



# **ANG Key Spouse / Key Volunteer Reference Guide**

## **APPENDIX B**

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## INTRODUCTION

Welcome to the ANG Key Spouse / Key Volunteer Program. The Air Force Key Spouse Program has been modified to meet the ANG Commanders and families' needs. It is a formal unit program that encourages peer-to-peer (Wingman) support to families. The program is a collaborative effort between unit leadership, the Key Spouse / Key Volunteer and the Air National Guard in cooperation with the National Guard Bureau Family Program (NGB/A1SA) and other available extension resource agencies such as active duty installations and community social service agencies in each state and nationwide.

This ANG Key Spouse / Key Volunteer Reference Guide recognizes that everyone on the unit's team—Commander, Commander's spouse, First Sergeant, Military POC, Key Spouse / Key Volunteer and Airman & Family Readiness Program Manager (A&FRPM)—impacts culture and contributes to its ability to accomplish the mission at home and abroad.

This guide will help you define your role as a Key Spouse / Key Volunteer and provide information and referral resources that may be tailored to strengthen individual units. This guide addresses the following areas:

- Evolution
- Becoming a Key Spouse / Key Volunteer
- Building the Team—Roles and Responsibilities
- Gathering Resources
- Responding to the Call
- Serving As a Communication Link
- Supporting Families During Deployment
- Stress

For the purpose of implementing this program within the Air National Guard, the term Key Spouse / Key Volunteer is interchangeable, allowing adoption of the program into the ranks of Air National Guard. This means that sometimes you will find someone who is not a SPOUSE, but a FAMILY MEMBER or RETIREE participating in the role of the Key Spouse / Key Volunteer. Often times a parent, significant other or fiancé of an Airman, or even a uniformed military member from the unit internally may wish to volunteer and commit to this role and the implementation of this very important program.

The MILITARY POC or Military Point of Contact is a uniformed member of the unit that is appointed by the Commander through a delegation/appointment letter. This person holds the position for a period of two years, and works directly with the Key Spouse / Key Volunteer to ensure there is always a consistent presence for the program in the unit. Unit POC's are knowledgeable of military processes firsthand and participate in trainings, meetings and activities that make them knowledgeable about the Family Readiness Program processes. Military POC's are an integral part of the program, complementing the role of the Key Spouse / Key Volunteer and the unit First Sergeant.

Special appreciation for the material developed for the Air National Guard goes to Denise Rampolla, 153<sup>rd</sup> Airlift Wing Airman and Family Readiness Program Manager (A&FRPM) for her time and dedication to developing a program specific to the ANG, and Hilari Delarosa, 184<sup>th</sup> Intelligence Wing A&FRPM, and Adrienne Dickey, 190<sup>th</sup> Air Refueling Wing A&FRPM for their adaption to the Family Readiness State Accreditation specifics to the Volunteer Program.

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## WHY IS THIS PROGRAM IMPORTANT?

- Promotes individual, family, and unit readiness
- Establishes continuous contact with spouses/families
- Encourages peer-to-peer (Wingman) support
- Year-round support system especially during times of deployment and separation
- Welcomes unit's newcomers
- Link to leadership; dispels "us" and "them"
- Meets a vital need of spouses to have an informal sounding board through an informal network system
- Strengthens leadership's support team
- Helps promote retention and quality of life for Airmen and their families

## BENEFITS OF KEY SPOUSE / KEY VOLUNTEER PROGRAM (OUTCOMES)

- Families' aware/accessing installation/community resources
- Improved Quality of Life for unit families: Identifying and resolving issues at lowest levels
- Families expressing "preparedness" for separation
- Families expressing increased sense of "unit caring"
- Increased participation in unit/wing activities

## BECOMING A KEY SPOUSE / KEY VOLUNTEER

### Role of the Key Spouse / Key Volunteer

The Key Spouse / Key Volunteer is connected to the unit. The Commander appoints the individual, in writing, and refers to Airman & Family Readiness Program Manager for training. The Key Spouse / Key Volunteer's performance directly impacts the quality of life and morale of unit families. The Commander and First Sergeant rely on the Key Spouse / Key Volunteer's judgment, reliability, and positive attitude in accomplishing the goals of the program. The Key Spouse / Key Volunteer's responsibilities are to:

- Be a trained volunteer
  - Interviewed and chosen by the Commander
  - 2-year commitment with option to renew commitment annually
  - Complete Key Spouse / Key Volunteer training in person with A&FRPM or Airman & Family Readiness Center (A&FRC) and / or online at - <https://www.usafservices.com/Home/SpouseSupport/KeySpouseTraining/tabid/1078/Default.aspx>
- Provide peer-to-peer/wingman support to Airman and families
  - Especially during times of deployment and separation
  - Always uses a "buddy system" in every situation
- Be a role model for families
  - Leads by example
  - Always remembers where they have come from and shares experiences



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- Be a communication link
  - Offers assistance to families during crisis or difficulty
  - Provides family readiness information and feedback
  - Participates in a phone tree as determined by the Commander
  - Maintains a Key Spouse / Key Volunteer roster
  - Refers Family Readiness, ANG and AF unit policy–related questions to the First Sergeant and Airman & Family Readiness Program Manager

Ways to be a continuous communication link:

- Provide articles for unit/Wing/state newsletter, if applicable
- Help recruit volunteers (spouses, family members, retirees, community members)
- Establish credible, informal support network at “grass roots” level
- Help unit leadership better address spouse/family issues and concerns
- Welcome incoming Airmen and families
- Be a vital link for families of deployed members
- Provide information and referrals on military, local, and national resources
- Perform other liaison duties determined by the Commander/First Sergeant

### Summary of Key Spouse / Key Volunteer Duties

<b>Are</b>	<b>Are Not</b>
Trained	Counselors
Volunteers	To assume leadership’s authority
Active	A solver of other people’s problems (maintains perspective on who owns the problem)
Visible	Working alone
Available	A Gossip
A conduit of information	A babysitter or taxi driver
A team player	

The Key Spouse / Key Volunteer is encouraged to use ingenuity to expand their role as agreed upon by the Unit Commander to accomplish mission requirements.

A copy of the Key Spouse / Key Volunteer Job Description is located in the forms at the end of this guide.

### **BUILDING THE TEAM**

The Key Spouse / Key Volunteer Program is a resource to enhance unit family readiness and operates within a military framework. The chain of command and its “chain of communication” work in much the same way. It allows for effective communication and for issues to be effectively resolved at the lowest level. The following are descriptions of the team.

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### **Airman and Family Readiness Office**

Airman and Family Readiness Office is the primary “go to” agency for Key Spouse / Key Volunteers. Specifically, the Airman and Family Readiness Office:

- Provides units with annual Family Readiness Briefings
- Conducts initial and annual training session(s) for Key Spouse / Key Volunteers
- Provides program presences on mobility lines
- Coordinates Wing level program activities, can assist with unit specific activities
- Provides continuing education and training opportunities for families, guard members and volunteers to include briefings, on-line training, workshops and information days
- Units may request training on topics that meet their needs
- Provides information and referral services to the CC, Military POC, First Sergeant, Key Spouse / Key Volunteer
- First stop for Key Spouse / Key Volunteer(s)
- Initiates and supports morale-building activities
- Assists in coordinating monthly Key Spouse / Key Volunteer and POC meetings
- Provides oversight and coordination regarding all family readiness issues
- Provides communication updates for dissemination to spouses
- Provides referral support

### **Commander (CC)**

The CC establishes and maintains the Key Spouse / Key Volunteer Program within the unit. The Key Spouse / Key Volunteer follows the chain of command, initially contacting the First Sergeant, and then the CC, if the situation warrants. The Key Spouse / Key Volunteer can also contact the A&FRPM for advice and assistance, when necessary, but should always keep the First Sergeant and CC informed. Specifically, the CC:

- Reviews AF Spouse 101 annually on the USAF Services website located at <https://www.usafservices.com/Home/SpouseSupport.aspx>
- Selects, interviews, and appoints in writing unit's Key Spouse / Key Volunteer
- Ensures that each unit has at least one Key Spouse / Key Volunteer
- Recommends one Key Spouse / Key Volunteer per 100 Airmen
- Determines direction of Key Spouse / Key Volunteer Program
- Ensures Key Spouse / Key Volunteer Program meets unit needs
- Encourages participation of unit spouses in the Key Spouse / Key Volunteer Program
- Presents Key Spouse / Key Volunteer with training completion certificate
- Invites Key Spouse / Key Volunteer to unit staff meetings, CC Calls & Deployment Cycle meetings
- Introduces Key Spouse / Key Volunteer at functions
- Attends Key Spouse / Key Volunteer discussions
- Recognizes Key Spouse / Key Volunteer at volunteer events
- Hosts Hail & Farewell functions for Key Spouse / Key Volunteers
- Replaces Key Spouse / Key Volunteer as needed
- Selects Military POC

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### **Military POC**

The Military POC is a uniformed member of the unit that provides a visible presence for the efforts of the Family Readiness Program at all times. Specifically, the Military POC:

- Serves as eyes and ears as a peer member in uniform
- Fields issues and concerns to Commander, First Sergeant, Key Spouse / Key Volunteer and Airman & Family Readiness Program Manager
- Assists Key Spouse / Key Volunteer with executing unit events/activities
- Assists with contact calls to families
- Helps ensure access to updated rosters
- Recognizes contributions of Key Spouse / Key Volunteer

\* When the First Sergeant is not full time, unavailable due to deployment, TDY, absent from drill or the unit is in the process of hiring a new First Sergeant; the Military POC can assist to fill the void.

### **First Sergeant (CCF, Shirt, 1<sup>st</sup> Sgt)**

The First Sergeant monitors the Key Spouse / Key Volunteer Program and keeps the program viable. Specifically, the First Sergeant:

- Serves as the primary point of contact for Key Spouse / Key Volunteer
- Fields issues and concerns
- Provides advice and support
- Includes Key Spouse / Key Volunteer in planning and executing unit events/activities
- Provides logistic support; ensures resources are available and sufficient
- Oversees and coordinates unit/family readiness services
- Meets with Key Spouse / Key Volunteers periodically
- Provides administrative and logistical support
- Ensures access to updated rosters
- Assists in recruiting/selecting Key Spouse / Key Volunteers
- Recognizes contributions of Key Spouse / Key Volunteers

### **Working Relationships with the Key Spouse / Key Volunteer**

The exact nature of relationships between the Key Spouse / Key Volunteer and the Team may vary from unit to unit. Key Spouse / Key Volunteers should ask the A&FRPM to clarify differences from the chart below.

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ROLE	RELATIONSHIP WITH/TO KEY SPOUSE / KEY VOLUNTEER
<b>CC</b>	Establishes, maintains, and determines the direction of the Key Spouse / Key Volunteer Program. Provides resource support. Appoints in writing and dismisses Key Spouse / Key Volunteers.
<b>Military POC</b>	Uniformed peer member of the unit. Provide consistent visible presences for Family Readiness Program.
<b>First Sergeant</b>	<u>The</u> point of contact for the overall coordination of the Key Spouse / Key Volunteer Program. The first to contact on squadron-related matters. CC will clarify other protocols.
<b>A&amp;FRPM</b>	Provides training and information, referral services, and program guidance.
<b>Key Spouse / Key Volunteer</b>	Interacts regularly with family members.

### Meeting with Unit Leadership

After the Key Spouse / Key Volunteer orientation, the Key Spouse / Key Volunteer initiates a meeting with the CC, First Sergeant, and Military POC. In a separate venue, the Key Spouse / Key Volunteer will meet with Airman & Family Readiness Program Manager to clarify point of contact and expectations between the Key Spouse / Key Volunteer and the Family Program Manager. During their meeting, the Key Spouse / Key Volunteer ensures the following subjects are addressed:

1. The squadron's mission and how it relates to the wing's mission
2. The CC's/First Sergeant's expectations and priorities for the KEY SPOUSE / KEY VOLUNTEER Program
3. The role of the First Sergeant
4. Point of contact and support information
5. Frequency of roster updates (Monthly, quarterly, etc...)
6. System to obtain information on new arrivals
7. The CC's expectations in response to crisis/emergency situations
8. Issues/situations CC wants reported (common sense will always rule)
9. Communication systems available (access to phone, newsletters, answering machines, e-mail, etc.). **Note:** Home Land Security rules prohibit volunteer use of government computer LAN lines unless CC requests a waiver. The probability of getting a waiver is negligible.
10. The CC will provide a tour of the facility

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11. The unit provides logistics support such as computer, phone, desk, copying, and office space in the unit if available. This area may often be a space where guard members work during the week so be careful to maintain a clean space. Office space, equipment and materials are also available in the Airman and Family Readiness Office.

Suggested questions for the initial meeting are located in the forms at the end of this guide.

### GATHERING RESOURCES

#### Getting Started

After a Key Spouse / Key Volunteer is trained, one of the first steps is tackling the administrative nuts and bolts. If possible, set aside a special area in your home for Key Spouse / Key Volunteer work. Have the following items available:

- A phone
- Space to work/take notes
- Pens/pencils
- Important phone numbers and resource files
- Local emergency telephone numbers
- Resource file or binder (agency flyers, community calendars, base/community directories)
- Key Spouse / Key Volunteer Program forms and records
- Roster of assigned spouses/families
- Unit Family Information Contact Sheet

Remember, Key Spouse / Key Volunteers must protect information about Air Force and ANG families covered by the Privacy Act. *Ideally, the workspace should allow enough privacy to speak to families without being overheard. Check with CC to ask about the necessity of making long distance calls to families located an extended distance away from the unit. Guidance will be provided for making these calls from the First Sergeant or A&FRPM. In some cases the Airman and Family Readiness Office will be able to support efforts with calling cards or reimbursing long distance calling charges.* In addition, the Key Spouse / Key Volunteer should have a way to secure sensitive information.

A copy of the Unit Family Information Contact Sheet is located in the forms at the end of this guide.

#### Keeping the Roster of Assigned Families

The unit maintains a roster of assigned unit families that generally includes names, addresses, and phone numbers. What is included in the roster will vary from unit to unit, and may require the Key Spouse / Key Volunteer to make additional enhancements. The First Sergeant or the Military POC will provide Key Spouse / Key Volunteer with a sanitized list of names with “need-to-know” information. Roster is limited to Key Spouse / Key Volunteer assigned families.

Rosters of assigned families can be used **only for official business**. Some examples are reaching unit families with a message from command, morale calls to spouses of deployed/TDY/remote personnel/new members away at Basic Training/Tech School and new

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arrivals. Be sure to coordinate any calls to the Red Cross prior to making the call with the unit Chain of Command.

Rosters should not be left on the hard drive of the family computer nor may the roster be exchanged via non-secure e-mail. Save it to disk or CD and secure the file.

Old rosters must be shredded once the updated versions become available.

### **Sending Welcome Letters**

Units often introduce the Key Spouse / Key Volunteer to newly assigned families by sending them welcome letters. Units may desire to use their personalized templates or Wing letterhead. Ideally, the family receives a letter from the CC and the Key Spouse / Key Volunteer. The letter can be personalized to fit the Key Spouse / Key Volunteer and the unit's personality.

Examples of a Welcome Letter are located in in the forms at the end of this guide.

### **Making First Contact with Spouses**

Generally, the Key Spouse / Key Volunteer follows up on the initial welcome letter by making a phone call to the new family within **7-10 days** if the member is a new full time Airman. Calls should be made within the **first 2 months** of drills if the new member is a new traditional Airman. Here are some tips for making this call:

- Make the first-contact call when you are feeling enthusiastic and upbeat
- Do not take it personally if someone isn't interested in the KEY SPOUSE / KEY VOLUNTEER Program or has had a bad experience with it. Assure the person that he or she is welcome as part of the unit
- You may have to contact people without phones by letter
- E-mail is an option for follow-up after the initial contact; request e-mail address during initial contact with member or spouse

A Contact Checklist for initial interaction with families is provided as a guide, located in the forms at the end of this guide.

### **Using the Unit Family Contact Sheet and Contact Log**

The Unit Family Contact Sheet allows Airmen to provide privacy information to the Key Spouse / Key Volunteer. The Key Spouse / Key Volunteer reports changes or updates to the First Sergeant and A&FRPM. The KV encourages the Airman to keep the information updated on a yearly basis, at minimum.

If Airman/families resist giving this kind of personal information, the Key Spouse / Key Volunteer respects their decision and notifies the First Sergeant and A&FRPM. This allows families to set their own boundaries. This may or may not be a red flag. Let families know why you are gathering personal information and gently encourage completion of the data.

Note that the following statement is noted in relation to the Privacy Act information located on the Unit Family Contact Sheet *"I understand that by signing below I am voluntarily providing the Key Spouse / Key Volunteer assigned to my unit personal information. This information will be*

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*used to provide resources and information to my family during my tenure with the Air National Guard “*

The Contact Log is used to keep a record of spouse contacts or calls made to the Key Spouse / Key Volunteer from a spouse or family member. The Key Spouse / Key Volunteer records all attempts to reach a spouse during deployments or a separation on the Contact Log—even if unsuccessful or a message is left. This information is forwarded to the Airman and Family Readiness Office on a quarterly basis.

The contact log helps the Airman and Family Readiness Office track data to include how often the spouse has been contacted, what kinds of family issues arise, and the types of questions spouses ask.

A copy of the Unit Family Information Sheet and Contact Log are located in in the forms at the end of this guide.

## Summary of Unit Support

Units may support the KEY SPOUSE / KEY VOLUNTEER Program by providing:

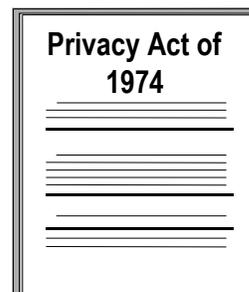
- Unit information roster
- Inclusion in unit events, i.e., squadron functions, Commander’s Calls, and staff meetings, if feasible
- Office space, meeting space, and storage space, if feasible
- Office supplies and access to equipment (e.g., necessary computer hardware and software to support database management and word processing/desktop publishing software)
- Telephone services (which may include answering machine, voicemail, or mobile phone service)
- Use of official mail, for official purposes, provided that the mailings carry the return address of the unit

## Professional Privacy Issues

The Key Spouse / Key Volunteer has an obligation not to divulge personal information shared by unit families. Safeguarding private, sensitive information shows respect for a family’s privacy and protects the credibility and integrity of the KEY SPOUSE / KEY VOLUNTEER Program.

## Privacy Act of 1974

The Privacy Act of 1974 limits access to personal information that Airmen provide to their command. The information the command provides must be relevant and necessary to accomplish the mission. Key Spouse / Key Volunteers may receive some of this personal information protected by the Privacy Act because they are command-appointed representatives who need this information to perform their duties.



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### Disclosing Information

A Key Spouse / Key Volunteer **can** disclose information about Airmen and their families **only** to the CC, First Sergeant, Military POC, or Airman & Family Readiness Program Manager except in situations where mandatory reporting is required (for rules on mandatory reporting, see below). If contacted by outside agencies, the Key Spouse / Key Volunteer will refer them to the CC, First Sergeant, Military POC, or Airman & Family Readiness Program Manager without discussing information related to individual cases.

In addition, the Key Spouse / Key Volunteer is prohibited from divulging phone numbers and addresses of families to include unit families. Key Spouse / Key Volunteers may not use lists for personal gain. For example, the roster cannot be used as a source of potential clients for a business.

Below are some guidelines for handling information:

- Do not disclose a caller's name or any personal information without the caller's permission, unless required by law or regulation.
- Do not repeat general information without the caller's permission. General information may include number of children, housing area, home address, work section, type of vehicle, etc.
- Protect any written notes regarding the call
- Protect a caller's privacy. Do not use the caller's name when checking on the availability of a resource. If the caller starts discussing issues that require disclosure, state that Key Spouse / Key Volunteers are mandated reporters (more about that in the next section)
- Remember that families aren't bound by privacy act/disclosure rules. Be careful about sharing your personal information in order to show empathy!

**Remember:** Failing to protect private information is grounds for immediate dismissal by Command. Upon completion of Key Volunteer duties proper disposal of personnel data, family data, and any other privacy act data needs to be disposed of properly. Some examples are: tearing, burning, shredding, mutilation; or the data can be given back to the CC/MPOC/First Sgt/AFRPM for proper disposal. Putting data or the data storage in the trash or recycling bin is a breach of PII.

### Mandatory Reporting

Although protecting sensitive information is one of the most critical components of a Key Spouse / Key Volunteer's job, there are times when sensitive information must be shared with the CC, First Sergeant, or A&FRPM and appropriate referral agencies.

These situations include, but are not limited to:

- A serious crime (examples: drug activity, black marketing, etc.)
- Child abuse or neglect
- Spouse abuse
- Drug abuse
- Potential danger to self (example: suicide)
- Potential danger to others (example: homicide)

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- Expectation of media coverage regarding a family issue
- Issues deemed to be mission security risks

When the Key Spouse / Key Volunteer is in doubt about whether/whom to report confidential information, the following people can offer advice:

- Commander
- First Sergeant
- Airman & Family Readiness Program Manager (A&FRPM)
- Chaplain
- Director of Psychological Health

### Information and Referral Services

The Key Spouse / Key Volunteer is a conduit for base and community information/programs that helps families deal with challenges of military lifecycle. The Airman and Family Readiness Office is the primary agency for educating Key Spouse / Key Volunteer's on base/community resources. Other methods should be employed to remain current:

- Stay tuned to base news outlets (base newsletter, Family Program's Facebook page, state newsletters)
- Participate in Town Hall Meetings, Commander's Calls and other venues for learning about community events and issues
- Network—when utilizing base and community agencies; ask about services that benefit unit spouses
- Learn from others' experiences—if you hear of a challenge someone went through, find out what ultimately resolved the situation and make a mental note
- Supplement your resource guide with community calendars, flyers about on- and off-base special interest programs or events, email and share information with other Key Spouse / Key Volunteer's for widest dissemination and benefit to all families.

### Getting Information to Spouses and Family Members

The first step covered in providing information and referral services is gathering information about resources. The second step is to get that information out to the spouses and families who need it.

The Key Spouse / Key Volunteer uses resource information in response to most routine calls. According to the National Military Family Association (NMFA), surveys of military spouses consistently reveal spouses common concerns:

- Loneliness/Isolation
- Making decision alone
- Guiding/educating children
- Adequate social outlets
- Financial responsibilities
- Feeling spouse's unit is unconcerned
- Lack of information or communication from spouse's unit



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### RESPONDING TO THE CALL

The ultimate compliment you can pay to another person is “being-in-the-present” while interacting over the phone or in person. To facilitate this connection, remove as many distractions as possible. This enables the Key Spouse / Key Volunteer to really listen. Below are five steps in handling routine calls:

#### Greeting

Greet families in a genuinely upbeat, positive manner. Note, **90%** of calls are initiated by the Key Spouse / Key Volunteer.

#### Record Keeping

Request identifying information and record on Contact Log.

#### Nature of the Call

- Identify the need or problem
- Take action (generally by making a referral)
- Make sure the caller knows what to do next.
- Follow up to insure resolution or provide more assistance

If a call is received, to begin to identify the caller’s need, use a phrase like “How can I assist you?” or “What can I do for you today?” to lead the caller into discussing the reason for the call.

Good listening skills really come into play when trying to figure out why someone is calling. Tips for good listening include:

- Focus on what the person is saying or perhaps not saying
- Listen to the voice intonation and, if in person, pay attention to their nonverbal communication
- Be nonjudgmental
- Show empathy (example: “I understand that you’re frustrated because \_\_\_\_\_ is happening”)
- Ask questions to clarify what the caller is saying
- Paraphrase what the caller said to check your understanding of what he or she needs

*Once you understand the situation, take action by making the referral.*

- Determine if the caller has already contacted another agency
- Explain the agency or service, any documents the agency or service needs, and what will happen once the person makes contact (*too many referrals may be confusing*)
- Don’t be afraid to take time to think about a referral. It’s permissible to tell the caller that you’ll do some research and call back, unless the safety of an individual is at stake.

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Ask the caller if he or she has any questions. Confirm the caller has the correct information and understands the next steps to be taken. Never make specific promises regarding an agency's services.

**IMPORTANT:**  
**If you don't know the correct answer to a question--say so. Don't guess!**  
**Follow up soon after with accurate information.**

### Closing

Provide an "open door" policy for families to call. One may need to be cautious with repeat callers. **If a spouse or family member seems to be calling on a regular basis (ie; daily, weekly) refer the caller to Airman & Family Readiness Program Manager (A&FRPM).**

You may close by saying, "Call me if you need anything else." If you need to follow up, let the caller know when to expect your call.

### Follow Up as Needed

The Key Spouse / Key Volunteer may want to follow up in a few days to see if the caller was able to get the service or if another referral is needed.

### ROUTINE CALLS

During deployments and times of separation Key Spouse / Key Volunteers will be asked to maintain a Deployed Personnel Family Contact Log which will document contact calls exchanged with spouses and family members. A call should be initiated to each denoted family member contact listed in the Unit Family Contact sheet once a month during the deployment at the minimum. Some deployed Airmen may ask for more frequent calls to be made during this time.

### Information Calls

Information calls are the most common type of routine call. Callers will usually have questions about types of services available in the community, through the National Guard or on base, hours of operation, address/location, etc... For example, a spouse may call with a question about services the Airman and Family Readiness Office, financial assistance, or a local National Guard Family Assistance Center (FAC).

### Complaint/Grievance Calls

In this type of call, someone generally complains about a service. People may call the Key Spouse / Key Volunteer because they've already tried normal channels with little success.

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The Key Spouse / Key Volunteer can work with that person through the chain of command and/or base agencies to resolve the problem.

### Recurring Calls

Spouses may call repeatedly because they are lonely or have something they want to complain about. Some common calls are problems with children and missing their geographically separated spouse.

The Key Spouse / Key Volunteer may need to be firm, but kind, when handling these calls. A suggestion is to politely inform the caller there is a routine time limit (i.e., five minutes) to phone calls to protect the Key Spouse / Key Volunteer's family time. If the problem appears to be loneliness, an option is to arrange for another spouse in the unit to act as a "phone buddy." Do not hesitate to refer them to the A&FRPM for follow-up.

### Service Request Calls

Service request calls are, "I need a babysitter for drill" or "I need a ride to the doctor's office." Although emergencies do happen, these are generally not the kind of services the Key Spouse / Key Volunteer provides. Refer these calls to the Airman and Family Readiness Office.

Whatever the type of call, it's important for the Key Spouse / Key Volunteer to understand why the person is calling and what kind of referral is needed.

### Crisis Intervention

Not all calls will be routine. Other types of calls are:

- Crisis (personal or family)
- Emergency (life-threatening)
- Suicide (threats of personal harm)

#### **IMPORTANT:**

**The Key Spouse / Key Volunteer is not a trained counselor! The goal in these calls is to make the appropriate referral as quickly as possible. Based on the situation, immediately contact emergency services, 911, Security Forces, etc., and then notify the Unit Commander, First Sergeant, or A&FRPM. Maintain contact with the individual until help arrives. Typically, the CC or First Sergeant is notified FIRST! Check with leadership on appropriateness of follow-up.**

### Crisis Calls

A person may call for several reasons, including:

- Unit accident with fatalities
- Chronic illness

## Appendix B - ANG Key Spouse /Key Volunteer Reference Guide

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- Marital distress
- Financial difficulties

Crisis calls may involve one person, a family, or the whole unit. In a crisis, the caller feels unable to cope with the situation. The caller needs information, emotional support, and reassurance the issue is taken seriously and steps are taken to help resolve the issue.

Keep in mind the caller may be overwhelmed by emotion. The caller may experience a range of feelings:

- **Anger** – a common emotion which may be expressed overtly or covertly. The anger is normally directed at another, turned inward and, if not resolved, may result in depression.
- **Helplessness** – manifests itself when an individual feels unable to cope or has nowhere to turn.
- **Anxiety** – a combination of worry and uncertainty. Anxiety is a normal response to challenging situations, but when it gets out of hand, anxiety can lead to confusion, poor judgment, questionable decisions, and self-defeating behaviors. It can immobilize a person.
- **Lowered self-esteem** – the person doesn't feel competent to respond appropriately.

If caller is overwhelmed by emotions, advise these feelings are normal when facing challenging events. Be sure to gauge caller's emotional state. Make a referral immediately. Allow unit leadership and other professionals decide intervention referral services.

Remember also that the concept of crisis is relative. One person's crisis may be an ordinary event to someone else. Maintain your objectivity and do not over-identify with the caller. The Key Spouse / Key Volunteer is not responsible for another person's crisis or individual's refusal to take action.

### Emergency Calls

An emergency call is often a life-and-death situation involving a serious or terminal illness, injury, or death. Immediately contact emergency services (e.g., 911, Security Forces, etc.) and then notify the Unit Commander, First Sergeant or Airmen & Family Readiness Manager.

The Key Spouse / Key Volunteer needs to be sensitive to feelings involved and facts of the situation. Remain positive and assure the caller of immediate and competent assistance. The referral should be very specific.

### Suicide Calls

Tips for handling emergency calls also apply to suicide calls. In each of these calls, the Key Spouse / Key Volunteer has mandatory reporting obligations. Take immediate action to inform the appropriate authority. Contact established emergency response numbers.

*Other contingency intervention tips are:*



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- Always take the threat of suicide seriously
- Don't make promises that everything will be all right
- Get the person's name, location, and phone number in case he or she hangs up
- Get help. Try to keep the caller on the phone while someone else calls the police. If another person is in the house with you, give him or her a note to phone for help

### Contingency Response Plan

Unfortunately, accidents and contingencies can occur whether a unit is deployed or not. Word will spread quickly through a unit, and media coverage may bring more confusion and misleading information. Having a plan for communicating before a contingency is crucial.

After a unit contingency, an official message will be released as soon as possible. However, the message may be delayed until there is:

- Verification of the correct unit or individuals involved
- Official notification of immediate family members

Defer to unit leadership's plan for communicating.

### **IMPORTANT:**

**Depending on the contingency and at the Installation Commander's discretion, the Airman and Family Readiness Office will activate an Emergency Family Assistance Center (EFAC). The EFAC is a family support system that allows agencies to respond collectively to wartime contingencies and peacetime emergencies to ensure personnel and their families receive effective support.**

### SERVING AS A COMMUNICATION LINK

The flow of information goes both ways. Spouse concerns and questions are relayed through the Key Spouse / Key Volunteer up the chain of communication, while the Commander, First Sergeant and Airman & Family Readiness Program Manager disseminates unit news and other information back to the families through the assigned Key Spouse / Key Volunteer.

This communication link becomes particularly important during strategic and operational changes in the deployment mission or other contingencies at home.

### Strategic and Operational Events

The Air Force/ANG lifestyle is punctuated by separations due to deployments, mobilizations, TDYs, remotes or crisis situations. Whether family separations are planned or unexpected, the Key Spouse / Key Volunteer assists spouses by keeping the lines of communication open and providing assistance in finding resource information.

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### Passing Along Official Information

The Key Spouse / Key Volunteer **must always** write down the message **verbatim** and repeat it exactly the same way to every person on the calling list. It's important to repeat the message verbatim, because the original message becomes more distorted and less clear with each additional comment. **Remember the Key Spouse / Key Volunteer is a representative of the unit and every additional comment becomes part of the "official" message.** Here are some other tips:

- Don't speculate about the content of the message
- Don't add your perspective, opinions, or information from another source
- Due to the immediacy of disseminating information, ask spouses to defer questions until you have made all the calls or call a pre-established agency of approved information. Offer to call back later.

### Dealing with Rumors

Suggested strategies to combat rumors:

- Correct the information, if you can
- Urge families to question the reliability of "unofficial information"
- Encourage spouses not to pass on rumors. Pass official information only
- Contact the First Sergeant and Airmen & Family Readiness Manager for help in dispelling rumors

### Dealing with the Media

The Air Force/ANG, or a particular unit, may be in the news because of a contingency situation or a deployment. The media may approach Key Spouse / Key Volunteer.



*Follow these tips for handling media inquiries:*

- You have no obligation to speak with or provide information to the media.
- Refer the media representative to the Public Affairs Office.
- If someone persists, get their name, affiliation, organization, and questions and forward the information to the Public Affairs Office.
- Notify the Commander, First Sergeant or Airman & Family Readiness Program Manager of media contact.

### Informing the Commander about Family Concerns

In addition to assisting families during various operational events, the Key Spouse / Key Volunteer also has a duty to provide the unit with feedback. Units often want to know about spouse concerns and trends that affect readiness. Information about the types and number of calls gives the CC a "big picture" snapshot. The Airman and Family Readiness Office will also request this information as part of the unit quarterly report information. This information will then be submitted to AFFIRST for documentation purposes.

## Appendix B - ANG Key Spouse /Key Volunteer Reference Guide

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### Disseminating Unit Information to Families

One way to get information to families quickly is through a phone tree. The Commander decides when to use the phone tree and notifies the First Sergeant, who informs the Key Spouse / Key Volunteer to activate the process.

### SUPPORTING FAMILIES DURING DEPLOYMENT

The Key Spouse / Key Volunteer Program plays an important role in helping spouses prepare for deployment. Key Spouse / Key Volunteers may be asked to support pre-deployment briefings and other family pre-separation activities and events. During deployments, Key Spouse / Key Volunteers assist by keeping families informed, as directed by the unit. The Key Spouse / Key Volunteer receives information from other sources as well (i.e. Airmen & Family Readiness Program Manager (A&FRPM), State Youth Coordinator (SYC), or other military support organizations)).

A Deployment Checklist (compiled by Military OneSource) can be provided to assist a families' transition and understand emotions during deployment. If individuals know what to expect, and come up with a plan for taking care of the household and themselves, families are better prepared to handle emotions that often accompany a deployment. Everyone reacts to the news of a deployment differently. Utilizing the checklist can help assist spouses and families.

### Stages of Deployment

#### Stage 1: Pre-Deployment

Prior to deployment, spouses will feel anticipation. This generally occurs 4 to 6 weeks before the member deploys. The remaining spouse feels tense, selfish, and guilty about not wanting the member to go. There is also frustration because the member is putting in extra hours to get the unit ready to deploy, while so much needs to be done to prepare the household for the separation. Both the member and the spouse are physically and mentally exhausted. There may be unacknowledged anger about the situation which can trigger depression or physical problems. Spouses may become more distant and they may stop sharing their thoughts and feelings. Feelings of disorganization and sadness are common. Children may react by withdrawing or misbehaving.



#### Stage 2: Deployment

Most people are in this stage for the majority of the separation. It is characterized by relative calm. Once the separation occurs, a sense of emptiness sets in. Old routines are gone. Spouses will begin to feel confident that they can handle their daily affairs. However, if a contingency occurs, people can be thrown back into states of withdrawal and depression.

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### Stage 3: Reintegration

This last stage can be the most difficult. Getting the house and family ready for the member's return often exhausts the spouse. Members are also exhausted and excited by their return and spend a lot of time sleeping, which can be frustrating to the spouse. Both the spouse and the member are happy to be reunited, but they have to work out accumulated tensions and reestablish the rules for living together.

The Key Spouse / Key Volunteer can use these stages to assure spouses that their responses and feelings are normal, given the situation. These general stages can also be useful in spotting a problem. They are a norm against which behavior can be measured. Someone whose reactions appear extreme, when measured against these stages, may need a referral.

#### **IMPORTANT:**

**Your Airman & Family Readiness Program Manager can assist family members experiencing difficulties during deployment.**

### **STRESS**

Stress has widespread implications that threaten the well-being of all Airmen, military, civilians, and families. Eliminating all sources of stress may not be realistic; however, increasing awareness of work, life, and social stressors can facilitate implementation of intervention strategies.

### **Leaving the Key Spouse / Key Volunteer Program**

A Key Spouse / Key Volunteer may leave the program at any time, without repercussion, by writing a Letter of Resignation, and submitting this letter to the Commander. Circumstances may include an illness, a move, new job with additional responsibilities, education commitment, family responsibilities, etc.

There are situations that require the Commander/First Sergeant to ask a volunteer to resign, such as a breach in confidentiality, failing to perform duties within an agreed-upon timeframe, lack of communication with the Chain of Command, or basic philosophical differences.

Regardless of reason for the transition, be sure to maintain the highest integrity to ensure families are protected and the situation remains amicable. **Upon completion of Key Volunteer duties proper disposal of personnel data, family data, and any other privacy act data needs to be disposed of properly. Some examples are: tearing, burning, shredding, mutilation; or the data can be given back to the CC/MPOC/First Sgt/A&FRPM for proper disposal. Putting data or the data storage in the trash or recycling bin is a breach of PII.**

EXAMPLE

Air National Guard Family Readiness Program  
Volunteer Application

---

NAME: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ SS# for Travel Orders when needed: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

SERVICEMEMBERS NAME: \_\_\_\_\_ RANK: \_\_\_\_\_

UNIT: \_\_\_\_\_

**SKILLS AND INTERESTS**

EDUCATION Highest grade completed: \_\_\_\_\_ Degree in: \_\_\_\_\_

Technical Schools: \_\_\_\_\_

CURRENT OCCUPATION: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_

HOBBIES, INTERESTS: \_\_\_\_\_

SKILLS: \_\_\_\_\_

Previous volunteer experience: List types and organizations: \_\_\_\_\_

---

Is there a particular type of Volunteer Work you are interested in? Please list all areas:

---

Is there a group of people you are particularly interested in working with?

---

Are there any groups you would not feel comfortable working with? Please list:

*EXAMPLE*

**AVAILABILITY**

What times are you interested in Volunteering? \_\_\_\_\_

Are there times during a week that you cannot do volunteer work? Please list \_\_\_\_\_

Do you have access to an automobile you can use for volunteer work? \_\_\_\_\_

**REFERENCE**

List name and phone numbers of two personal references that would not mind being contacted:

Name: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Home Phone: \_\_\_\_\_

How did you hear about the Family Readiness Program?

Servicemember \_\_\_\_\_ Friend/Volunteer \_\_\_\_\_ Guardian  
Newsletter \_\_\_\_\_

Family Day \_\_\_\_\_ Family Program Presentation \_\_\_\_\_

Deployment \_\_\_\_\_ Other \_\_\_\_\_

PLEASE RETURN THIS FORM TO:

A&FRPM \_\_\_\_\_ AN G  
/ AIRMAN AND FAMILY READINESS PROGRAM

QUESTIONS CALL: (XXX) XXX-XXXX

**“FOUO. This document contains information exempt from mandatory disclosure under the FOIA. Exemption 5 U.S.C. 552 (b)(6) applies. This document also contains personal information that is protected by the Privacy Act of 1974 and must be safeguarded from unauthorized disclosure.”**  
CONTAINS INFORMATION COVERED BY THE PRIVACY ACT. RELEASE OF ANY INFORMATION CONTAINED HEREIN WITHOUT THE APPROVAL OF THE INDIVIDUALS CONCERNED IS PROHIBITED

ANG National Guard Family Readiness Program  
Volunteer Agreement

\*\*\*\*\*

The intent of the agreement is to assure you both of our deep appreciation of your services and to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one.

**I. AGENCY**

We, The (STATE) Air National Guard, agree to accept the services of \_\_\_\_\_  
(Volunteer) beginning this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ and we commit to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet the responsibilities of their position.
2. To respect the skills, dignity, and individual needs of the volunteer. Every effort will be made to do our best to adjust to these individual requirements.
3. To be receptive and open to any comments and ideas from the volunteer regarding ways that will enable us to better accomplish our respective tasks.
4. To treat the volunteer as an equal partner responsible for completion of the mission.

**II. VOLUNTEER**

I, \_\_\_\_\_, agree to serve as a volunteer and that I am not, solely because of these services, an employee of the United States Government, State of \_\_\_\_\_ Government, or any instrument thereof. I expressly agree that I expect no present or future salary, wages, or related benefits as payment for these volunteer services. I also commit to the following:

1. To perform my volunteer duties to the best of my ability.
2. To adhere to agency rules and procedures, including record keeping requirements and confidentiality of agency and client information.
3. To meet time and duty commitments, or to provide adequate notice so that alternate arrangements can be made.

Volunteer	Commander	A & FRP Manager
Date	Date	Date

*This agreement may be canceled at any time at the discretion of any party, but will expire automatically on \_\_\_\_\_ unless renewed by all parties.*

“FOUO. This document contains information exempt from mandatory disclosure under the FOIA. Exemption 5 U.S.C. 552 (b)(6) applies. This document also contains personal information that is protected by the Privacy Act of 1974 and must be safeguarded from unauthorized disclosure.”  
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*Key Spouse / Key Volunteer  
Appointment Letter*

*Organization's Letterhead*

**(DATE)**

MEMORANDUM FOR DISTRIBUTION

FROM: **(UNIT)**

SUBJECT: Appointment of Airman and Family Readiness Military Point of Contacts and Key Spouse / Key Volunteer

1. IAW AFI 36-3009, the following individuals are appointed as primary and alternate representatives for the **(UNIT INFORMATION)**.

**PRIMARY: (APPOINTED SERVICEMEMBER NAME, PHONE NUMBER, AND EMAIL)**

**ALTERNATE: (APPOINTED SERVICEMEMBER NAME, PHONE NUMBER, AND EMAIL)**

**KEY SPOUSE/ KEY VOLUNTEER: (APPOINTED PRIMARY NAME, PHONE NUMBER, AND EMAIL)**

2. This letter supersedes all previous letters, same subject.

**(UNIT COMMANDER)**

CC: **(UNIT)**  
Airman & Family Readiness Office  
Individuals

*Key Spouse / Key Volunteer Training Certificate*

*Organization's Letterhead*

**(DATE)**

**MEMORANDUM FOR**

**FROM:**

**SUBJECT: Key Volunteer/ Key Spouse Appointment**

1. The following individual is selected as our Key Spouse/Key Volunteer. We understand this appointment is contingent upon completion of *Key Spouse/Key Spouse Orientation Training* with the Airman & Family Readiness Program Office.

Name:

Address:

Phone Number(s):

E-mail:

2. The Key Spouse/Key Volunteer acts in an official capacity and may be given access to Privacy Act information to carry out certain tasks. Our unit will assign duties and provide supervision to the Key Spouse/Key Volunteer.

\_\_\_\_\_  
Commander's Signature

cc: First Sergeant

-----  
*This section for Airman and Family Readiness Program Office use only.*

**CERTIFICATION OF TRAINING**

The above named unit spouse volunteer has completed the *Key Spouse/Key Volunteer Orientation Training* and can be officially recognized as a Key Spouse/Key Volunteer for your unit. Ongoing training and information will be offered at Key Spouse/Key Volunteer Meetings.

\_\_\_\_\_  
Airman and Family Readiness Program Manager

\_\_\_\_\_  
Date

*Key Spouse / Key Volunteer Resignation Letter*

Organization's Letterhead

**(DATE)**

MEMORANDUM FOR **(Unit CC)**

FROM: **(Key Spouse / Key Volunteer's Name)**

SUBJECT: Key Spouse / Key Volunteer Resignation Letter

1. I hereby resign my appointment as Key Spouse / Key Volunteer for **(UNIT)**, effective **(DATE)** for the following reason(s):

- a. Permanent change of station
- b. Personal reasons
- c. Health issues
- d. New child
- e. Other (please specify)

2. I would like to express my sincere appreciation for having had the opportunity to volunteer in this capacity.

**(Key Spouse / Key Volunteer signature block)**

CC: Unit  
Airman & Family Readiness Office

## DD Form 2793 Volunteer Agreement

VOLUNTEER AGREEMENT FOR			
<input type="checkbox"/> APPROPRIATED FUND ACTIVITIES		<input type="checkbox"/> NONAPPROPRIATED FUND INSTRUMENTALITIES	
PART I - GENERAL INFORMATION			
1. TYPED NAME OF VOLUNTEER (Last, First, Middle Initial)			2. YEAR OF BIRTH
3. INSTALLATION		4. ORGANIZATION/UNIT WHERE SERVICE OCCURS	
5. PROGRAM WHERE SERVICE OCCURS <i>Airman and Family Readiness Office events</i>		6. ANTICIPATED DAYS OF WEEK	7. ANTICIPATED HOURS
8. DESCRIPTION OF VOLUNTEER SERVICES			
PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES			
9. CERTIFICATION			
<p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services I will be providing.</p>			
a. SIGNATURE OF VOLUNTEER			b. DATE SIGNED (YYYYMMDD)
10.a. TYPED NAME OF ACCEPTING OFFICIAL (Last, First, Middle Initial)	b. SIGNATURE		c. DATE SIGNED (YYYYMMDD)
PART III - VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES			
11. CERTIFICATION			
<p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services and liability for tort claims as specified in 10 U.S.C. Section 1589(d)(2). I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers, and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I am offering.</p>			
a. SIGNATURE OF VOLUNTEER			b. DATE SIGNED (YYYYMMDD)
12.a. TYPED NAME OF ACCEPTING OFFICIAL (Last, First, Middle Initial)	b. SIGNATURE		c. DATE SIGNED (YYYYMMDD)
PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR			
13. AMOUNT OF VOLUNTEER TIME DONATED			
a. YEARS (2,087 hours=1 year)		b. WEEKS	
c. DAYS		d. HOURS	
14. SIGNATURE			15. TERMINATION DATE (YYYYMMDD)
16.a. TYPED NAME OF SUPERVISOR (Last, First, Middle Initial)		b. SIGNATURE	
		c. DATE SIGNED (YYYYMMDD)	

DODI 1100.21, Mar 11, 2002 ENCLOSURE 4

SUGGESTED FORMAT FOR PARENTAL CONSENT

**PARENTAL PERMISSION**  
**FOR APPROPRIATED AND NONAPPROPRIATED FUND ACTIVITIES**

I \_\_\_\_\_, give my permission for  
(Parent)  
\_\_\_\_\_ to volunteer at \_\_\_\_\_  
(Name of Child) (Name of Agency/Activity)  
on \_\_\_\_\_ from \_\_\_\_\_  
(Day(s) of Week) (Times)

I understand that my child will be performing the following volunteer services.

\_\_\_\_\_  
(Description of volunteer service performed)

I understand that \_\_\_\_\_ will be performing these as a volunteer and that he  
(Name of Child)

or she is not, because of these services, an employee of the United States Government or any instrumentality thereof (except for certain purposes relating to tort claims and workman's compensation coverage concerning incidents occurring during the performance of approved volunteer service) and shall receive no present or future salary, wages, or related benefits as payment for these volunteer services.

\_\_\_\_\_  
(Signature of Parent or Guardian)

\_\_\_\_\_  
(Date)

*Code of Ethics*

**(STATE) Air National Guard  
Key Spouse / Key Volunteer Code of Ethics**

As a volunteer, I understand that I am subject to a code of ethics similar to that of professional employees. I accept the duties and responsibilities of my position and pledge to accomplish them. I further understand that my work complements the work of paid staff members, and I agree to work without monetary compensation.

**As a Key Spouse / Key Volunteer I will:**

- Promise to be dependable, and if I am unable to keep my commitment, I will notify the Commander and/or Airman & Family Readiness Program Manager (A&FRPM).
- Serve with an open mind and respect confidential information.
- Understand the need for and accept diversity in the unit.
- Accept the policies and procedures of the Key Spouse / Key Volunteer Program.
- Freely share information with my Commander and/or A&FRPM
- Be a liaison between the families and the unit.

**As a volunteer I can expect to:**

- Be treated as a professional.
- Have access to the resources needed to carry out my duties.
- Receive adequate training, support, and recognition for my services.
- Feel free to share information or concerns with my Commander and/or A&FRPM.

I will be eager to contribute all that I can to enhance the quality of life within our Key Spouse / Key Volunteer Program. I will strive to make this environment a positive place for our Airmen and families to come to us through their journey.

\_\_\_\_\_  
Key Spouse / Key Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Commander Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Airman and Family Readiness Program Manager

\_\_\_\_\_  
Date

# Key Spouse Key Volunteer Information Access Procedure

Our Airman's privacy and the handling of their private information are of utmost concern to the Airman and Family Readiness Program Office (AFRPO). In order to adhere to Air Force regulations and procedures regarding the keeping and sharing of Privacy Act information, the AFRPO will follow the guidelines regarding information sharing and the Key Spouse Key Volunteer Program. For the sharing of personal and/or private information, Volunteers are regarded as government employees and bound to the same standards.

All Volunteers will meet the following criteria (on an annual basis) before receiving information from the AFRPO:

- 1) Appointment letter on file
- 2) Volunteer Agreement on file
- 3) Complete a data request
- 4) Complete Information Assurance training

When all above requirements have been met the AFRPO will share with the Volunteer the following information:

- 1) Data roster with Name, Rank, & Unit
- 2) Family Contact Sheets filled out during processing lines
- 3) Access to AFFIRST as a volunteer

The unit commander will provide the Volunteer with the following per his/her discretion:

- 1) Updated list of deployed Airmen
- 2) Family Contact Sheets completed by Airmen
- 3) Access to Airmen to complete Family Contact Sheets

Volunteers will understand completing the Family Contact Sheets is completely voluntary for the Airmen. AFRPO and Commanders will help to stress the importance of sharing accurate and complete information with the Volunteer. Volunteers will also help to safeguard the personal information within reason.

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Key Spouse Key Volunteer Signature

---

Date

---

Commander Signature

---

Date

---

Airman and Family Readiness Program Manager

---

Date

## *Information Assurance Training Information*

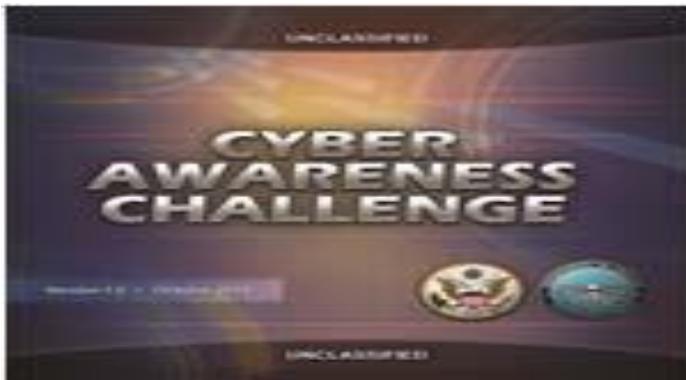
### Information Assurance Training

Website for training.

<http://iase.disa.mil/eta/online-catalog.html#iaatraining>

There are two trainings you need to take as a Key Spouse / Key Volunteer

#### **CyberAwareness Challenge (for DoD and Federal Personnel)**



#### **Identifying and Safeguarding Personally Identifiable Information.**



Print copies of your certificates of completion and return to your Airman & Family Readiness Program Manager.

## Volunteer Hours Tracking Sheet

Air Guard Volunteer Daily Hours Tracker																																		
Name:										Year:																				TOTAL				
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
JAN																																		
FEB																																		
MAR																																		
APR																																		
MAY																																		
JUN																																		
JUL																																		
AUG																																		
SEP																																		
OCT																																		
NOV																																		
DEC																																		
VOLUNTEER SIGNATURE										AFRPM SIGNATURE																				YEARLY TOTAL				

**Air National Guard Family Readiness Program  
Key Spouse / Key Volunteer After Action Report**

Please review the following content and submit requested details for event to the Airman and Family Readiness Program Manager at the conclusion of your activity. Please submit the following information no later than 2 weeks after the event.

Thank you for your time, attention and dedication to our Service members and their Families.

**Unit** \_\_\_\_\_

**Name of Key Spouse/Key Volunteer(s) who hosted event:**

\_\_\_\_\_  
\_\_\_\_\_

**Name of Activity** \_\_\_\_\_

**Date of Activity** \_\_\_\_\_

**Time of Activity**            **Begin** \_\_\_\_\_ **End** \_\_\_\_\_

**Nature of Activity (brief description of what took place):**

**How did the event go? (Results):**

**How many people in attendance?**            **Airmen** \_\_\_\_\_ **Family Members** \_\_\_\_\_

**Name/s of Person in charge of activity:**

\_\_\_\_\_

\_\_\_\_\_

## Unit Family Contact Sheet

Unit Family Contact Sheet - \_\_\_\_\_

	Airman	Point of Contact
Name		
Military Status		
Rank / Relationship		
Home Phone		
Work Phone		
Mobile Phone		
E-mail		
Special Needs		
Unit		

### Children

Name	Gender	Age	School/Daycare	Special Needs

### Other Household Members

Name	Gender	Age	Relationship to Household	Special Needs

### General Notes/Recurring Issues

<p style="font-size: small;">I understand that by signing below I am voluntarily providing the Key Volunteer assigned to my unit personal information. This information will be used to provide resources and information to my family during my tenure with the <b>Air National Guard</b>.</p>	

Signature

Date

Privacy Act Statement Required by the Privacy Act of 1994 (5usc 552a) Section 301, Title 5 USC and Section 3012 and 8012, Title 10 usc

**\_\_\_\_\_ Airmen and Family Readiness Program  
Contact Permission Agreement**

I, \_\_\_\_\_ of the \_\_\_\_\_  
Understand that by signing this agreement I am authorizing the Airman and Family Readiness Program Manager, Key Spouse Team, or unit personnel as directed by the Commander to contact my family (spouse, significant other, parents, children) in reference to programs, activities, or information that would be beneficial to them.

I agree to allow contact with my family (YES) (NO)

Today's date: \_\_\_\_\_

Service member's Signature: \_\_\_\_\_

---

Family Members name: \_\_\_\_\_

Relationship to you (Spouse, Mom ,Dad etc): \_\_\_\_\_

Mailing address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Family Member Contact telephone number:

Home: \_\_\_\_\_

Work: \_\_\_\_\_

Cell: \_\_\_\_\_

Family Email address: \_\_\_\_\_

Children's information (if applicable)

Names, birthdays, and current age:

NAME \_\_\_\_\_ AGE \_\_\_\_\_ DATE OF BIRTH \_\_\_\_\_

# Air National Guard

## Pre-Deployment/Family Readiness Checklist

### PRIVACY ACT STATEMENT

**AUTHORITY:** 10 U.S.C. 8013, Executive Order 9397. **PRINCIPLE PURPOSES:** To be used by the Family Readiness Coordinator, the Commanders and First Sergeants in support of the Guard Family Program. **ROUTINE USES:** To contact family members to render support and assistance. To ensure family readiness of currently deployed service members and all deployable service members. **DISCLOSURE:** Family Information disclosure is voluntary. Failure to provide all the requested information will leave your family members uninformed of family readiness benefits, activities, contact and programs available to them.

### SECTION I - UNIT INFORMATION & RECERTIFICATION

**UNIT:** \_\_\_\_\_ **DATE** (Initial form completion): \_\_\_\_\_

**RECERTIFICATION** (Information must be re-certified with initials and date before each deployment or every bi-annual family readiness briefing):

1. Date _____	Initials _____	4. Date _____	Initials _____
2. Date _____	Initials _____	5. Date _____	Initials _____
3. Date _____	Initials _____	6. Date _____	Initials _____

### SECTION II - GUARD MEMBER INFORMATION

Last Name	First Name	Middle Name	Rank	SSN
( _____ )				
Address (Street, City, State, ZIP)				Home Phone
Marital Status: Single _____ Married _____ Divorced _____ Widowed _____				

### SECTION III - FAMILY INFORMATION

I identify the following individuals as MY KEY ADULT FAMILY MEMBERS:

1.

Last Name	First Name	Middle Name	Relationship (father, mother, spouse, etc.)
Address (Street, City, State, ZIP) *If PO Box, be sure to list Street Address also			

**EMAIL** \_\_\_\_\_ **address:** \_\_\_\_\_

\_\_\_\_\_ Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

\_\_\_\_\_ Cell Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Last Name	First Name	Middle Name	Relationship (father, mother, spouse, etc.)
Address (Street, City, State, ZIP) *If PO Box, be sure to list Street Address also			

**EMAIL address:** \_\_\_\_\_

Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Cell Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

My family may be contacted by the Family Program. \_\_\_\_\_ My family may only be contacted during my deployment(s). \_\_\_\_\_ Please do not contact my family under any circumstances. \_\_\_\_\_ For a family member to not be contacted under any circumstances, please have the key adult family member sign this form that they agree they do not wish to be contacted. \_\_\_\_\_

## SECTION V - DEPENDENT INFORMATION

List all individuals who rely upon you for dependent care (spouse, children, parents, grandparents, etc.) Please include any step-children.

1. Those who live with you (include last name, first name, middle initial, and date of birth): (If you need more space, please finish on a blank sheet of paper and attach.)

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ School \_\_\_\_\_ District: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ School \_\_\_\_\_ District: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ School \_\_\_\_\_ District: \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ School District: \_\_\_\_\_

2. Those dependents who do NOT live with you:

Name (Last, First, Middle): \_\_\_\_\_ Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Relationship to you: \_\_\_\_\_ POC for child: \_\_\_\_\_

Address: \_\_\_\_\_

School District: \_\_\_\_\_ Date \_\_\_\_\_ of \_\_\_\_\_ birth \_\_\_\_\_

Name (Last, First, Middle): \_\_\_\_\_ Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Relationship to you: \_\_\_\_\_ POC for child: \_\_\_\_\_

Address: \_\_\_\_\_

School District: \_\_\_\_\_ Date of birth \_\_\_\_\_

## SECTION VI - FAMILY READINESS INFORMATION

(Circle One)

Do your family members know what to do if they need Family Assistance? Yes  No

Do all DEERS registered dependents 10 years-old and over have a current ID Card? Yes  No

Is your Family Care Plan current? Yes  No

Do any family members have special needs that may require special attention or assistance during your absence, such as disability, impairment, special medical/health needs, etc.)? If so, please identify name, relationship to you, and special need/care. Yes  No

Does your spouse drive? Yes  No

Native language of spouse or next of kin (if other than English): \_\_\_\_\_

If you are married and your spouse is the primary care giver to your dependent children, please provide an emergency care giver and their contact information in the event something should happen to your spouse. This would only be necessary until we can get you, the service member, home from your deployment.

Last Name	First Name	Middle Name	Relationship (parent, neighbor, friend, etc..)
-----------	------------	-------------	--

( \_\_\_\_\_ ) \_\_\_\_\_

Address (Street, City, State, ZIP) \*If PO Box, be sure to list Street Address also

Home Phone \_\_\_\_\_

## SECTION V - EMPLOYER INFORMATION

I am  AGR  ANG Technician  Full-time Student (complete employer info for the school) \_\_\_\_\_

Self-Employed \_\_\_\_\_ Employed by a Civilian Employer (complete employer information) \_\_\_\_\_

Company/School \_\_\_\_\_ Supervisor (First and Last Name) \_\_\_\_\_

( \_\_\_\_\_ ) \_\_\_\_\_

Address (Street, City, State, ZIP)

Phone \_\_\_\_\_

Civilian Job Title \_\_\_\_\_ Total Years of Experience \_\_\_\_\_

Please invite my employer to employer-focused functions sponsored by the Wing or the Arkansas National Guard ESGR Program \_\_\_\_\_

**Please return to the Airman & Family Readiness Program Manager.**

# FAMILY ASSISTANCE INFORMATION SHEET

DATA VOLUNTARY BY THE PRIVACY ACT OF 1974 (5 USC 522A). AUTHORITY: Title 4USC Sec 301 and Title 10 USC Sec 3012. Form will be used to gather information needed to assist military/family members during mobilization and deployment. Failure to provide the information could result in hardships to families because the needed information would not be readily available

1. Name (Last, First, MI) \_\_\_\_\_ Rank/ Grade \_\_\_\_\_

2. SSN \_\_\_\_\_ Unit \_\_\_\_\_

Full Home Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Family/Spouse Email Address \_\_\_\_\_

Person Responsible for your personal property and paying your bills while you are deployed:

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Full Address / Phone \_\_\_\_\_

3. Status (check one) Single \_\_\_\_\_ Single Parent \_\_\_\_\_ Married \_\_\_\_\_ Married both in Military \_\_\_\_\_ Married both AD AF \_\_\_\_\_

If both Active Duty, Spouse's Unit \_\_\_\_\_ Work Phone \_\_\_\_\_

Spouse's Commander and Phone \_\_\_\_\_

What Hours/Shifts does Spouse Work \_\_\_\_\_

4. Family Members or those people important to you: (Failure to provide complete information could result in hardships to families because the needed information would not be readily available)

Name	Relationship	Mil ID Y/N	Age	Sex	DOB	Address if different from yours
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

5. Check all that apply:

- \_\_\_\_\_ Spouse is unfamiliar with military
- \_\_\_\_\_ Spouse does not drive
- \_\_\_\_\_ Please list Language spoken \_\_\_\_\_
- \_\_\_\_\_ Other health concerns \_\_\_\_\_
- \_\_\_\_\_ Deployment will cause financial hardship
- \_\_\_\_\_ Spouse is new to area
- \_\_\_\_\_ Spouse speaks no English
- \_\_\_\_\_ Spouse is pregnant (Due Date) \_\_\_\_\_

6. If you are a single parent or both you and your spouse are deployed, who is the designated guardian for your children?

Guardian Name (s) \_\_\_\_\_ Relationship \_\_\_\_\_

Full Address \_\_\_\_\_ Phone \_\_\_\_\_

7. Name of Spouse's next of kin \_\_\_\_\_ Relationship \_\_\_\_\_

Full Address \_\_\_\_\_ Phone \_\_\_\_\_

8. In your absence, specify anything you would like the Airmen and Family Readiness Program Manager to do for you or relay to your next of kin, family members, fiancé, parents, significant other, children living with an ex-spouse or guardian. (Include name, relationship, addresses and phone if not already listed on form. i.e. special customs, religious practices, significant dates, special needs.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Signature \_\_\_\_\_ Date \_\_\_\_\_



*Key Spouse / Key Volunteer Quarterly Report*

**AIR NATIONAL GUARD  
AIRMAN AND FAMILY READINESS PROGRAM**

**QUARTERLY REPORT**

1<sup>st</sup> 2<sup>nd</sup> 3<sup>rd</sup> 4<sup>th</sup> quarter  
(Circle one)

Due March 31<sup>st</sup>, June 30<sup>th</sup>, Sept 30<sup>th</sup>, Dec 31<sup>st</sup>

Year \_\_\_\_\_

Submit your Quarterly Report To:

A&FRPM Name \_\_\_\_\_

Unit \_\_\_\_\_

Email address: \_\_\_\_\_

**SUBMITTER'S NAME** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**UNIT:** \_\_\_\_\_

1. Indicate number of members in the Unit: \_\_\_\_\_
2. What Airman and Family Readiness Program activities took place in your unit this past quarter?
3. What activities are planned for next quarter?
4. How are you promoting the Airman and Family Readiness Program in your Unit?
5. What would you like to do to improve your program?
6. What assistance do you need from your unit Military POC?
7. What assistance do you need from the Airman and Family Readiness Program Manager?

Additional Comments:

*Welcome Letter #1*

**Welcome Letter**

Hello,

Welcome to ##### Wing. We all hope your stay here will be one of the best experiences of your military career. As the Key Spouse / Key Volunteer for the (unit/organization name), I'm here to answer questions as you get adjusted to life at #####. If you haven't been involved in the KEY SPOUSE / KEY VOLUNTEER Program before, it's a great way to stay informed about what's going on in the unit and the happenings on the base.

I will call sometime after you're settled in to say hello and see if I can help in any way. I realize that the first few days and weeks can be hectic. If you need anything, or would just like to call someone who's been here a while to ask some questions, my phone number is\_\_\_\_\_.

If you don't hear from me within two weeks, please give me a call. It may be that I have an incorrect telephone number and can't reach you. I really look forward to meeting you and welcoming you in person!

Sincerely,

*Welcome Letter #2*

**KEY SPOUSE / KEY VOLUNTEER PROGRAM  
WE'RE HERE FOR YOU!**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

Do you currently have an ID card?      \_\_\_\_\_Yes      \_\_\_\_\_No

We will be offering classes/informational meetings. What topics would be of most interest to you?

\_\_\_\_\_Financial classes / workshops

\_\_\_\_\_Employment choices

\_\_\_\_\_Military Benefits

\_\_\_\_\_Resources available @ Forbes

\_\_\_\_\_Parenting classes

\_\_\_\_\_Military Etiquette

Other ideas that you have for class topics:

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Would you need childcare provided so you could attend? \_\_\_\_\_Yes \_\_\_\_\_No

Are there any other areas of concern that you currently need us to address?

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Key Spouse / Key Volunteers are a focal point for information and support to families in their units. They are someone to listen, encourage and direct families in the right direction for various services. They are the primary link / liaison between the unit families and the unit. We are really hoping to grow this program, and your input is appreciated.

Information on this form will only be used to relay information about the Key Spouse / Key Volunteer Program and Family Services. By signing below you authorize your information to be released to the Key Spouse / Key Volunteer Program.

## *Telephone Contact Example*

### **Contact Checklist**

The following is a checklist you can use for your first telephone contact with a spouse:

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- Hello, this is\_\_\_\_\_. May I speak to\_\_\_\_\_?
- State that you're a Key Spouse / Key Volunteer.
- Explain what the Key Spouse / Key Volunteer Program is and the tasks you do.
- Ask if the address you have is correct.
- Fill out the Unit Family Contact Sheet, if possible.
- Relate any unit news/invite them to any upcoming unit and base events.
- Give them your phone number (and/or e-mail address).
- Let them know you can assist them by offering resource information and referrals. (You also have access to the Chain of Command, Chaplain and Airman & Family Readiness Program Manager for military-related concerns).
- Ask if they have an alternate contact phone number.
- Ask them if they mind a follow-up call or if they'd prefer to be contacted via e-mail.
- Provide personal information about how long you've been in the area, etc. This will relax the person on the other end and give you a discussion lead-in for the next call or contact.

*Meeting w/Leadership*

**Meeting with Unit Leadership: Suggested Questions**

The purpose of this document is to provide suggested talking points for your meeting with the Commander and First Sergeant.

- 1. The Squadron's mission and how it relates to the Wing's mission:**

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- 2. The Commander's/First Sergeant's expectations and priorities for the KEY SPOUSE / KEY VOLUNTEER Program:**

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- 3. The role of the First Sergeant:**

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- 4. The points of contact for information and support:**

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- 5. Frequency of roster updates; System of notification for new arrivals:**

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- 6. The Commander's expectations in responding to emergency/crisis situations:**

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- 7. Types of situations, statistical data, etc., that the Commander wants reported:**

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- 8. Administrative support (e.g., access to phone lines, newsletters, answering machines, e-mail, etc.):**

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- 9. Logistics support available to include desk, computer, phone, etc., if required:**

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- 10. Request unit tour!**

# *Job Description*

## Key Spouse / Key Volunteer Job Description

**Responsible to:** Commander

**Purpose:** The primary purpose of this position is to work with unit leadership to plan and coordinate the unit's Key Spouse / Key Volunteer Program. This program impacts mission readiness, retention and quality of life for Air families by ensuring families have appropriate information and resources to meet their needs.

**Job Description:**

- Provides peer-to-peer support to unit families
- Serves as a link between unit leadership and families
- Provides information and referral to A&FRPM
- Welcomes families and cultivates relationships within the unit
- Maintains and provides updates on community resources, services, and volunteer opportunities
- Actively participates in unit retirements, squadron functions, and Wing Family Readiness meetings/trainings
- Tracks and maintains a contact log, unit information sheets, provides information to Airman and Family Readiness Office quarterly
- Serves as a role model/mentor for unit spouses
- Attends scheduled meetings with CC, 1Sgt, and/or Airman & Family Readiness Program Manager (Minimum quarterly meeting / telecom)

**Time Required:** 6-8 hours per month, depending on deployment status, meetings, and other scheduled activities. 2 year tenure

**Required Training:**

Key Spouse/ Key Volunteer Orientation Training  
Key Spouse / Key Volunteer Training provided by the A&FRPM on a yearly basis  
IA, PII Training, and ANG Readiness Volunteer required training

**Required Forms:**

Key Spouse Key Volunteer Application  
Commander's Appointment Letter  
Volunteer Agreement for Appropriated Fund Activities, DD Form 2793  
Key Spouse / Key Volunteer Code of Ethics  
Volunteer Daily Hours Tracker  
Certificates - IA, PII Training, & AF Key Spouse Key Volunteer Orientation Training  
Signed Key Spouse / Key Volunteer Information Access Procedures letter

**Recommended Attendance:**

Family Program Conferences  
Webinars offered through JSS  
Key Spouse / Key Volunteer meetings (minimum quarterly)  
Participation in Unit and/or Wing Wide events (EFAC support, family days)

**A Key Spouse / Key Volunteer is NOT:**

A counselor.  
To assume leadership's authority, or to supersede the leadership.  
A solver of other's problems.  
To work alone.  
A gossip.  
A babysitter, taxi service or bank.

## *Volunteer Checklist*

### **ANG Key Spouse / Key Volunteer Checklist**

Purpose: To provide Key Spouse / Key Volunteers with the necessary steps, annually, in order to fulfill the obligation outlined in the Key Spouse / Key Volunteer Reference Guide.

- Meet with Unit Commander/1Sgt/MPOC
- Commander's Appointment Letter
  - a. 1 copy for AFRPM, 1 copy for Commander, 1 copy for Key Spouse / Key Volunteer
- Sign Volunteer Agreement for Appropriated Fund Activities, DD Form 2793
- Sign Key Spouse / Key Volunteer Code of Ethics
- Signed Key Spouse / Key Volunteer Information Access Procedures letter
- Receive a copy of Key Spouse Key Volunteer Job Description
- IA Certificate
  - a. 1 copy for AFRPM, 1 copy for Commander, 1 copy for Key Spouse / Key Volunteer
- PII Training Certificate
  - a. 1 copy for AFRPM, 1 copy for Commander, 1 copy for Key Spouse / Key Volunteer
- AF Key Spouse Key Volunteer Orientation Training Certificate
  - a. 1 copy for AFRPM, 1 copy for Commander, 1 copy for Key Spouse / Key Volunteer
- Obtain unit personnel roster from unit
- Send Welcome Letter/Introduction letter to unit families – See Appendix A
- Work with CC to ensure attendance at Commander's Calls
- Set-up time with unit to be available to unit members to complete Unit Family Contact Sheet on each Airman – see Appendix A
- Due to AFRPM on March 31<sup>st</sup>, June 30<sup>th</sup>, Sept 30<sup>th</sup>, and December 31<sup>st</sup>
  - a. Quarterly Reports, Key Spouse / Key Volunteer Daily Hour Trackers, Key Spouse / Key Volunteer Contact Logs (Appendix A)
- Required Background Checks (\$15-\$45) FBI / State Registry / Favorable \$150)

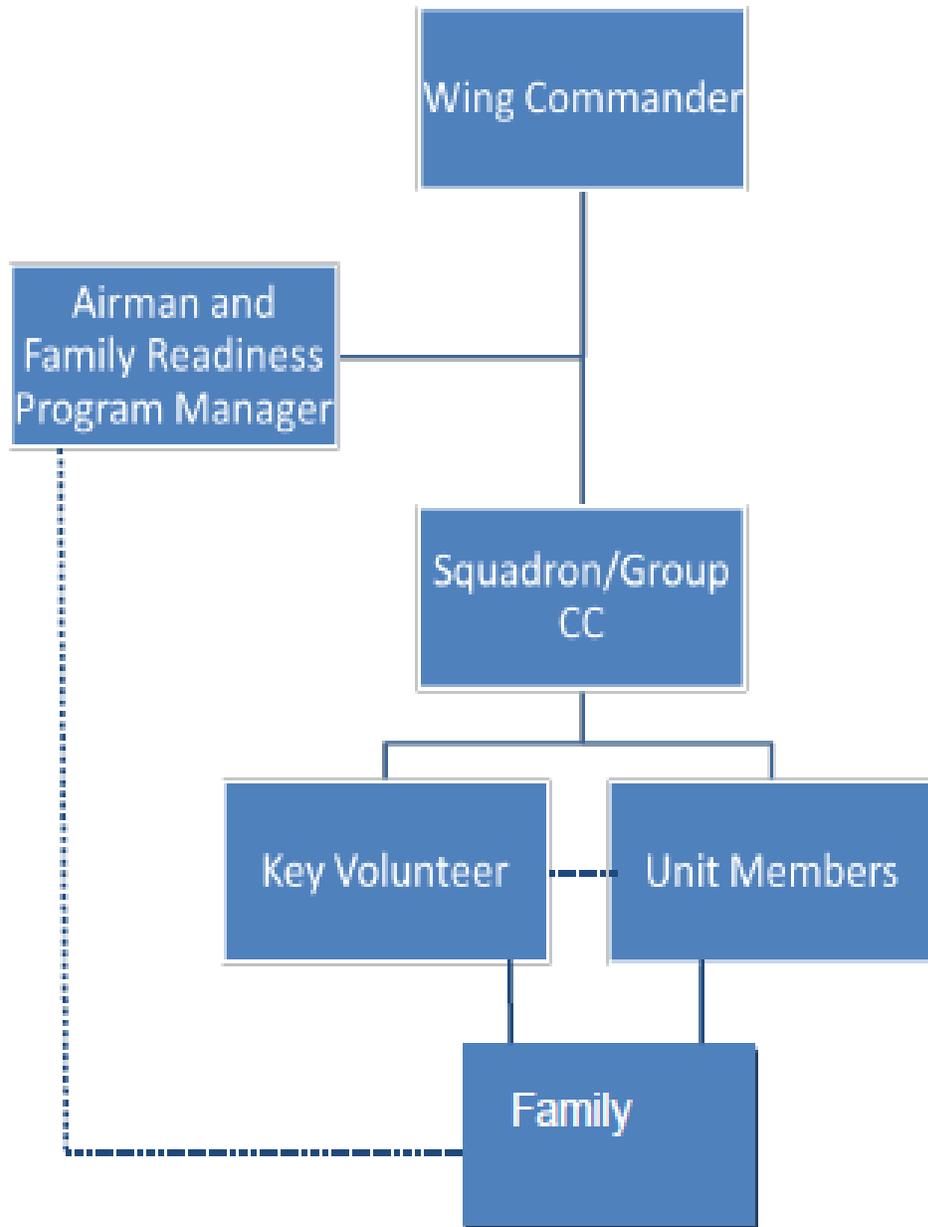
All items listed above need to be completed within 60 days to be fully gained by the ANG Key Spouse / Key Volunteer Program to actively participate in volunteer activities. Documentation will be kept on all volunteers to ensure the above items are completed.

It is highly recommended for Key Spouse / Key Volunteers to attend:

- Key Spouse / Key Volunteer training, offered once a year by the Airman & Family Readiness office
- Family Program Conference
- Webinars offered through [www.jointservicesupport.org](http://www.jointservicesupport.org)
- Key Spouse / Key Volunteer meetings (minimum quarterly meeting / telecom)
- Participate in Unit and/or Wing Wide events, EFAC support, family days

Attendance at these events will be documented in the Airmen & Family Readiness Office. The volunteer should also document these events and their time spent on the Key Spouse / Key Volunteer Daily Tracking sheet.

*Key Spouse / Key Volunteer Information Flow Chart*





# PRIVACY

# ACT

# INFORMATION

**THIS INFORMATION IS SUBJECT TO THE PRIVACY ACT OF 1974**

## Family Programs Accreditation - MIL VC 4 performance review

VOLUNTEER PERFORMANCE EVALUATION FORM				
This form documents an overall performance evaluation of the individual <b>State</b> Family Program Volunteer. It is to be completed by the person designated by the Commander for the unit that the volunteer participated in. A copy of this form will be on file with the unit, FRSA, SFRSA and the volunteer.			Rev.1/15/2013	
1. VOLUNTEER NAME:		2. DATE/TIME:		
3. VOLUNTEER POSITION:		4. POSITION LOCATION (UNIT):		
5. OVERALL PERFORMANCE:	UNACCEPTABLE	NEEDS TO IMPORVE	FULLY SUCCESSFUL	EXEMPLARY
6. COMMENTS/RECOMMENDATIONS (IF THERE ARE ANY PARTICULAR AREAS THAT NEED FURTHER DOCUMENTATION PLEASE PROVIDE DETAILS BELOW):				
7. This evaluation has been discussed with the volunteer:			YES	NO
8. EVALUATION PERFORMED BY: (Signature)		NAME (print):		
		POSITION:		