



DEPARTMENT OF THE ARMY
IRWIN ARMY COMMUNITY HOSPITAL
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MCM1-MC

20 DEC 2023

MEMORANDUM FOR RECORD

SUBJECT: Irwin Army Community Hospital (IACH) Medical Company Soldier Family Readiness Group (SFRG) Standard Operating Procedure (SOP)

1. REFERENCES:

1. Army Regulation (AR) 1-100 The Army Gift Program, 07 February 2019.
2. AR 215-1 Morale, Welfare and Recreation Programs and NAF Instrumentalities, 24 September 2010.
3. AR 600-20, Army Command Policy, 24 July 2020.
4. AR 600-29 Fund-Raising within the Department of the Army, 07 June 2020.
5. AR 608-1 Army Community Service (ACS), 19 October 2017.
6. AR 608-18, The Army Family Advocacy Program, 30 October 2007.
7. AR 672-20 Incentive Awards, 17 September 2020.
8. Department Of Defense Directive (DODD) 5500.7-R, Joint Ethics Regulation, 29 November 2008.
9. Department Of Defense Manual (DOOM) 4525.8-M, DOD Official Mail Management, 31 August 2018.
10. Army Directive (Ad) 2019-17, Changes to the Soldier and Family Readiness Group Program, 1 April 2019.
11. Title 10, United States Code, Section 1588 Authority to Accept Certain Voluntary Services.
12. DOD Instruction (DODI) 1342.22 (Military Family Readiness), 11 April 2017.
13. DODI 8170.01, Online Information Management and Electronic Messaging, 02 January 2019.

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14. HODA EXORD 233-19, Army-Wide Implementation of the Soldier and Family Readiness Group, 16 December 2019.

15. Operation Order PW 20-10-0636, Family Readiness Group Program, 29 October 2020.

16. 1st Infantry Division Soldier Family Readiness Group (SFRG) Standard Operating Procedure, 22 April 2022.

2. PURPOSE: The purpose of this SOP is to provide guidance for the IACH Medical Company Soldiers and Family Readiness Group.

3. Soldier Family Readiness Group (SFRG) is:

a. An organization of Family members, volunteers, and Soldiers belonging to a unit, that together provide an avenue of mutual support and assistance, and a network of communication among members, the chain of command, and community resources. The purpose of the SFRG is to provide an environment conducive to building readiness of Soldiers and their Family members and strengthening relationships during periods of stability in preparation for periods of extended stress.

b. All Soldiers, Family members, and others interested in the welfare of the members regardless of gender, age, religion, race, color, national origin, or marital status are eligible for membership in the SFRG. Membership in the SFRG is strictly on a voluntary basis, outside of the regulatory required positions and duties. No adverse action or comment will be made against persons declining to participate in the SFRG.

c. The following are the essential elements and expectations of a SFRG and are the expectations for SFRGs:

(1) Acts as an extension of the command by providing official and accurate command information to Soldiers and their Families.

(2) Connects Soldiers and Families to chain of command.

(3) Enable the command to support its Families.

(4) Connects SFRG members to available on and off-post community resources to build resilient Soldiers, Families, and Civilians.

(5) Creates a network of mutual support providing an environment focused on strengthening relations.

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4. Required Positions:

a. Company Commander:

- (1) Serve as the SFRG Leader and will not delegate responsibility.
- (2) Establishes and supports the SFRG, its volunteers, and members within the group. The SFRG is a Commander's program, and it is their responsibility to ensure information is shared with the unit's Families whether in garrison or deployed.
- (3) Implements an SFRG that incorporates all unit personnel, their Family members, and volunteers into an integrated communication, information, and support network that communicates, informs, and connects commands with all unit personnel, Family members, and volunteers.
- (4) Anticipates and addresses the needs of Soldiers and their Families.
- (5) Appoints, in writing, a primary and alternate CFRR and a primary and alternate Funds Custodian.
- (6) Ensures new Soldiers, DA Civilians, and their Families are greeted both prior to and upon arrival to Fort Riley to ensure integration into the unit.
- (7) Maintain accurate contact information is on file for each Family to enable direct two-way communication between the command and its Families.
- (8) Shares accurate community and unit information is shared consistently, quickly, and persistently to enable predictability.
- (9) Establishes SFRG chain of support. The chain of support consists of, at a minimum, unit commander, Ready Reserve commanders or equivalent when deployed, CFRR, and fund custodians.
- (10) Approves content for SFRG social media sites and may delegate this task.
- (11) Develops a SOP that includes up-to-date alert rosters and communication procedures. The SOP may include additional information such as outlines of unit communication networks (including social media), frequency of communication, and control measures for informal funds, audits, and fundraising approval procedures. Commanders will not add additional reporting requirements to the operation and execution of SFRGs.

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- (12) Develops a volunteer orientation to assist volunteer integration into the SFRG. At a minimum the orientation should contain unit key leaders, unit footprint, available unit volunteer positions, and upcoming unit volunteer opportunities.
 - (13) Tracks completion of the CFRRs, Fund Custodians, SFRG Sponsorship Coordinators, and Volunteers to complete training on their roles and responsibilities.
 - (14) Completes audits of the SFRG Informal Fund annually.
 - (15) Commanders may authorize their SFRG to maintain one informal fund for non-mission-essential activities (although it is not a requirement or a mission essential task for the SFRG).
- b. Command Family Readiness Representative (CFRR):
- (1) Assist the commander in executing the essential elements of the SFRG.
 - (2) Shall be an Officer or Non-Commissioned Officer (NCO) in the rank of Sergeant and above with 12 months remaining on station.
 - (3) The CFRR shall not deploy or be scheduled to deploy.
 - (4) CFRRs will not be assigned any other additional duties.
 - (5) Maintains current email/communication rosters.
 - (6) Establishes and executes communication plans/strategies IAW commander's objective.
 - (7) Informs commanders of known Soldier and Family issues.
 - (8) Coordinates and communicates resilience events.
 - (9) Complete ACS provided training within 60 days of appointment:
 - i. Command Family Resource Representative Training Course.
 - ii. Care Team Training.
 - (10) Serves as the Organizational Point of Contact (OPOC) to certify volunteer hours within VMIS.

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c. Soldier and Family Readiness Group Fund Custodian:

- (1) Is responsible for informal funds custody, accounting, and documentation.
- (2) Will be designated, in writing, and may be a Soldier or volunteer but cannot be the Commander, Ready-Reserve Commander, 1SG, CFRR, SFRG Advisor, or SFRG coordinator.
- (3) The fund custodian and any alternates may be a volunteer or a Soldier. However, Soldiers appointed as unit fund custodians must not deploy for more than 30 days, this does not include Combat Training Centers or Temporary Duties, Within a 12-month period.
- (4) Will adhere to the SFRG Informal Fund Policy IAW AR 600-20, AR 608-1, and HQDA EXORD 233-29, Para 4.a.3.
- (5) Will be held financially liable for the loss or misuse of SFRG funds.
- (6) Will provide informal fund reports to the unit commander as requested.
- (7) Will provide an annual report on the informal fund activity no later than 30 days after the end of the calendar year.
- (8) When Fund Custodians change, the responsible party listed on the EIN number for any bank account will be updated by filing IRS Form 8822-B.
- (9) Will complete the ACS provided Informal Funds Training within 60 day of appointment.

d. SFRG Sponsorship Coordinator

- (1) Organizes and maintains a communication link between the SFRG and new Soldiers and Families of the unit.
- (2) Prepares Welcome Packets to alleviate the stresses associated with the relocation and joining a new "Family." Gathers materials about the unit history and mission, local area, and services available and benefits.
- (3) Notifies the Commander of any family problems or needs that are identified. Coordinates with a Soldier's sponsor in finding resources to resolve issues.

e. SFRG Steering Committee:

- (1) At a minimum, it is comprised of the Commander, Advisor, and a CFRR.

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- (2) Provides information in advance to the SFRG leaders on the commander's family readiness plans and policies, SFRG activities required, and issues.
- (3) Helps coordinate resources in preparation for pre-deployment, deployment, and re-deployment activities.
- (4) Due to the nature of patient care working the medical field, the frequency and timelines associated with Steering Meeting Committee meetings will only occur when necessary and will largely be informal meetings on short suspense.

5. Meetings:

a. SFRG meetings will be held at a location, time, and frequency to be determined by the Company Commander. Purpose of the meetings are also at the discretion of the Company Commander. Due to the nature of patient care, and working within the medical field, the frequency and timelines associated with meetings will only occur when necessary and will largely be informal meetings on short suspense.

5. Communication:

a. The SFRG will publish a newsletter once per quarter as an aspect of the outreach program and communication system. The goal of the newsletter is to disseminate important family support and command information to the Soldiers and family members within the unit.

6. SFRG Informal Fund Account Management:

- a. The SFRG informal fund account will not exceed a cap of \$10,00 at any given time in a calendar year from all sources. Brigade or equivalent commanders have the authority to grant an exception for an increase up to \$25,000 for a period not to exceed 3 months. Brigade or equivalent commanders can renew this exception once every 6 months.
- b. The commander must approve all expenditures of the SFRG Funds in advance.
- c. The Funds custodian will make all purchases; the primary and alternate funds custodian are the only authorized personnel to sign all checks drawn from the SFRG informal funds accounts.
- d. All deposits will be made by the funds custodian or alternate. A financial statement will be prepared monthly and as requested.

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- e. All expenditures must be consistent with the provisions listed in this and higher-level SOPs, and all governing Army/DoD regulations.
- f. Use of funds is limited to expenses that support the purpose and mission of the SFRG, and money will not be spent in a way that appears to be improper or contrary to the Army Interests and Army Values.
- g. The SFRG Informal Fund must be used for activities that support the entire unit rather than for specific individuals.
- h. SFRG informal funds may not be deposited or mixed with appropriated funds, unit MWR funds, unit informal funds, or an individual's personal funds.
- i. An audit will be completed whenever there is a change of command or change of Fund Custodian.

7. SFRG Fundraising:

- a. SFRGs are not established solely to raise funds.
- b. SFRGs may not solicit donations or gifts.
- c. Fundraising Requests:
 - (1) Fundraising requests must be for a specific purpose.
 - (2) Will be approved at the BDE (Hospital) command level.
 - (3) Will be approved by legal counsel (SJA).
 - (4) Fundraising will be done in accordance with all governing Army and DoD policies.

8. Command Resources:

- a. SFRG mission-essential activities are supported using the unit's appropriated funds, excluding BA11/OPTempo. SFRG mission-essential activities authorized appropriated fund support may not be supported with NAFs. SFRGs mission-essential activities may not be augmented with private money. Such augmentation may be a violation of 31 USC 1345. SFRG appropriated fund resources may not be used to support private organization activities, internal fundraisers, or commercial ventures.

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9. SFRG Volunteer Utilization:

- a. Volunteers should receive orientation to familiarize them with the organization, their assigned duties, procedures to document voluntary service hours, policies and procedures for obtaining reimbursement of incidental expenses, award policies, grievance procedures, line of supervision, the importance of confidentiality, and other relevant matters.
- b. In accepting voluntary services, SFRGs will not discriminate based on race, creed, religion, age, sex, color, national origin, sexual orientation, marital status, political affiliation, or disability.
- c. Volunteers will not perform duties that render them unusually susceptible to injury or to causing injury to others.
- d. Volunteers may assist the unit by performing a portion of a required function but they cannot substitute or permanently for unfilled positions to replace paid employees or in lieu obtaining funded contracted services.
- e. When required, volunteers must be licensed, privileged, have the appropriate credentials, or be otherwise qualified under applicable law, regulations, or policy to provide the voluntary services involved.
- f. Parental or guardian permission is required prior to the commencement of volunteer services from unmarried Family members under the age of 18. DA Form 5671 (Parental Permission) will be signed when accepting voluntary services from unmarried Family members under age 18 before commencement of work. The DA 5671 will be placed in the volunteer's personnel file and maybe uploaded on the Volunteer Management Information System.
- g. Volunteer records will be retained for 3 years following the termination of voluntary service by the organization receiving the service. After that period, a summary of each volunteer's service may be electronically maintained until no longer needed.

10. SFRG Deployment Operations:

- a. A principal goal for the deployed commander is to accomplish the mission while keeping Soldiers safe so they can return home to their Families and communities. The Ready Reserve serves as a vital communications link between the deployed unit and Family members. The Ready Reserve's objective is to work in tandem with the deployed element to help Families resolve problems and lessen anxieties to reduce issues requiring the attention of the deployed commander. Throughout a deployment, the bond between the Ready Reserve and the SFRG will determine the effectiveness of Ready Reserve operations.

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- b. Due to the unique makeup of the IACH organization, deployments only occur for select individuals on an individual tasker basis from higher HQ (MRC-W, MEDCOM, etc.) and MAP personnel. Pre-deployment, Deployment, and Post-deployment SFRG requirements outlined in the 11D SFRG SOP will be coordinated specifically by the unit commander, with the support of CFRR, and hospital leadership.

11. Welcome Packet:

- a. Welcome briefs conducted by the Company Commander and 1SG for all incoming Soldiers and Officers will occur within the first 30 days of arriving to the unit.
- b. Welcome packet briefs require:
 - (1) Complete of the Medical Company, IACH SFRG Family Member Information Sheet.
 - (2) In-processing checklist; to include unit requirements.
 - (3) Provide copy of the most recent SFRG Newsletter.
 - (4) Answer any SFRG related questions.

3. The point of contact for this memorandum is the undersigned at 912-463-3094 or luke.a.admire.mil@health.mil

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Commanding