Add New) 1.2.3.4. US Air Force Academy: In coordination with AF/A1S, deliver financial readiness Common Military Training to all cadets.

(Add New) 1.2.7. Unit Commanders:

(Add New) 1.2.7.1 Ensure subordinate Airmen complete financial readiness Common Military Training in accordance with Attachment 3. **(T-1)**.

(Add New) 3.5.7 Centers will provide pre and post deployment financial readiness training IAW Attachment 3.

(Replace) 3.8.1. Centers will offer information, education, and personal financial counseling to help Airmen and/or family members and provide foundations at the beginning of an Airman's career and develop across the continuum to improve financial literacy. **(T-0)**. Financial readiness training will be done IAW Attachment 3. **(T-1)**.

(Replace) 3.8.2. Financial readiness training offered by Airman and Family Readiness, IAW Attachment 3, will be delivered, at key touchpoints throughout an Airman's career, using Air Force standardized training curriculum developed by AF/A1S and AFPC/DPFF. **(T-1)**.

(Replace) 3.8.4.2. At locations without full Center services, such as geographically separated units (GSUs) or non co-located ARC locations, or to augment existing capabilities, PFR delivery may be accomplished by contractors qualified and certified to provide personal financial counseling. Contractors must only conduct training with AF approved materials. **(T-1)**. Non co-located ARC locations may also refer members to the nearest installation with full Center services, utilize Joint Force Support Assistance Program/Military Family Life Consultant support, use DoD-provided certified Personal Financial Counselors if available, or other certified financial counselors available through on base (e.g., installation bank/credit union) or off base (Federal, State or local agencies or nonprofit consumer credit counseling organizations) resources.

(Replace) Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 36-30, *Military Entitlements*, 28 April 2015
AFPD 36-31, *Personal Affairs*, 2 April 2012
AFPD 36-82, *Exceptional Family Member Program (EFMP)*, 7 July 2015
AFI 33-360, *Publications and Forms Management*, 1 December 2015
AFMAN 33-363, *Management of Records*, 1 March 2008
10 USC §992, *Financial Literacy Training: Financial Services*
10 USC §1415, *Lump Sum Payment of Certain Retired Pay*
AFI 34-1101, *Warrior and Survivor Care*, 6 May 2015
AFI 36-3111, *Air Force Aid Society*, 15 October 2014
AFI 36-2908, *Family Care Plans*, 1 October 2014
AFI 10-216 *Evacuation of U.S. Citizens and Designated Aliens from Threatened Areas Abroad*, 27 July 2016
JP 3-68, *Noncombatant Evacuation Operations*, 18 November 2015
AFI 36-3803, *Personnel Accountability in Conjunction with Natural Disasters or National Emergencies*, 7 June 2016
DoD Manual 5210.42_AFMAN13-501, *Nuclear Weapons Personnel Reliability Program (PRP)*, 9 March 2017
AFI 40-301, *Family Advocacy*, 16 November 2015
AFI 34-201, *Use of Nonappropriated Funds (NAFS)*, 17 June 2002
AFI 65-601V1, *Budget Guidance and Procedures*, 24 Oct 2018
AFI 51-601, *Gifts to the Department of the Air Force*, 26 November 2003
AFMAN 32-1084, *Facility Requirements*, 26 February 2016
Unified Facilities Criteria (UFC) 4-730-01, *Family Service Centers*, 20 June 2006
DoDI 1348.36, *Gold Star Lapel Button, Service Flag, and Service Lapel Button*, 21 December 2016
DoDI 1300.18, *Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures*, 8 January 2008
AFI 36-3002, *Casualty Services*, 20 June 2017
DoDI 1342.22, *Military Family Readiness*, 3 July 2012
AFI 10-403, *Deployment Planning and Execution*, 20 September 2012
DoDI 1315.19, *The Exceptional Family Member Program (EFMP)*, 19 April 2017
AFI 36-3006, *Survivor Benefit Plan (SBP) (Active, Guard, Reserve, and Retired)*, 7 October 2009
DoDI 1332.35, *Transition Assistance Program (TAP) for Military Personnel*, 29 February 2016
DoDI 1100.21, *Voluntary Services in the Department of Defense*, 11 March 2002
DoDI 1402.05, *Background Checks on Individuals in DoD Child Care Services Programs*, 11 September 2015

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

VA Form 21-526, *Claim for Disability Compensation or Pension*

DD Form 2973, *Volunteer Agreement for Appropriated Fund Activities & Non Appropriated Fund Instrumentalities*

DD Form 2656, *Retirement Application - Data for Payment of Retired Personnel*

Abbreviations and Acronyms

A&FR—Airman and Family Readiness

A&FRPM—Airman and Family Readiness Program Manager

AF—Air Force

AFAS—Air Force Aid Society

AFFIRST—Air Force Family Integrated Results and Statistical Tracking

AFPAAS—Air Force Personnel Accountability and Assessment System

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPC—Air Force Personnel Center

AFPC/DPFF—Air Force Personnel Center Airman and Family Division

AFPD—Air Force Policy Directive

AFR—Air Force Reserve

ANG—Air National Guard

ARC—Air Reserve Component

CSAF—Chief of Staff of the Air Force

CSS—Command Support Staff

DBIDS—Defense Biometric Identification System

DEERS—Defense Eligibility Enrollment Reporting System

DoD—Department of Defense

DoDI—Department of Defense Instruction

EFAC—Emergency Family Assistance Center

EFM—Exceptional Family Member

EFMP—Exceptional Family Member Program

EFMP-A—Exceptional Family Member Program Assignments

EFMP-FS—Exceptional Family Member Program Family Support

EFMP-M—Exceptional Family Member Program Medical

ESAT—Electronic Sponsorship Application & Training

GS—Gold Star

GSU—Geographically Separated Unit

IAW—In accordance with

MAJCOM—Major Command

OPR—Office of Responsibility

PFR—Personal Financial Readiness

RegAF—Regular Air Force

SBP—Survivor Benefit Plan

SORN—System of Record Notice

TAP—Transition Assistance Program

TSP—Thrift Savings Plan
USC—United States Code
VEA—Volunteer Excellence Award

Terms

Air Reserve Component (ARC) - ARC includes reference to both AFR and ANG.

Community Results Management - Decision-making and resource allocation strategy that identifies and prioritizes community results and ties all activities/services to measurable results and ensures cost effective utilization of resources while meeting community needs through targeted outcome results and measures.

Community Readiness Service Delivery - Designed to enhance community readiness and resiliency through personal preparedness via strength-based, results-focused service delivery. Center staff members partner with leadership and the community to promote the successful adaptation of Airmen and their families to the demands of military life.

DoD Personnel and Families - This includes all military members, all Services and Guard and Reserve, military retirees, DoD civilians (including Non-Appropriated Air Force personnel) and their eligible immediate family members who possess a current government-issued identification card. Other Uniformed Services include members of the United States Coast Guard, National Oceanic and Atmospheric Administration, uniformed State Department personnel, Public Health Service personnel.

Family Life Cycle - Predictable pattern of development and change as the individual and family matures and evolves over time.

Family Members - Includes those individuals for whom the military member (RegAF, AFR, ANG, and retired) provides medical, financial, and logistical (e.g., housing, food, clothing) support. This includes, but is not limited to, the spouse, children under the age of 19, children under the age of 23 if enrolled in college full-time, disabled children, and elderly adults who meet eligibility requirements. Centers also provide various types of support to annuitants and parents of single members.

Total Force Airmen - Members of the RegAF, AFR, ANG and DoD Civilian employees.

(Add New) Attachment 3

FINANCIAL READINESS COMMON MILITARY TRAINING

Airmen must complete Financial Readiness Common Military Training as described in the table below. Training received from another branch of Service will be accepted with proof of training.

Table A3.1

Touchpoint	Completion Requirements	Delivery
Initial Entry	During initial entry training. For ANG, training will be provided by Airman and Family Readiness staff within 120 days of accession.	Basic Military Training, US Air Force Academy, Officer Training School, Reserve Officer Training Corps
First Duty Station - Enlisted	Within 90 days (RegAF) or 120 days (Reserve Component) of arrival at first duty station. Training is not required for Reserve Component Airmen who were prior active duty or officers who were prior enlisted.	RegAF: In accordance with AFI 36-2624, <i>Total Force Career Assistance Advisor and Enlisted Professional Enhancement Program</i> Reserve Component: Airman and Family Readiness ¹
First Duty Station – Officer		Airman and Family Readiness ¹
Thrift Savings Plan Vesting	No earlier than 60 days prior to and no later than 180 days after the Airman’s 25 th month of service.	At Airman and Family Readiness ¹ or Online ²
Continuation Pay Eligibility	For Airmen under the Blended Retirement System; no earlier than 90 days and no later than one day prior to the years of service requirement for Continuation Pay eligibility as set by the Air Force.	Online ³
Pre Deployment	No earlier than receipt of deployment orders and no later than prior to deployment; conducted and documented IAW AFI 10-405, <i>Expeditionary Readiness Training Program</i> Training is current for 3 years and remains current throughout the period of the deployment IAW AFI 10-405.	At Airman and Family Readiness ¹ Online ⁴ or unit commander led mass briefings, IAW AFI 10-405, may be used as an alternative method.
Post Deployment	Within 30 days of return from deployment Training is valid for 3 years.	At Airman and Family Readiness ¹ or Online ²

Touchpoint	Completion Requirements	Delivery
Marriage	No earlier than 6 months prior to and no later than 90 days after the first time updating the Defense Eligibility Enrollment Reporting System (DEERS) marital status to “married.”	At Airman and Family Readiness ¹ or Online ²
Divorce	No earlier than 6 months prior to and no later than 90 days after the first time updating the Defense Eligibility Enrollment Reporting System (DEERS) marital status to “divorced.”	At Airman and Family Readiness ¹ or Online ²
First Child	No earlier than 6 months prior to and no later than 90 days after updating the Defense Eligibility Enrollment Reporting System (DEERS) with first dependent child. This applies to any dependent child added who is under the age of 18, including adoption, step child, etc.	At Airman and Family Readiness ¹ or Online ²
Permanent Change of Station	Prior to out-processing the losing base for members in rank of E4/O3 and below.	At Airman and Family Readiness ¹ or Online ²
Promotion	No earlier than 90 days prior to and no later than 90 days after date of rank for members promoted to ranks of E2-E5 and O2-O4. Training for promotion to E2 will be delivered as part of Basic Military Training and to E3 will be delivered as part of First Duty Station training.	At Airman and Family Readiness ¹ or Online ²
Retirement, Separation, or transition to Reserve Component	In accordance with paragraph 3.12.	Delivered as part of the Transition Assistance Program in accordance with paragraph 3.12
Disabling Sickness or Condition	When identified as Wounded, Ill, or Injured Airman.	Receive assessment on financial readiness needs from the Recovery Care Coordinator in accordance with AFI 34-1101, <i>Warrior and Survivor Care</i> .
Disabling Sickness or Condition	When enrolled in EFMP and in accordance with paragraph 3.7.4.	Receive assessment on financial readiness needs from the EFMP –

Touchpoint	Completion Requirements	Delivery
		Family Support Coordinator per paragraph 3.7.4
Lump Sum Eligibility	Prior to member electing lump sum option upon retirement under the Blended Retirement System on DD Form 2656.	At Airman and Family Readiness ¹

¹ Airman and Family Readiness refers to Total Force RegAF Centers, A&FR Staff, and A&FRPMs as defined in paragraphs 1.1.1., 1.1.2.1., and 1.1.2.2.

²Eligible/required courses are displayed at <https://myvector.us.af.mil/myvector> on individual log in

³Available via MyPers email notifying member of eligibility for Continuation Pay.

⁴ Via Advanced Distributed Learning Service (ADLS)

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

AIR FORCE INSTRUCTION 36-3009

30 AUGUST 2018



Personnel

**AIRMAN AND FAMILY READINESS
CENTERS**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This Air Force Instruction (AFI) implements Air Force Policy Directive (AFPD) 36-30, *Military Entitlements*; AFPD 36-31, *Personal Affairs*; and AFPD 36-82, *Exceptional Family Member Program (EFMP)*. It provides the authority and criteria for establishing Airman and Family Readiness Centers, referred to as ‘Centers’ in this Instruction. It details the requirements for planning and implementing Center services and activities. 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 personnel policy for Airman and Family Readiness Centers. This instruction applies to all Regular Air Force (RegAF) personnel and with the exception of paragraphs where explicitly different guidance is provided, it also applies to Air Force Reserve (AFR) and Air National Guard (ANG) units. This publication requires the collection and or maintenance of information protected by the Privacy Act of 1974. The authorities to collect and or maintain the records prescribed in the publication are Title 10 USC §8013, Secretary of the Air Force. The applicable Privacy Act System, System of Records Notice (SORN) F036 AFPC Z, Air Force Family Integrated Results and Statistical Tracking (AFFIRST), is available online at: <http://dpclld.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/569813/f036-afpc-z/>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR), using AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional chain of command. 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*, 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

requestors commander for non-tiered compliance items. This publication may be supplemented at any level, but all Supplements must be routed to the OPR of this publication for coordination prior to certification and approval. **(T-1)**. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance (IAW) with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW the Air Force Records Disposition Schedule in the Air Force Records Information Management System.

SUMMARY OF CHANGES

This document is substantially revised and needs to be completely reviewed for administering Centers on Air Force (AF) installations. It complies with Secretary of the Air Force mandatory review of AFIs and eliminates redundant entries found in Department of Defense (DoD) and other prescriptive instructions.

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Chapter 1

OVERVIEW

1.1. Concept of Operations. Installation Airman and Family Readiness Centers, herein referred to as “Centers”, provide programs and services to assist commanders in identifying, assessing, and minimizing personal and family related challenges to maintaining unit cohesion and strengthening operational readiness. Center services enable development and sustainment of resilient, ready Airmen and families.

1.1.1. At RegAF installations, Airman and family services are delivered at Centers. RegAF commanders provide support to co-located AFR and ANG commanders (tenant units), and designated geographically separated units (GSUs), as necessary to ensure availability and delivery of services. **(T-1)**.

1.1.1.1. Centers provide consultation to senior leadership and commanders in support of the development and execution of policies, programs and processes to enhance individual, family and community readiness, resilience and quality of life. **(T-1)**.

1.1.1.2. Centers serve DoD Total Force servicemembers, DoD civilians, retirees, and eligible family members. Centers will collaborate with co-located AFR and ANG personnel to ensure family members are prepared for activation, mobilization, deployment, transition, and reintegration demands and responsibilities. **(T-1)**.

1.1.1.3. Centers should provide required services to the extent possible to military personnel assigned to deployed contingency locations and remote sites. Contingency and remote sites should coordinate support with RegAF Centers.

1.1.1.4. Centers at Joint Bases.

1.1.1.4.1. At Joint Bases where AF is the lead Service (supporting), the Center coordinates with the supported Service(s) to ensure program information is disseminated to Joint Base populations and that program delivery is IAW local Joint Base agreements; e.g., Memorandum of Agreement or Memorandum of Understanding.

1.1.1.4.2. At locations where the AF is not the lead Service (supported), the AF provides resources/capability for AF-specific programs through coordination with the supporting Service. AF-specific programs are the Key Spouse Program, Heart Link, Casualty Affairs, Survivor Benefit Program, and the Air Force Aid Society (AFAS).

1.1.1.5. Center staff are authorized to attend national level training events for professional development contingent upon approval by installation-appointed travel approving officials and compliance with current AF training attendance rules.

1.1.2. Non co-located AFR installations and ANG units do not have Centers. Airman and family services are normally provided or coordinated through a one-deep manpower position.

1.1.2.1. At AFR stand-alone installations, Airman and Family Readiness (A&FR) staff administer the programs shown in Chapter 3 of this AFI to the extent they are capable of providing, either in-office or through off-base referrals, due to limited staffing.

- 1.1.2.1.1. At AFR locations, the A&FR staff position is aligned under the Force Support Squadron (FSS) Commander to meet local workload requirements and functional compatibility. A&FR staff may refer members to the nearest RegAF installation or collaborate with local agencies, uniformed services and other service delivery organizations to enhance the quality of life initiatives during steady state and contingency operations.
- 1.1.2.2. For ANG stand-alone wings, the ANG Division of Force Management (NGB/A1P) prioritizes execution and delivery of programs shown in Chapter 3 of this AFI due to limited staffing by the wing Airman and Family Readiness Program Manager (A&FRPM).
 - 1.1.2.2.1. At ANG locations the A&FRPM position is aligned no lower than the FSS Commander/Director of Personnel to meet local workload requirements and functional capability. Units may designate the supervision to the Mission Support Group or Wing Commander level. The A&FRPM may collaborate with the State Joint Force Headquarters, local agencies, uniformed services and other service delivery agencies to enhance the quality of life initiatives during steady state and contingency operations.

1.2. Roles and Responsibilities.

1.2.1. The Directorate of AF Services (AF/A1S):

- 1.2.1.1. Oversees integration of the requirement for Centers into the Air Force Personnel Strategic Plan.
- 1.2.1.2. Approves policy for A&FR services and resource allocations for Centers.
- 1.2.1.3. Develops policy for Center programs that enable commanders to sustain resilient, ready Airmen and families.
- 1.2.1.4. Develops, implements, establishes and monitors performance based-outcome criteria for evaluation of the effectiveness of services related to the personal and family readiness needs of Airmen and families and the Air Force community through the Center data collection system, community assessments and various surveys and assessment tools.
- 1.2.1.5. Centrally manages and distributes Operations & Maintenance funding for Airman and Family Readiness programs.
- 1.2.1.6. Collaborates with other military Services to ensure programming at Joint Bases is aligned with Center requirements.
- 1.2.1.7. Responsible for administering Air Force Exceptional Family Member Program (EFMP).

1.2.2. The Air Force Personnel Center (AFPC) Airman and Family Division (DPFF) will:

- 1.2.2.1. Direct and guide Center programs by developing and disseminating operational guidance from policy provided by AF/A1S and tools that enable Centers to provide effective consultation to commanders and sustain Airmen and families. **(T-2)**.

1.2.2.2. Implement and monitor program effectiveness criteria related to the needs of the Total Force community through the Center data collection system, assessment tools and surveys. **(T-2)**.

1.2.2.3. Consolidate Center operational budgets, validate requirements, and elevate resource issues, to include manpower, funding shortfalls, and funding execution, to the appropriate office in AF/AIS for consideration. Disseminate budgetary guidance from the Airman and Family Readiness Program Element Manager. **(T-2)**.

1.2.2.4. Develop and provide initial and recurring training and technical assistance for Center personnel, to include AFR A&FR staff and ANG A&FRPMs, based on program needs. **(T-2)**.

1.2.2.5. Develop and maintain web-based resources and training materials to support Center personnel to administer core programs. **(T-2)**.

1.2.2.6. Provide operational procedures and guidance to Centers for emergency preparedness and response in support of Airmen and families to include establishing an Emergency Family Assistance Center (EFAC), needs assessments that are part of the Air Force Personnel Accountability and Assessment System (AFPAAS), and other evacuation and repatriation operation support. **(T-2)**.

1.2.2.7. Tailor support and assistance to AF Wounded, Ill and Injured Airmen and their families as identified through AFI 34-1101, *Warrior and Survivor Care*. **(T-2)**.

1.2.2.8. Develop and maintain Desktop Guides for Center core service areas as reference and assistance to Centers in delivering consistent and standardized programs. **(T-2)**. The Desktop Guides may be provided as additional material in the download section in the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) system, which is further described in para 2.4.1, or distributed electronically.

1.2.2.9. Monitor Center self-inspections as reported in Management Internal Control Toolset, available through the AF Portal, to track trends and shortfalls, and provide information as requested to an appropriate level of Inspector General. **(T-2)**.

1.2.2.10. Conduct Staff Assistance Visits when requested by higher headquarters or installation commanders and/or designees. **(T-2)**.

1.2.2.11. Organize and manage Airman & Family Readiness functional support for Major Command (MAJCOM) leadership. **(T-2)**.

1.2.3. The MAJCOM Commander:

1.2.3.1. Ensures adequate resources are available for Center staffs, facilities and services to comply with program requirements in support of RegAF installations with a military population of at least 500 members.

1.2.3.2. Requests assistance with Airman and family issues from AFPC/DPFF when necessary.

1.2.4. The Installation Commander will:

1.2.4.1. Provide appropriate facilities, funding levels, and manpower to support services in compliance with applicable laws, directives, instructions and policies that pertain to Center operations; and, activates the EFAC when necessary. **(T-0)**.

1.2.4.2. Determine priorities of the commander's Key Spouse, as described in para 3.9.2. **(T-1)**.

1.2.5. The Force Support Squadron (FSS) Commander will:

1.2.5.1. Ensure Center budget submissions meet mission capability in supporting all core service delivery areas. **(T-1)**.

1.2.6. The Center Flight Chief:

1.2.6.1. Supervises and manages Center operations, and serves as the senior consultant to installation leadership on personal and family readiness issues. **(T-3)**.

1.2.6.2. Ensures newly assigned commanders, first sergeants, and command chief master sergeants are briefed within 90 days of arrival on station on the role of the Center in personal, family, and community readiness. **(T-3)**.

1.2.6.3. Identifies personal and family readiness issues and trends by working with squadron leadership, civilian and military agencies and through formal and informal assessment tools. **(T-3)**.

1.2.6.4. Advocates to leadership for budget, resources, facility requirements and manpower for Centers. **(T-3)**.

1.2.6.5. Ensure all Community Readiness Specialists, Community Readiness Consultants, and Readiness Noncommissioned Officers are nominated to attend the Air University Airman and Family Readiness Basic course within 12 months of initial hire. **(T-3)**.

1.2.6.6. Ensure Air Force Aid Society (AFAS) services are delivered IAW AFI 36-3111, *Air Force Aid Society*, and para 3.1. **(T-1)**.

Chapter 2

COMMUNITY READINESS SERVICE DELIVERY AND ADMINISTRATION

2.1. Community Readiness Service Delivery. In consultation with installation leadership and the supported population, Centers provide a personal and family readiness foundation for a variety of information, referrals and services for Airmen and their families that constitutes broad Community Readiness Service Delivery. This consists of core programs in the following areas: deployment planning/support; personal financial readiness skills; personal and work life skills development; relocation assistance; employment assistance; volunteer resources; military child education information; exceptional family member support; transition assistance; wounded, ill and injured support services; Air Force Families Forever; AFAS; and support to the community before, during and after disaster, crisis, and/or evacuation situations as appropriate within Center purview. Additional services may be directed by AF/A1S as mission changes dictate.

2.1.1. Centers:

2.1.1.1. Engage in partnerships with unit leadership to assess unit strengths, resources, and concerns in order to enhance services and programs relevant to supporting resilient, ready Airmen; and, to foster a shared sense of responsibility to promote the successful adaptation of Airmen and their families to the demands of military life and to facilitate the personal readiness of the Force.

2.1.1.2. Partner with DoD and AF approved civilian and military agencies in support of Airmen and families.

2.1.1.3. Provide immediate, short-term assistance and referral to appropriate agency or service to assist individuals and families facing crisis situations.

2.1.1.4. Offer information, education, and support services to individuals, families, and the community during deployments, contingencies and emergencies.

2.1.1.5. Provide information and referral on Family Care Plans when requested. Family Care Plans are required IAW AFI 36-2908, *Family Care Plans*, and the responsibility for creating, updating, and/or monitoring Family Care Plans remains with the commander and the individual Airman.

2.2. Emergency Operations.

2.2.1. Emergency Family Assistance Center (EFAC). By direction of the installation commanders, Centers will activate and support an EFAC IAW installation emergency action plans. Centers will ensure the EFAC processes are addressed in base emergency response plans; and, exercise plans annually in conjunction with the installation's emergency plans exercises. (T-0).

2.2.2. Evacuation and Repatriation: Centers will follow guidance in AFI 10-216, *Evacuation of U.S. Citizens and Designated Aliens from Threatened Areas Abroad*, and be familiar with Joint Publication (JP) 3-68, *Noncombatant Evacuation Operations*. (T-1). Centers located overseas assist in the development of base evacuation plans in coordination with the installation's Logistics Readiness Squadron or function.

2.3. Air Force Personnel Accountability and Assessment System (AFPAAS).

2.3.1. AFPAAS standardizes a method for the AF to account, assess, manage, and monitor the recovery and reconstitution process for personnel and their families affected and/or scattered by a wide-spread catastrophic event.

2.3.2. All Center and Air Reserve Component (ARC) A&FR staff will be trained as AFPAAS Case Managers. ARC includes reference to both AFR and ANG. **(T-1)**.

2.3.3. Centers will act as a family liaison to the base community and provide updates to AFPC/DPPF IAW AFI 36-3803, *Personnel Accountability in Conjunction with Natural Disasters or National Emergencies*. **(T-1)**.

2.4. Records Management.

2.4.1. Air Force Family Integrated Results and Statistical Tracking (AFFIRST) System. The AFFIRST web-based, data gathering, service delivery management system was established to provide timely information about daily activities, outcome-based results, and return on investment of Center services throughout the Air Force. All staff members will utilize this system for data gathering, record keeping, and information management. **(T-1)**.

2.4.2. Joint Bases. At installations where the AF is the supporting service, AFFIRST is the approved data collection system. At joint base installations where another service is the lead and the AF is the supported service, that service dictates the method/system for documenting activities. Submit exceptions to Joint Basing policy through AFPC/DPPF for approval by AF/A1SAA.

2.4.3. Privacy. Prior to obtaining information from a customer, Center staff members will inform the customer that information may be released under limited circumstances identified in the SORN. **(T-0)**. Prior to collecting personal information, Center staff will have the service and/or family member complete a Statement of Understanding. **(T-0)**. An example of a customer Statement of Understanding is posted in the AFFIRST download section.

2.5. Duty to Report. Center staff are mandatory reporters of circumstances that include, but are not limited to, concerns about personnel reliability IAW DoD Manual 5210.42_AFMAN 13-501, *Nuclear Weapons Personnel Reliability Program (PRP)*; domestic violence IAW AFI 40-301, *Family Advocacy*; and/or any clear threat to mission accomplishment or individual safety. **(T-0)**.

2.6. Other Resource Considerations.

2.6.1. Expenditure of nonappropriated funds is only authorized for Family Services/Loan Locker requirements per AFI 34-201, *Use of Nonappropriated Funds (NAFS)*. **(T-1)**.

2.6.2. Procurement of informational items with little intrinsic value, such as, pens, pencils, magnets, key chains, etc., is authorized for the express intent of awareness and education of eligible customers. For guidance, refer to AFI 65-601V1, *Budget Guidance and Procedures*. **(T-1)**.

2.6.3. Centers must refer any offers of donations or gift offers to the appropriate authority IAW AFI 51-601, *Gifts to the Department of the Air Force*, or AFI 34-201. **(T-1)**.

2.6.4. Facilities. Center facilities should be easily identifiable and ideally located within close proximity to other support activities and collateral agencies for easy accessibility. Centers must meet, at a minimum, the facility requirements as outlined in AFMAN 32-1084,

Facility Requirements, and design and construction specifications set forth in the Unified Facility Criteria (UFC) 4-730-01, *Family Service Centers*. (T-1).

2.6.4.1. Design standards should include an interactive reception area; an administrative support area; adequate work areas with sufficient space for a standard-size desk, office chair, visitor seating, locking filing cabinets and bookshelves; private consultation areas (floor-to-ceiling walls and closeable doors for privacy during one-on-one consultations when subject matter warrants); conference and classroom areas; a full kitchen with appliances and utensils; storage and supply areas.

2.6.4.2. Facility restrooms should include child changing areas in consideration of the serviced population.

2.6.4.3. Adequate parking should be incorporated into the installation parking plan to ensure facility access by individuals with disabilities and those with infants/small children.

Chapter 3

CENTER PROGRAMS

3.1. Air Force Aid Society (AFAS).

- 3.1.1. Centers manage AFAS assistance and programs IAW AFI 36-3111. **(T-1)**.
- 3.1.2. The Flight Chief will act as the AFAS Staff Advisor. **(T-1)**. At an installation that does not have a Center, the Staff Advisor may be the Chief of the Military Personnel Section or a senior officer.
- 3.1.3. For ARC: due to limited staffing, A&FRPMs and A&FR staff may elect not to administer AFAS and use referrals to the nearest RegAF installation, local financial institutes, or the American Red Cross for emergency financial assistance.

3.2. Air Force Families Forever.

- 3.2.1. The Air Force Families Forever program provides immediate and long-term bereavement care, service and support for family members of deceased active duty Airmen, to include ARC members in Title 10 United States Code (USC) status; and, serves as a conduit to facilitate the resolution of issues family members may have as it relates to the death of an Airman, in coordination with applicable subject matter experts.
- 3.2.2. The Flight Chief ensures targeted outreach is performed for every Primary-Next of Kin, Person Authorized to Direct Disposition, parent(s), and any other person(s) annotated on the fallen Service member's Virtual Record of Emergency Data, whether legally defined as family or not. **(T-1)**.
- 3.2.3. Air Force Families Forever points of contact will:
 - 3.2.3.1. Assist Gold Star (GS) family members who are identified as survivors (widows, parents, and next of kin) of those servicemembers killed in action, terrorist attacks or from wounds or injuries sustained in combat. **(T-1)**. The definition of widows, parents, and next of kin are contained in DoD Instruction (DoDI) 1348.36, *Gold Star Lapel Button, Service Flag, and Service Lapel Button*.
 - 3.2.3.2. Offer on-going assistance and support based on the eligibility and individual preferences of the GS family member. **(T-1)**.
 - 3.2.3.3. Assist GS family members in obtaining a Defense Biometric Identification System (DBIDS) card for installation access. **(T-1)**.
 - 3.2.3.3.1. Air Force Families Forever point of contact will collect the information required for issuance of a DBIDS card from the GS family member and transmit in secure electronic format to the installation's entry and access control activity (i.e., Visitor Control Center). **(T-1)**.
 - 3.2.3.3.2. Information collected will be IAW policy requirements provided by the Director of Security Forces, Deputy Chief of Staff for Logistics, Installations, and Mission Support. **(T-1)**. Centers or the Air Force Families Forever point of contact do not retain this information.

3.2.4. GS family members may be provided designated parking at the installation commander's discretion.

3.3. Air Force Warrior and Survivor Care.

3.3.1. Centers provide non-medical services, re-integration, and transition support for wounded, seriously ill, and injured Airmen requiring long-term medical care and/or when meeting a medical/physical evaluation board to determine fitness for duty.

3.3.2. Centers ensure one-on-one pre-separation counseling is offered/provided for the Warrior & Survivor Care program participants when requested.

3.3.2.1. Counseling support should include any veterans' benefits briefings and/or available specific disabled transition assistance counseling provided by the Department of Veterans Affairs.

3.3.2.2. Centers should arrange assistance for the Wounded, Ill and Injured service member in completing and submitting a Veterans Affairs (VA) Form 21-526, *Claim for Disability Compensation or Pension*, through the Department of Veterans Affairs. Such assistance may be provided by Veterans Service Organizations (VSO) operating on the installation pursuant to 10 USC § 2670, *Use of facilities by private organizations; use as polling places.*-

3.3.3. Centers collaborate with the servicing Recovery Care Coordinator, the lead coordinator for Wounded, Ill and Injured support to affected Airmen within an assigned area of responsibility, and coordinate activities with installation agencies.

3.4. Casualty Assistance.

3.4.1. At locations where Casualty Assistance services are aligned with the Center, the Flight Chiefs ensure a trained Casualty Assistance Representative provides counseling on benefits offered by a wide variety of programs, such as those from the DoD, Department of Veterans Affairs, Social Security Administration, Internal Revenue Service, Department of Health and Human Services, and state and local agencies. **(T-0)**. For ARC: due to limited staffing, Casualty Assistance services are provided/designated by the FSS.

3.4.2. Prior to assignment and placement as a Casualty Assistance Representative in a Center, personnel will receive training IAW DoDI 1300.18, *Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures*, and AFI 36-3002, *Casualty Services*. **(T-0)**.

3.4.3. During a national emergency, mobilization, wartime and/or contingency operations the Casualty Assistance Representative provides the same types of services with a focus on pertinent situational issues.

3.4.4. When applicable, Centers implement installation Casualty Services IAW AFI 36-3002.

3.5. Deployment.

3.5.1. The Center will provide deployment assistance to help DoD personnel and families meet the challenges in the four phases of deployment, IAW DoDI 1342.22, *Military Family Readiness*, for: pre-deployment, deployment/sustainment, re-deployment/re-integration, and post-deployment challenges. **(T-0)**.

3.5.2. Family members are encouraged to attend deployment briefings and/or presentations.

3.5.3. Routine predeployment briefings will be administered between 60 and 30 days prior to departure. **(T-1)**. In unique circumstances, the actual brief may be delayed further but should not be conducted less than 10 days prior to member's departure. .

3.5.4. Short notice/emergency deployment briefings, usually those with less than 10 days notification, may be conducted "just in time" but not as part of the mobility line processing procedures.

3.5.5. Center staff provide deployment related support services as requested by parents and siblings of single Airmen.

3.5.6. Centers provide reintegration education IAW AFI 10-403, *Deployment Planning and Execution*, and in coordination with other installation agencies.

3.6. Employment Assistance: Centers support military, civilians, and family members in achieving short and long-term employment, by referring for education/training, and obtaining career goals in the private and public sectors. Centers provide employment skills counseling to prepare for portable careers in the private and public sectors. Services also include resources for self-employment, small business and entrepreneurial efforts.

3.6.1. Center staff offers local labor market information, employment trend tracking, skills and interests identification, skills development workshops, job bank or job referrals, linkages to alternatives to paid employment (e.g., volunteerism and education), networks for employment contacts, and other on- and off-base resources.

3.7. Exceptional Family Member Program (EFMP): EFMP consists of three components:

3.7.1. EFMP—Medical (EFMP-M) provides medical support to Exceptional Family Members (EFM), which includes screening, enrollment and assignment coordination through the Special Needs Identification Assignment Coordination process. Medical support may be provided through an installation's Military Treatment Facility or other authorized medical entities.

3.7.2. EFMP—Assignments (EFMP-A) considers the medical and educational needs of the family during the assignment process and is administered through the AFPC Assignments Branch.

3.7.3. The EFMP—Family Support (EFMP-FS) Coordinator establishes, implements, and maintains family support information and referral for families with EFMs. The EFMP-FS coordinates with the installation's EFMP-M and EFMP-A functions to enhance the quality of life of family members of sponsors who have special needs.

3.7.4. The EFMP-FS and/or Center staff:

3.7.4.1. Provide coordination of family support services on and off the installation for EFMs IAW DoDI 1315.19, *The Exceptional Family Member Program (EFMP)*. **(T-1)**.

3.7.4.2. Provide information on respite care support services available through the AFAS and the Air Force Respite Care Program to special needs families based on availability and needs assessment. **(T-1)**.

3.7.4.3. Provide detailed information and referral services to EFMs on available resources required to meet their needs after conducting a family needs assessment. **(T-1)**.

3.7.4.4. At locations where there is not a dedicated EFMP-FS position, the Center should ensure services are offered by another designated Center staff member.

3.7.4.5. When EFMP enrolled members relocate to another Air Force installation, Centers should confirm with both the member and gaining center before the member departs the duty station that the gaining Center is expecting him or her. As well, the Center should also confirm within 30 days after the member is expected to arrive at the new location that the member has made contact with the gaining Center.

3.7.4.6. Centers should be aware of all Q-coded Airmen deploying from their installations and offer additional assistance and outreach to spouses and EFMP family members.

3.8. Personal Financial Readiness (PFR) Services.

3.8.1. Centers will offer information, education, and personal financial counseling to help Airmen and/or family members and provide foundations at the beginning on an Airman's career and develop across the continuum to improve financial literacy. **(T-0)**.

3.8.2. Centers will provide financial readiness training at touchpoints across the military lifecycle. **(T-0)**. Training will be delivered in a classroom or one-on-one setting using Air Force standardized training curriculum. **(T-1)**. For ARC: training may be delivered using alternative means, such as virtual training, due to limited duty time.

3.8.3. Mandatory touchpoints for financial readiness training.

3.8.3.1. Accessions. For enlisted members, training is delivered at Basic Military Training. For officers, training is delivered at the United States Air Force Academy, Officer Training School, and during Reserve Officer Training Corps; ANG provides new accessions training within 120 days of accession if not scheduled for one of the aforementioned accession courses.

3.8.3.2. First Duty Station. Centers will deliver training for enlisted and officer Airmen within the first 90 days of arrival at first duty station; ANG will conduct within 120 days of accession. **(T-0)**.

3.8.3.3. Thrift Savings Plan (TSP) Vesting. Centers will offer TSP Vesting training and/or counseling to eligible Airmen. **(T-0)**.

3.8.3.4. Continuation Pay. Centers will offer training and/or counseling for Airmen who are eligible for continuation pay. **(T-0)**.

3.8.3.5. Transition. Centers will provide financial literacy training during the Transition Assistance Program. **(T-0)**.

3.8.3.6. Pre-/Post-Deployment. Centers will offer training and/or counseling for Airmen prior to and upon return from deployment. **(T-0)**.

3.8.3.7. Marriage. Centers will offer training and/or counseling for members who get married. **(T-0)**.

3.8.3.8. Divorce. Centers will offer training and/or counseling for members who get divorced. **(T-0)**.

3.8.3.9. Birth of First Child. Centers will offer training and/or counseling for members who are expecting, give birth to, or adopt their first child. **(T-0)**.

3.8.3.10. Disabling Sickness or Condition. Centers will offer training and/or counseling for members who are affected by a disabling sickness or condition. **(T-0)**. Training and/or counseling should be available to members who have a family member with a disabling sickness or condition.

3.8.3.11. Subsequent Duty Station. Centers will offer training and/or counseling for Airmen who experience a subsequent permanent change of station while in the grades E-4/O-3 and below. **(T-0)**.

3.8.3.12. Promotion. Centers will offer training and/or counseling for Airmen who receive promotions while serving in the grades E-5/O-4 and below. **(T-0)**.

3.8.4. At least one Center staff member will be designated as the primary expert for PFR and is required to be certified as a personal financial counselor via a national accreditation agency. **(T-0)**. The selected individual will be identified as the Personal Financial Manager and must maintain certification for the duration of holding the assigned position. **(T-1)**.

3.8.4.1. Additional Center staff may be assigned based on the size of the supported installation population to assist in training delivery, provided the selected individual(s) has obtained qualification through education, training, and/or experience, to provide helpful information to members of the armed forces and their spouses on financial services.

3.8.4.2. At locations without full Center services, such as GSUs or non co-located ARC locations, or to augment existing capabilities, PFR delivery may be accomplished by contractors qualified and certified to provide personal financial counseling. Contractors must only conduct training with AF approved materials. **(T-1)**. ARC locations may also refer members to the nearest installation with full Center services or utilize Joint Force Support Assistance Program/Military Family Life Consultant or off-base agency.

3.8.4.3. ANG: A&FRPMs should consult with service members on their financial matters and provide information/referral services, as needed. Due to limited staff, A&FRPMs are not required to be certified.

3.9. Personal and Work Life. Centers provide education and enrichment services that focus on helping families build and maintain healthy relationships, strengthen interpersonal competencies and problem solving skills, and master respective roles, tasks and responsibilities throughout the family life cycle. Services may be provided in collaboration with other helping agencies.

3.9.1. Centers should offer the Heart Link program quarterly or semi-annually, based on demand/needs of the assigned population.

3.9.1.1. Per AFI 65-601V1, each spouse who completes the Heart Link program may be presented with a standardized coin. Flight Chiefs should include cost projections for Heart Link coins in their annual spend plan submissions to AFPC/DPPF.

3.9.2. The Air Force Key Spouse Program is a commander's program to enhance unit family readiness. The role of the Key Spouse is designed to enhance mission readiness and resilience, and establish a sense of community. It is a commander's initiative that promotes partnerships with unit leadership, families, volunteer Key Spouses, Centers, and other installation community agencies.

3.9.2.1. Unit commanders will establish, promote, maintain, and support the Key Spouse Program. **(T-1)**.

3.9.2.2. Key Spouse coins may be issued to Key Spouses as a mission accomplishment award and/or on-the-spot recognition for exceptional effort or achievements as a command volunteer per AFI 65-601V1. Key Spouse coins may be obtained from the Center.

3.9.2.3. Promotional items in support of the Key Spouse Program are limited to business cards printed on government computers with government-purchased card stock and promotional items with little to no intrinsic value, such as pens, key fobs, and magnets that are imprinted with useful Key Spouse Program information and used to promote program awareness and to publicize services.

3.9.2.4. Key Spouses may be reimbursed for their purchase of shirts bearing the Key Spouse Program insignia, using Nonappropriated Funds, for their wear at events (e.g., installation Family Days) where it is important for the general public to identify Key Spouse Program volunteers, per AFI 34-201.

3.9.2.5. Centers provide initial Key Spouse training at least quarterly, or more frequently if needed, using AF standardized Key Spouse training curriculum. **(T-3)**. For ARC: initial and annual training is provided as required.

3.9.2.6. Centers should provide networking/education opportunities to compliment initial Key Spouse Training on a quarterly basis, at a minimum, or as requested by installation leadership.

3.9.2.7. A Department of Defense (DD) Form 2973, *Volunteer Agreement for Appropriated Fund Activities & Non Appropriated Fund Instrumentalities*, must be completed and maintained on file before a Key Spouse begins performing duties IAW DoDI 1100.21, *Voluntary Services in the Department of Defense*. **(T-0)**.

3.10. Relocation Assistance Program: Centers will offer relocation assistance services to members of the armed forces and authorized dependents who move to a new location as a result of a permanent change of station orders IAW DoDI 1342.22. **(T-0)**. Centers may also extend relocation assistance services to assigned/authorized civilian personnel. For ARC: ANG are exempt from paras 3.10.1 through 3.10.1.2 since DoD operational criteria does not include this reserve component in the information system and the cited paras only apply to AFR when the system is available to them for use. A&FRPMs and A&FR staff may utilize additional state and local information systems for extended relocation services.

3.10.1. Relocation assistance information and resources will be provided to service members and their families via a secure DoD-maintained computerized information system. **(T-0)**.

3.10.1.1. Centers located in geographic areas in which at least 500 members of the armed forces are assigned will provide relocation information on the DoD *Plan My Move*

(<http://planmymove.militaryonesource.mil>) and *Military Installations* (<http://www.militaryinstallations.dod.mil>) websites through use of the Defense Installation Messaging System. **(T-0)**.

3.10.1.2. Each installation is required to certify that their installation information is current, accurate and complete through the Defense Installation Messaging System on a quarterly basis. **(T-0)**.

3.10.2. For Center programs provided in deployed locations, services should be provided based on the needs of the servicing population and capabilities of the component at that location.

3.10.3. Centers will host, in coordination with other installation programs that have a statutory, regulatory, or policy requirement, a newcomer orientation that consolidates these activities into a singular event. **(T-3)**. The purpose of this event is to provide a venue to complete all necessary PCS-related actions while minimizing time away from the new unit of assignment and simultaneously enabling newly assigned members to integrate quicker.

3.10.3.1. RegAF and ARC installation/wing commanders retain the authority and flexibility to determine the appropriate scope and requirements for newcomer orientations and sponsorship for their assigned Airmen and families to mitigate additional workload or administrative burden.

3.10.3.2. For ANG: the FSS or the Force Support Flight is the delegated OPR for the newcomer orientations. For AFR: A&FR staff will follow the directions issued by the Air Force Reserve Command in support of newcomer orientation. Tenant ARC units located on RegAF installations will be provided support by the servicing Center. **(T-3)**.

3.10.3.3. The installation military and civilian personnel functions will add the established newcomer orientation as a mandatory event in the installation-level in-processing checklist(s). **(T-3)**.

3.10.3.4. The unit Commander Support Staff (CSS) will coordinate with the installation Center to schedule newly assigned members for a newcomer orientation. **(T-3)**.

3.10.3.5. As a minimum, the newcomer orientation will provide mandatory information, training, and/or actions for the following:

3.10.3.5.1. Command, installation, and unit mission briefs. **(T-3)**.

3.10.3.5.2. Military and civilian personnel processing transactions. **(T-3)**.

3.10.3.5.3. Financial document processing through the servicing comptroller office. **(T-3)**.

3.10.3.5.4. Consolidated mandatory newcomer training for: Safety, Health, Substance Abuse, Equal Opportunity, Sexual Harassment Prevention, Suicide Prevention, and Sexual Assault Prevention and Response. **(T-3)**.

3.10.3.6. Airmen may be provided additional information on living or family matters such as housing, family and personal finances, and household goods management. Other subjects/information and time may be added at the discretion of installation leadership.

3.10.4. The unit CSS, or other unit members designated by the unit commander, will provide sponsorship for Airmen, and their authorized dependents, to assist in and facilitate a smooth PCS transition. **(T-3)**. Sponsors serve as the link between the inbound member/family and the unit, providing sufficient information and support so newly assigned Airmen understand expectations, role(s), and reinforce the importance of our core tenants (e.g., warfighting excellence, esprit de corps, standards, thriving Airmen and families, etc.).

3.10.4.1. Centers will coordinate sponsorship training for sponsors appointed through unit commanders. **(T-3)**.

3.10.4.2. The DoD Electronic Sponsorship Application & Training (eSAT) computer-based training will be used for sponsorship training. **(T-3)**.

3.10.4.3. First-time sponsors and those who have not been trained as a sponsor during the past year must complete eSAT sponsorship training. **(T-3)**.

3.10.5. Centers that support installations that host accessions/technical training will coordinate with training squadrons/activities to provide for the relocation needs of students. **(T-3)**.

3.10.5.1. Provide relocation briefings to students at the request of the training units. **(T-3)**.

3.10.5.2. Implement outreach to provide relocation information and services to family members of students. **(T-3)**.

3.10.5.3. Educate students on *Plan My Move* and *Military Installation* applications/information in regards to the gaining base. **(T-3)**.

3.10.5.4. Develop partnerships with other base agencies who provide relocation information and training to students. **(T-3)**.

3.11. Survivor Benefit Plan (SBP). When SBP services are offered in the Center, Flight Chiefs ensure all retiring personnel and their spouses are provided SBP information from a trained SBP counselor. For ARC: due to limited staffing, SBP services are provided/designated by the FSS.

3.11.1. Flight Chiefs should provide a private area for delivery of the SBP counseling.

3.11.2. Flight Chiefs will identify training needs and ensure new counselors are submitted to attend a funded SBP basic workshop no later than 180 days after assuming SBP responsibilities. **(T-1)**.

3.11.3. Flight Chiefs will ensure implementation of the SBP program IAW AFI 36-3006, *Survivor Benefit Plan (SBP) (Active, Guard, Reserve, and Retired)*. **(T-1)**.

3.12. Transition Assistance Program (TAP). Centers provide Service members with the knowledge, skills, and abilities to empower them to make informed career decisions, be competitive in a global work force, and become positive contributors to their community as they transition from military service and reintegrate into civilian life through TAP. All transition services will be provided by Centers IAW DoDI 1332.35, *Transition Assistance Program (TAP) for Military Personnel*. **(T-0)**.

3.12.1. ARC members being released from 10 USC orders (active status) with documented pre-separation counseling within the preceding 5 years and Veterans Benefits briefings

within the preceding 3 years are exempt from those parts only, but may opt-in. The TAP CAPSTONE element must be completed by all. **(T-0)**.

3.12.2. Active Guard Reserve members and Air Reserve Technicians returning from activations/deployments of 180 continuous or more days returning to a full-time 10 USC position are exempt from TAP. Those members returning to a 32 USC position must complete TAP requirements shown in DoDI 1332.35. **(T-0)**.

3.13. Volunteer Resources. The Center collaborates with other base agencies for the purpose of referring Airmen, spouses, and other family members for volunteer opportunities. All volunteer activities will be IAW DoDI 1100.21. **(T-0)**.

3.13.1. Service member/Family Data Card/Volunteer Data or Service Records may be locally developed to meet mission requirements. Centers must document volunteer hours when reported in AFFIRST. **(T-3)**.

3.13.2. Volunteers working with children will have applicable background checks IAW DoDI 1402.05, *Background Checks on Individuals in DoD Child Care Services Programs*. **(T-0)**.

3.13.3. Volunteers may be recognized by the Air Force Volunteer Excellence Award (VEA). Guidance for awarding the AF VEA is located at Attachment 2. This is a commander's program to recognize volunteer contributions in the local civilian community or military family community.

SHON J. MANASCO
Assistant Secretary of the Air Force
(Manpower & Reserve Affairs)

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

- AFPD 36-30, *Military Entitlements*, 28 April 2015
- AFPD 36-31, *Personal Affairs*, 2 April 2012
- AFPD 36-82, *Exceptional Family Member Program (EFMP)*, 7 July 2015
- AFI 33-360, *Publications and Forms Management*, 1 December 2015
- AFMAN 33-363, *Management of Records*, 1 March 2008
- AFI 34-1101, *Warrior and Survivor Care*, 6 May 2015
- AFI 36-3111, *Air Force Aid Society*, 15 October 2014
- AFI 36-2908, *Family Care Plans*, 1 October 2014
- AFI 10-216 *Evacuation of U.S. Citizens and Designated Aliens from Threatened Areas Abroad*, 27 July 2016
- JP 3-68, *Noncombatant Evacuation Operations*, 18 November 2015
- AFI 36-3803, *Personnel Accountability in Conjunction with Natural Disasters or National Emergencies*, 7 June 2016
- DoD Manual 5210.42_AFMAN13-501, *Nuclear Weapons Personnel Reliability Program (PRP)*, 9 March 2017
- AFI 40-301, *Family Advocacy*, 16 November 2015
- AFI 34-201, *Use of Nonappropriated Funds (NAFS)*, 17 June 2002
- AFI 65-601V1, *Budget Guidance and Procedures*, 16 August 2012
- AFI 51-601, *Gifts to the Department of the Air Force*, 26 November 2003
- AFMAN 32-1084, *Facility Requirements*, 26 February 2016
- Unified Facilities Criteria (UFC) 4-730-01, *Family Service Centers*, 20 June 2006
- DoDI 1348.36, *Gold Star Lapel Button, Service Flag, and Service Lapel Button*, 21 December 2016
- DoDI 1300.18, *Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures*, 8 January 2008
- AFI 36-3002, *Casualty Services*, 20 June 2017
- DoDI 1342.22, *Military Family Readiness*, 3 July 2012
- AFI 10-403, *Deployment Planning and Execution*, 20 September 2012
- DoDI 1315.19, *The Exceptional Family Member Program (EFMP)*, 19 April 2017
- AFI 36-3006, *Survivor Benefit Plan (SBP) (Active, Guard, Reserve, and Retired)*, 7 October 2009

DoDI 1332.35, *Transition Assistance Program (TAP) for Military Personnel*, 29 February 2016

DoDI 1100.21, *Voluntary Services in the Department of Defense*, 11 March 2002

DoDI 1402.05, *Background Checks on Individuals in DoD Child Care Services Programs*, 11 September 2015

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

VA Form 21-526, *Claim for Disability Compensation or Pension*

DD Form 2973, *Volunteer Agreement for Appropriated Fund Activities & Non Appropriated Fund Instrumentalities*

Abbreviations and Acronyms

A&FR—Airman and Family Readiness

A&FRPM—Airman and Family Readiness Program Manager

AF—Air Force

AFAS—Air Force Aid Society

AFFIRST—Air Force Family Integrated Results and Statistical Tracking

AFPAAS—Air Force Personnel Accountability and Assessment System

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPC—Air Force Personnel Center

AFPC/DPFF—Air Force Personnel Center Airman and Family Division

AFPD—Air Force Policy Directive

AFR—Air Force Reserve

ANG—Air National Guard

ARC—Air Reserve Component

CSAF—Chief of Staff of the Air Force

CSS—Command Support Staff

DBIDS—Defense Biometric Identification System

DoD—Department of Defense

DoDI—Department of Defense Instruction

EFAC—Emergency Family Assistance Center

EFM—Exceptional Family Member

EFMP—Exceptional Family Member Program

EFMP-A—Exceptional Family Member Program Assignments
EFMP-FS—Exceptional Family Member Program Family Support
EFMP-M—Exceptional Family Member Program Medical
ESAT—Electronic Sponsorship Application & Training
GS—Gold Star
GSU—Geographically Separated Unit
IAW—In accordance with
MAJCOM—Major Command
OPR—Office of Responsibility
PFR—Personal Financial Readiness
RegAF—Regular Air Force
SBP—Survivor Benefit Plan
SORN—System of Record Notice
TAP—Transition Assistance Program
TSP—Thrift Savings Plan
USC—United States Code
VEA—Volunteer Excellence Award

Terms

Air Reserve Component (ARC) — ARC includes reference to both AFR and ANG.

Community Results Management — Decision-making and resource allocation strategy that identifies and prioritizes community results and ties all activities/services to measurable results and ensures cost effective utilization of resources while meeting community needs through targeted outcome results and measures.

Community Readiness Service Delivery — Designed to enhance community readiness and resiliency through personal preparedness via strength-based, results-focused service delivery. Center staff members partner with leadership and the community to promote the successful adaptation of Airmen and their families to the demands of military life.

DoD Personnel and Families — This includes all military members, all Services and Guard and Reserve, military retirees, DoD civilians (including Non-Appropriated Air Force personnel) and their eligible immediate family members who possess a current government-issued identification card. Other Uniformed Services include members of the United States Coast Guard, National Oceanic and Atmospheric Administration, uniformed State Department personnel, Public Health Service personnel.

Family Life Cycle — Predictable pattern of development and change as the individual and family matures and evolves over time.

Family Members — Includes those individuals for whom the military member (RegAF, AFR, ANG, and retired) provides medical, financial, and logistical (e.g., housing, food, clothing) support. This includes, but is not limited to, the spouse, children under the age of 19, children under the age of 23 if enrolled in college, disabled children, and elderly adults who meet eligibility requirements. Centers also provide various types of support to annuitants and parents of single members.

Total Force Airmen — Members of the RegAF, AFR, ANG and DoD Civilian employees.

Attachment 2

GUIDANCE FOR AIR FORCE VOLUNTEER EXCELLENCE AWARD (VEA)

A2.1. Award Description: The VEA was established to recognize federal civilians, family members, military retirees and federal retirees who perform outstanding volunteer community service of a sustained, direct and consequential nature.

A2.2. Award Eligibility: Authorized by the Chief of Staff of the Air Force (CSAF), for federal civilians, family members, military retirees, and federal retirees who perform outstanding volunteer community service. To be eligible, an individual's service has to be performed either in the local civilian community or in the military family community, and be of a sustained and direct nature. The volunteer service should be significant in character, produce tangible results and reflect favorably on the AF. To be awarded the VEA, supervisors nominate eligible persons in the form of a memorandum or by the voluntary agency for which they donated their service. Approval authorities verify the service to be honored merits the special recognition afforded by this award. The VEA is intended to recognize exceptional long-term community support and not a single act or achievement. Further, it is intended to honor direct support of community activities. As an example, attending membership meetings or social events of a community service group would not normally be considered qualifying service, while manning a community crisis action phone line would. The volunteer service may have been donated over time at another military installation or in a local civilian community (for example, long term service as a Family Services volunteer, Boy/Girl Scout leader, etc.). Eligibility for the award is based on the volunteer performing services on a voluntary basis, not as part of a tasking, and does not result in any personal gain. This award may not be reflected in personnel records or earn promotion credit for federal employees selected to receive this award. The VEA may be awarded posthumously and when so awarded, may be presented to such representatives of the deceased as deemed appropriate by the commander.

A2.3. Selection Board: Award of the VEA is authorized by the AF on behalf of the CSAF. This authority is delegated to wing commanders. The commander, at his or her discretion, may convene a board or establish another review process to screen and select award winners; however, the commander retains final award approval. The approving authority certifies that the individual meets all eligibility criteria and that service was honorable throughout the award period. Individuals may receive only one award of the VEA in a lifetime.

A2.4. Writing the Nomination: The nomination format is determined by the installation commander. As a suggestion, nominations should be limited to one page (front only) with direct, fact-filled, results-oriented descriptive statements or bullets. The nomination should emphasize the benefits realized by the volunteer service and include qualifying factors that are out of the ordinary. Some suggestions for consideration are: leadership and management, scope of responsibility, innovative and creative ideas, community involvement, initiative, and reliability. Nominators identify the timeframe of the accomplishment.

A2.5. Award Period: While commanders may choose the option of a semi-annual or annual award period, all nominations should be submitted in time to be reviewed so awards can be presented during National Volunteer Week.