

Force Well-Being



Force Well-Being Quick Reference Guide

Family Readiness Group (FRG) / FRSA: 287-2205

- AR 608-1 Appendix J Army Family Readiness Group Operations

Stress Management: 553-2288 / 553-2287 / 553-2286 or 285-6347

Physical Training: AR 21-20

BOSS: 287-0270/6116

Family Advocacy Program: 286-6774 or 618-7582

Soldier and Family Readiness Branch: 288-3566

School Liaison Program: 288-7946 or 287-9905

Child and Youth Services: 287-9833

MWR: 287-4339

Soldier and Family Financial Readiness: 287-8979

DPW Family Housing: 287-6443

TRICARE: (800) 444-5445

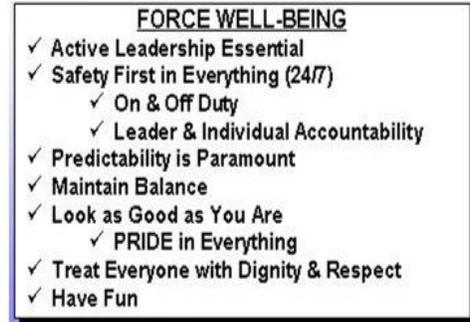
American Red Cross: 287-0400 or 1-877-272-7337

DPW Work Orders: 287- 4283 or 287-7759

Military One Source: 1-800-342-9647

Taking care of Families

Opening. Family Readiness—*A Family Like No Other.* An integral part of warfighting readiness is Family readiness. A vital aspect of leadership—to provide for force well being—is embodied in taking care of families and building the bonds with the communities that support III Corps units. While III Corps units and Soldiers must be ready and relevant, we must ensure there is a balance in our demanding schedules to give our Soldiers and their Families predictability to allow them to have an opportunity to spend quality time together and engage in fun-filled activities. The bottom-line is our Soldiers must know with absolute confidence that their Families are being cared for while they are away from home station for exercises and operations. While deployed, Soldiers must be focused on the mission and not on issues at home.



The following section will assist commanders with information for familiarity with Fort Hood Programs.

A. Family Readiness Group (FRG) / FRSA. The Family Readiness Support Assistant (FRSA) is a recently established position within the Family Readiness Support structure. Today's Soldier is part a more deployable Expeditionary Force and families must have a broad knowledge base to deal with the demands of the current operational environment. Family Programs must strive to meet the demands and ever-changing needs of today's Army family.

The FRSA works directly for the CDR during peace time and the RDC during deployment. The FRSA's main duty is to provide the CDR/RDC, Family Readiness Liaison (FRL), and FRG Leader with administrative assistance in support of family readiness programs and activities. The FRSA will also work closely with community resource agencies to provide appropriate resource referrals for the CDR, RDC, FRL, FRG Leader, and family members.

Contacts and Location

- Located in Bldg 18000
- 287-2205

References

- AR 608-1 Appendix J Army Family Readiness Group Operations

Structure

- All positions should be volunteers and not appointed
- FRG Leader & Co Leader
- FRG Informal Fund Custodian & Alternate
- Key Callers
- Welcoming Chairperson
- Secretary
- CARE Team / Go Team

Fundraising

- Not the main purpose of the FRG
- Limited to \$10,000 gross receipts
- CDR must approve all fundraisers and expenditures

Funding

- Must use Appropriated funds when possible
- Should establish a bank account for FRG informal fund
- Cannot use FRG funds to support non-FRG events
- FRG Fund custodian must not be the Commander, FRG Leader or a deployable Soldier
- Commander will not be a signatory on the account
- An annual report on the FRG informal fund activity will be provided to the first colonel (06) no later than 30 days after the end of the calendar year

SOPs

- Must have a FRG SOP
- Must have a FRG Informal Fund SOP
- FRG Newsletter SOP



TIP: Families



Family First is about deeds not words and that being with you Family should not be a difficult policy to follow.

B. Stress Management

- Contacts and Location
 - Located in Darnall Army Medical Center, Bldg 36003
 - Phone: (254) 553-2288 / 553-2287 / 553-2286 or 285-6347
 - Hours: Monday through Friday, 7:30 a.m. – 4:30 p.m.
- Programs and Services
 - Warrior Combat Stress Reset Camp
 - Adult Individual Therapy
 - Group Psychotherapy

Recognizing Stress and Fatigue

A stressor is any event or situation that requires a non-routine change in adaptation or behavior:

- Physical stressors include external environmental conditions such as heat and noise, equipment weight, and the terrain underfoot.
- Mental stressors involve information that places demands on either your thoughts or feelings.
- Combat stressors can be physical or mental and occur during the course of combat-related duties. Combat stressors can result from enemy action, your unit, or your home life.

Stress is what your body and mind do to counteract stressors:

- Positive stress helps you respond appropriately to normal stressors; some amount of stress is necessary to prompt effective responses.
- Too little stress may make you distracted, forgetful, or cause you to fall asleep.
- Too much stress may make you focus on only one aspect of a task, neglecting the larger picture.

- Extreme stress may cause you to “freeze up” or become agitated and flee.
- Prolonged extreme stress can cause physical and mental disablement.

Physical fatigue results from:

- Hard or prolonged work
- Muscle tiredness
- Aerobic fatigue
- Sleep deprivation
- Physical illness
- Intense emotions, such as anxiety and fear

Mental fatigue results from:

- Prolonged mental effort on a specific task
- Emotions such as boredom or uncertainty
- Inappropriate reactions to combat-induced stress are called misconduct stress behavior and include unacceptable and even criminal activities, such as:
 - Substance abuse
 - Brutal violence
 - Recklessness
 - Desertion
 - Malingering
 - Fraternization

Battle fatigue/combat stress reaction is usually present at some level in all unit personnel in a theater of combat operations.

Soldiers and leaders are responsible for identifying personnel who require treatment for battle fatigue or combat stress reaction. Watch for stress indicators in your peers and encourage other Soldiers to self-report. The key element of complacency is your attitude.

Coping With Stress

Learn effective relaxation techniques:

- Play cards or sports
- Talk with friends
- Write a letter or diary
- Read a book
- Take slow, deep breaths
- Imagine a favorite place

These techniques can help you refocus in action, recharge after grueling or boring work, and relax in order to sleep. Request training on relaxation techniques from mental health or combat stress control teams and unit ministry teams in your area.

What to do for yourself:

- Remind yourself that these feelings are normal, given the situation.

- McGruff "Safe House" Program
- Save-A-Tot/Boost-A-Youth Program
- Child Safety
- Support Groups & Parenting Education
 - Spouses of Deployed Soldiers and Waiting Families Support Group
 - Children of Deployed Soldiers Support Group
 - Single Soldier Parent Support Group (SSPSG)
 - New Parent Support Program Plus (NPSP+)
 - Common Sense Parenting: Ages 4-12
 - Active Parenting/Teen Challenge: Ages 13-19

E. Soldier and Family Readiness Branch

- Contacts and Location
 - Located in Bldg 16005
 - 288-3566
- References
 - AR 608-1 Appendix J Army Family Readiness Group Operations
- Army Volunteer Corps
- Army Family Team Building
 - To prepare our Families with the necessary knowledge to move successfully into the future supporting the mission.
 - Classes on Army Mission, Family Preparedness
 - Get Involved with the Community
 - Family Program - Designed It - Wrote It - Benefit From It
- Army Family Action Plan
- Mobilization & Deployment
 - FRG Training
 - RDO Course
 - Pre-Deployment Briefings
 - Post-Deployment Briefings
 - CARE Team Training
 - Battlemind Training

F. Spiritual Fitness

- For more information on Fort Hood religious services visit:
www.hood.army.mil/CHAPLAIN
- The Fort Hood area has a diverse population with diverse spiritual needs. These needs are reflected in the wide variety of religious services offered in the community:
 - Buddhist
 - Soka Gakkai International-USA Killeen Chapter. 254-288-2863
 - Buddhist Temple Sungpusal. 254-628-5595.
 - Located at 4600 Old Florence Rd, Killeen, TX
 - Jewish
 - West Fort Hood Chapel at 7:00 pm (1900) Friday and the first Saturday of the month at 1000
 - Catholic
 - All Catholic Services are held at the 58th Street Chapel at the corner of 58th St. and Battalion Ave.
 - (254-288-6548) the Catholic Parish Coordinator

- Islamic
 - Fridays at 1300 at the Ironhorse (76th Street) Chapel
 - A dedicated prayer room is available during normal business hours for daily prayers
 - The chapel can be contacted at 288-7607 for more information
 - Local services are held at the Islamic Center of Killeen (254-634-8799), 5600 Hwy. 195 in Killeen
- Open Circle (Wicca)
 - Camp Finlayson on West Fort Hood at 1930 on Tuesday evenings
 - Rituals are scheduled to start at 7 PM, 7:30 PM or 8 PM CST (different times are due to sunlight hours)

All services listed below are held on Sunday

General Protestant

1900 hours. Specifically for the benefit of mobilized Reserve and National Guard Soldiers. Service is held at the North Fort Hood Chapel on HWY 36 across from the North Fort Hood PX. Service time is subject to change due to training requirements.

Liturgical

0900 S C (E) Chapel (67th and Support)

Contemporary

1030 West Fort Hood Chapel (Clark Rd & HQ Ave) BLDG 91074

1100 1CD Memorial Chapel (73rd St. and Battalion)

1730 1CD Memorial Chapel (73rd St. and Battalion)

Gospel Services

1100 Comanche Chapel

Evangelical

0900 Ironhorse Chapel (76th St. and Battalion)

Protestant

1000 4ID Memorial Chapel (25th St. and Battalion)

Samoan Christian Worship

1400 1CD Memorial Chapel (73rd St. and Battalion)

Traditional

0900 Darnall Community Hospital Chapel (In basement across from the dining facility)

1100 S C (E) Chapel (67th and Support)

G. School Liaison Program

- Contacts and Location
 - Located in Bldg 121, Rm 145
 - Phone: 288-7946 or 287-9905
- Programs and Services
 - Out of school child supervision
 - Adopt a School Program

- Fort Hood 2020
- Military Child Education Coalition (MCEC)
- Student 2 Student (S2S)
 - To provide the relocating student with the critical edge for a successful transition
- Interactive Counseling Centers (ICC)

H. Child Youth Services (CYS)

- Contacts and Location
 - Located in Bldg 121
 - Phone: 287-9833
- Child Development Services
 - Family Child Care (FCC)
 - Independent contractors – set own hours and fees
 - Subsidy program for fee categories I and II
 - Extended hours and long-term care available
 - Child Development Centers (CDC)
 - Open Monday - Friday (closed on Federal and some training holidays)
 - Full Day: 0530-1800
 - Part Day (Comanche and Clear Creek CDC) contact the center for times
 - Hourly Care 0600-1800
 - Fees
 - Full and Part day programs are based on total family income
 - Hourly Care: See CYS for current pricing
- Child and Youth Liaison, Education, and outreach Services (CLEOS)
 - Central Enrollment Registration Office
 - Building 18010 (Copeland Building)
 - Monday – Friday 0730 – 1630
 - Registration fees: See CLEOS for current pricing
 - Youth Education Support Services (YESS)
 - CYS School Liaison Services
 - CYS Youth Education Liaison Services
 - CYS Instructional Programs (SKIES *Unlimited* Academy)
 - Outreach Services
 - CYS Parent Liaison Services
 - CYS Community Liaison Services
 - CYS Liaison Services
 - CYS Outreach Care & Supervision Options
- Youth Services
 - Youth Centers
 - Services youth in 6th-12th grades
 - School Age Services
 - Building 85018, next to Warrior Way Commissary
 - Open Monday - Friday, 0530-0800/1445-1800 (closed on Federal holidays)
 - Phone 287-7950

I. Morale, Welfare and Recreation (MWR)

- Contacts and Location
 - Located in Bldg
 - Phone: 287-4339

- Funding for units
 - Commanders must appoint a unit fund custodian in writing
 - Unit Funds
 - 0.25\$ per Soldier per month.
 - Distributed from DFMWR profit.
 - Accounts established at Battalion Level.
 - Army Level Requirements
 - \$2.00 per Soldier for each month of deployment.
 - Validate by deployment orders from Fort Hood.
 - Commanders can use these funds for recreational purpose.
 - All unit members must have the opportunity to participate.
 - Family member and guest may participate at the discretion of the Commander.
 - Fund Custodian will request funding (Unit or ALR funds) in advance.
 - DFMWR, Financial Management can assist with the procedures
 - Business Programs
 - Club Hood
 - Courses at Clear Creek
 - Recreation Programs
 - BLORA
 - Equipment Rental Center

J. Soldier and Family Financial Readiness

- Contacts and Location
 - Bldg 121
 - Phone: 287-8979
 - Email: hood.dmwr.acs.frb.distro@conus.army.mil
 - Hours: 0730-1630

- Services
 - Consumer Affairs and Solicitation Office
 - Personal Financial Management Training for First Term Soldiers
 - Mandated by DA for all first term Soldiers E-1–E-4
 - Will schedule and present classes tailored to Commander needs. Contact Financial Readiness Branch at 288-2862 or 287-CITY
 - Pre-Purchase Information and Advice
 - Complaint/Problem Solving Assistance
 - Credit Report Review by appointment
 - Bright Score Credit Score by appointment
 - Solicitation Services
 - Permits to solicit on Fort Hood
 - Dealing with creditors and debt collectors
 - Commander Responsibilities

- Make soldiers aware of availability of free/low-cost products and services
 - Counseling of E-1 through E-3 about insurance
 - Ensure that regulations are complied with
 - Ensure all agents are given equal opportunity for interviews
 - Designate time of day for appointment
 - Designate place for appointment
- Command Financial/Family Advocacy Specialist Program
- Army Emergency Relief
 - What Constitutes Army Emergency Relief (AER) Assistance
 - Non-receipt of pay
 - If pay is due and not received, and finance is unable to make payment, AER will assist to prevent privation
 - Loss of funds
 - Loss must be reported to MP or local authorities and is normally caused by robbery or failure to safeguard funds
 - Medical, Dental, and Hospital
 - AER can assist for funds not covered by Tricare, Medicare, or other insurance
 - Funeral expenses
 - AER can assist with funeral expenses for immediate family members, or his spouse but does not pay for those expenses which will be repaid by insurance, social security or veteran's benefits
 - Areas Covered By Army Emergency Relief
 - Travel expenses: emergency travel
 - Food: funds for food until next pay is received
 - Rent: initial rent and deposit or to prevent eviction of the family
 - Utilities: to prevent disconnection or to reconnect utilities
 - Essential POV: AER may assist with POV repairs when POV is essential for travel to and from work and no other means of transportation are available
 - Unauthorized Areas Of Assistance

• ABORTIONS	PHONE BILLS
• MARRIAGES	BAD CHECKS
• DIVORCES	COURT FEES
• ORDINARY LEAVE	FINES/JUDGMENTS
• LIQUIDATION/	BAIL BONDS
• CONSOLIDATION LOANS	LIENS
• OVERDRAFT	LEGAL FEES
• STATE OR FEDERAL TAXES	CREDIT CARD BILLS
 - Commander's Referral Program
 - The Commanders' Referral Program is designed to provide a quick and simple procedure for processing emergency assistance request. This gives a Soldier an option other than pay-day loans. Company/Battery Commanders/First Sergeants

are authorized to approve under this category of assistance up to \$1,000.00.

- Once the Commander/First Sergeant has approved the request the Soldier will bring the following documents directly to the Army Emergency Relief (AER) Office, Rivers Building 121, Room 129:
 - Latest End of Month Leave and Earnings Statements (LES)
 - Completed DA Form 1103 (Application for Army Emergency Relief Financial Assistance with appropriate signature as indicated in example)
 - Military ID Card

K. Army Family Team Building

AFTB is a volunteer-led organization with a central tenet: provide training and knowledge to spouses and family members to support the total Army effort. Strong families are the pillar of support behind strong Soldiers. It is AFTB's mission to educate and train all of the Army in knowledge, skills, and behaviors designed to prepare our Army families to move successfully into the future.

AFTB contributes to the Army mission by educating and training the Army family to be self-sufficient leaders within their communities. AFTB Level I focuses on the basic skills and knowledge needed to live the military life. Level II allows the participant to grow into a community leader. Finally, Level III goes into inspiring and mentoring others into leadership positions.

www.myarmylifetoo.com

L. Family Housing

- Contacts and hours
 - DPW Housing Services Office
 - CHIEF, SERVICES BRANCH: 287-4058
 - CUSTOMER SERVICE: 287-6443
 - EXCEPTIONS TO POLICY: 287-4048
 - DIRECTOR OF PROPERTY MGT: 287-7940
 - ASST DIRECTOR OF PROPERTY: 288-2841
 - HOUSING SGM: 288-7761
 - HOUSING WEBSITE/UPDATES www.dpw.hood.army.mil
 - (<https://www.yardiasp.com/1444army/portal/optionpage.aspx>)
 - Located in Bldg 18010, Rm B209
 - Hours of Operation: Monday through Friday, 0730 - 1630
- Housing Services
 - Process On And Off-post Housing Applications
 - Assign On-post Housing
 - Oversee Privatized Housing
 - Provide Vacancy Listings/Review Leases Upon Request
 - Assist With Tenant/Landlord Disputes
 - Ensure Landlord Nondiscrimination
 - Perform Off-post Housing Inspections

- Provide Utility And Rental Deposit Waivers

M. TRICARE

- Contacts and hours
 - TRICARE Service Center, 36029 Santa Fe Ave, Fort Hood, Texas 76544 (800) 444-5445
 - Located in building 36023 across from Darnall's Main Entrance
 - Hours of Operation: Monday through Friday, 7:30 a.m. - 5:00 p.m.
- Services
 - TRICARE Prime application forms
 - TRICARE information
 - Transfer Prime enrollment
 - Select Primary Care provider
 - Special-Needs patients service

N. American Red Cross (Notification Procedures)

- Contacts and hours
 - Fort Hood Red Cross office
 - (254) 287-0400 (0800-1630 / Mon-Fri)
 - Toll free: 1-877-272-7337 (24/7/365)
 - Families residing elsewhere
 - Toll free 1-877-272-7337 (24/7/365)
 - Local Red Cross Chapter
 - Internet www.redcross.org
- Who can use
 - For Active Duty, National Guard, Reserves, military retirees & dependents, deployed contractors and deployed DOD civilians
- Services
 - Confidential Emergency Communication Message (ECM) “Red Cross Message”
 - Access to financial assistance
 - Casualty Travel Assistance Program
 - CPR/First Aid/Babysitting classes
 - Volunteer opportunities

O. Department of Public Works (Work Orders and Service Orders)

- Contacts and Location
 - Work Order Desk 287- 4283 or 287-7759
 - Located in Bldg 4612
- Service Orders
 - Request for normal repair or replacement of current equipment and facilities
 - Cost of repair or replacement should be under \$2500.00 or 32 hours of labor
 - Repair or replacement should need technical expertise provided by trained technicians to complete
 - Priority
 - 1: Emergency work that requires immediate attention and takes precedence over all other work, including overtime or diverting craftsmen from other jobs, if necessary, to cover the emergency.

- 2: Urgent work that requires expeditious attention. It is work required to correct a condition that could become an emergency or seriously effect morale or has command emphasis
- 3: Routine work that, if not accomplished, would merely continue an inconvenience or unsightly condition.

○ Timeline

Priority	Work Dispatched	Work Initiated	Work Completed
Priority 1	Immediately	Within 1 hour	by 24 hours
Priority 2	Within 1 hour	Within 5 days	by 10 days
Priority 3	Within 1 day	N/A	by 30 days

○ Submission

- Must use DA 4283
- 4 methods of submission
 - Walk in service at building 4213, Santa Fe and 77th St.
 - Fax the problem in on paper with name, bldg, phone, and problem (288-3979)
 - Call 287-2113 for verbal communication, or
 - Use the Web site on Fort Hood Global in the Public Folders under DPW <http://www.dpw.hood.army.mil>.
 - You may call 287-2113 to check on your Service Order status.
 - After 16:30, for emergencies only, call 287-2113

• Work Orders

- Request for new construction, addition or alterations to Real Property facilities
- Request for normal repair or replacement that will cost over \$2500.00 or 32 hours of labor
- Request for repair or replacement from “non-fair wear and tear” (misuse or mistreatment)
- Request for Major Repairs
- Submission
 - Submitted on DA Form 4283

• Non-barracks Maintenance and Repair

- Manage unit R&U Team
- Take Available Self-Help Steps When a Repair is Needed
- Turn in Service Order Through Unit POC for problems beyond Self Help Scope
- Initiate DPW Work Order Through Command Channels for major work
- Use FH Reg 420-27, “Care, Maintenance, and Alterations of Facilities” Copy at: <http://phantomclerk.hood.army.mil>

• Repair and Utility (R & U) Program

- POC for ALL Work Requests
 - Consolidates at Battalion Level
- R&U Team Properly Trained
 - Troop School Local Training
- R&U Class Dates Available @ <http://esd.hood.army.mil/troopcourses.htm>

P. Military Once Source

Military OneSource is a 24-hour, 7-days-a-week, toll-free information and referral telephone service available worldwide to active duty, Reserve, and National Guard military members and their families. Military OneSource provides information ranging from everyday concerns to deployment-related issues.

Also, Military OneSource offers three kinds of short-term, non-medical counseling services to active-duty, Guard, and Reserve members (regardless of activation status) and their families.

In addition, Military OneSource offers a Web site at www.militaryonesource.com for information on a variety of topics and issues. Users may also use the Web site to order educational materials (booklets, CDs, etc.) at no charge and access consultants on-line on a 24/7 basis.

You can use the following telephone numbers:

From the U.S.: 1-800-342-9647

Outside the U.S.: (country access code) 800-3429-6477 (dial all 11 numbers)

Or call collect from outside the U.S.: 484-530-5947

TTY/TTD: 800-346-9188

En español, llame al 877-989-5392

Telephones are answered live, without any automated system. Their standard is to answer over 90 percent of calls within 20 seconds or about 3 rings of the phone. Callers get immediate access to a master's-level consultant.

Notes Page