



Key Caller Training



Objectives

- Familiarize **Key Contacts** with regulatory guidance
- Understand the FRG and **Key Contact** Missions
- Define **Key Contact** Roles and Responsibilities
- Identify Resources for **Key Contact** Smart Books
- Practice Communicating with FRG Members



Family Readiness Regulatory Guidance

- DoDI 1342.22, Military Family Readiness, 3 July 2012, page 30
 - “Family readiness (is) the state of being prepared to effectively navigate the challenges of daily living experienced in the unique context of military service.”
- AR 600-20, Command Guidance, 6 November 2014, Page 51
 - “Family Readiness is the mutual reinforcement provided to Soldiers, civilian employees, retirees (regardless of marital status) and their Family members – both immediate and extended. Examples include Family Readiness Groups (FRGs), newsletters, telephone trees, and other volunteer programs and activities”
- AR 608-1, Appendix J Army Community Service, 13 March 2013, Page 55
 - “FRG will provide mutual support and assistance, and a network of communications among the Family members, the chain of command and community resources...”



Family Readiness Regulatory Guidance

The FRG mission is to—

- Act as an extension of the unit in providing official, accurate command information.
- Provide mutual support between the command and the FRG membership.
- Advocate more efficient use of available community resources.
- Help Families solve problems at the lowest level.
- Is not just for deployment purposes

-AR 608-1, Appendix J



FRG Activities

- **Mission Essential**

- FRG staff, committee, and member meetings
- Publication and distribution of FRG newsletters
- Updated Family rosters and Family readiness information

- FRG telephone tree and e-mail distribution lists
- Scheduling educational briefings for FRG members

- **Non-mission Essential**

- FRG social activities
- FRG fundraising activities




What is a Key Caller?

- A contact person who plays a leadership role in your FRG
- Someone who disseminates OFFICIAL INFORMATION
- Someone who contacts Family Members at least monthly to increase the flow of information up & down the chain
- A link for Family Members to the unit, regardless of location and not just for deployment



Key Callers

- Recommended volunteer position per AR 608-1
 - Provide a human voice to the FRG
 - Are the FRG Leader's link to the membership
 - Help new members adjust to the unit
 - Can assist with Family sponsorship programs
 - Provide referrals to their roster and connect members to their community
- 
- Use in situations when technological communications are not appropriate:
 - Welcoming new members to the unit
 - Inform membership of a unit casualty
 - Provide information that the command needs to ensure every member receives
 - Provide information regarding deployment/redeployment
 - Assisting with crisis situations
 - Dispelling rumors and gossip
 - When answers are needed quickly



Encouraging Member Participation for Soldiers and Families in the Unit

- **Service Members/Civilians**
 - Assigned
 - Attached to unit for deployment
- **Family Members**
 - Spouses
 - Children
- **Extended Family Members**
 - Parents, grandparents, etc.)
- **Others as identified by Soldiers**
(e.g., boy/girlfriends, fiancées, guardians)

*****These individuals may be geographically dispersed, but still can receive FRG information**

AR 608-1, Appendix J states that, "A FRG is a command-sponsored organization of Soldiers, civilian employees, Family members and volunteers belonging to a unit."

Benefits of Effective FRGs

● Families

- Connect to unit and unit Families
- Connect to community resources
- Able to problem-solve
- Ability to cope with deployments

● Community

- Reduced occurrence of crisis situations
- Increased ability to support Soldiers and Families where they live

● Soldiers

- Peace of mind/ Reduced stress
- Ability to focus on mission

● Commanders

- Ability to be more responsive to Family issues
- Reduced time spent handling individual soldier/Family issues
- Increased Family readiness and deployment preparedness



Role of a Key Caller

- Support up to 10 Family Members
- Inform FRG Leader of problems, concerns, or changes in contact information
- Pass messages up & down the phone tree
- Attend FRG meetings, stays updated
- Represents Command
- Maintain confidentiality
- Help stop rumors
- Follows up with FRG Families



Responsibilities

- Disseminate official information down the chain
- Raise any concerns up the chain
- Stop RUMORS!!
- Call, email and/or talk to spouses on a regular basis (usually once a month)
- Attend regular FRG meetings
- Provide community resource referrals
- Register as statutory volunteer
- Submit volunteer hours
- Track all calls with Families
- Provide updated Family contact information to FRG leader (including when Family Members leave the area during deployment) to keep FRG roster up to date



Volunteer Requirements and Responsibilities

Required Documentation for Current FRG Volunteers

- FRG Volunteer Position Description
- Training Requirements
- DA Form 2793, Volunteer Form
- Training Certificates



Controlling Rumors

- Rumors frequently arise during a deployment. If not handled, rumors can run rampant and create panic
- Controlling rumors is important
- Minimize rumors by providing timely accurate information
- Official information comes from military leadership
- Keep the Command informed on Families' questions and issues
- The Command provides accurate information to families and/or will speak to families directly



Privacy Act Statement

- The information contained herein is privileged in nature. It may be disclosed only as permitted by AR 340-21. Disclosure to other personnel is subject to criminal and other penalties. Unauthorized disclosure may result in violators being subject to civil suit under provisions of the Privacy Act of 1974 (5USC552A). Names appearing on this roster reflect the Family Readiness Group spouses and unit detachment commanders.
- Each individual whose name appears on this roster is requested to review all data applicable to him/her and report any corrections and/or changes to:

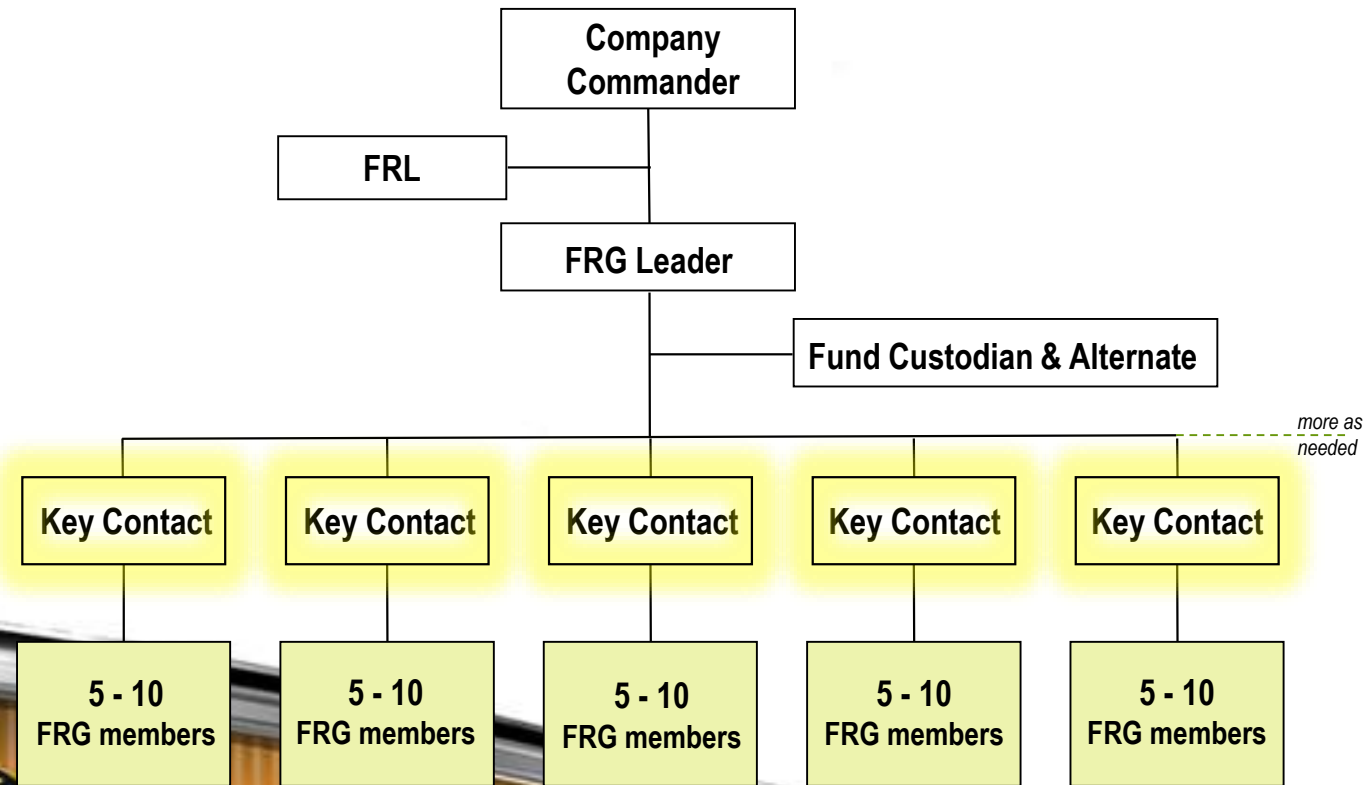


Phone Tree/ Chain of Concern

- Phone tree is a FRG mission activity
- Primary purpose is to provide timely and accurate information from command to families
- Phone tree also provides the FRG an opportunity to:
 - Introduce families to FRG
 - Welcome new families to unit
 - Notify and encourage families to attend unit and FRG-sponsored activities
 - Assist families by providing referrals
 - Monitor unit families' well-being
 - Maintain families' connection to the FRG and unit



Where do Key Callers fit?



The First Phone Call

- Explain who you are and the purpose for your call (use script if necessary)
- Find out the best time to contact them
- Give them your contact information
- Be friendly and courteous
- Whatever you say will be taken as official
- Record and pass on messages word for word
- No commentary
- Questions? Answer based on statement
- Let them know when you'll have more information



Things to Remember

- Confidentiality is a must!
- Document, Document, Document!
- Treat others as you would like to be treated
- Be a good listener
- Don't feel guilty if you're unable to help.



Types of Calls

- Information/Routine
- Problem
- Social
- Gossip
- Crisis-Assist FRG Families with referrals and notify the FRG Leader
 - Serious Illness
 - Emergency
 - Death



Crisis Call Guidelines

- Provide alternative ideas
- Help them help themselves
- Be Positive
- You are not responsible for the situation
- Crisis is relative
- Follow up
- Notify Leader and/or Commander



Events that Might Put a Person at Risk:

- Death of a friend or loved one
- Divorce / or breakup
- Deployment / Transition
- Arrest
- Serious illness of loved one
- Trouble at work, perceived loss of career



REMEMBER: Crisis Calls

- Believe the person on the phone needs assistance, be supportive and sincere
- Accept that they are struggling
- Do not judge them
- Empower and provide resources
- Let them hear they did the right thing by asking for help---even if the delivery was unconventional---
- Every Crisis is different



When a Spouse Calls you Remember it is about the caller... not about you.

- ❑ Stay focused on the issue at hand.
- ❑ Active listening
- ❑ Ask open ended questions.



Identify the Problem

- Always assess safety first
- Don't be afraid to ask questions
- If someone is calling you establish why the person is calling.
- Use a listening ear, remove personal issues and BIAS----



What Can You Do??

- Be a non-judgmental confidant
- Listen
- Ask if the person is thinking of Suicide
- Get help
- Keep them talking until help arrives
- Know your resources

******* Remember you are not a crisis counselor**



WHAT IF???

- ❑ You can't answer someone's questions?
 - ❑ Let them know you are aware of their concerns and as soon as you hear something official you will let them know
- ❑ The person you call becomes abusive?
 - ❑ Politely end the call and let the FRG Leader and Commander know
- ❑ The person cannot calm down?
- ❑ Talk to them, find out where they are and assess the situation

Scenario #1

- ❑ After identifying yourself to a Family Member that you are calling, they hang up.
- ❑ What are your options?



Scenario #1 Possibilities

- ☐ Three strikes your out, try contacting them three separate times within an hour. If you cannot get through send an email and notify your FRG leader
- ☐ Document your attempts and concerns



Scenario #2

- ☐ You make an initial call to a Family member on your phone roster. When the Family member answers the phone, you find out she does not speak English.
- ☐ What do you do?



Scenario #2 Possibilities

- ❑ Politely hang up the phone and contact the FRG Leader
- ❑ The FRG Leader can contact a volunteer who speaks their language or if the Service Member is available have them make the call.



Scenario #3

- ❑ A spouse calls you at 1:00 a.m. saying she read on Facebook that there has been an accident downrange involving your unit. She is asking YOU to confirm the information and provide details.
- ❑ What do you do?



Scenario #3 Possibilities

- ❑ Remember to only rely official information- Let the spouse know that you have not received official information regarding an incident and you will pass this information on to the FRG Leader and Rear Detachment Commander.
- ❑ Remind the Family member that if an incident happened down range there is specific protocol that must be followed and if it were her spouse then she would be contacted by the appropriate personnel.
- ❑ If possible find out who is spreading the rumors and get the information to the Command- Always Practice good Operational Security (OPSEC) on Social Media sites.



Scenario #4

- ☐ You receive a call from a spouse who states she is having financial troubles and asks you to loan her the money just to get by until payday.
- ☐ What do you do?



Scenario #4 Possibilities

- ❑ Document all information that the Family member provides
- ❑ Refer them to either Army Emergency Relief or Financial Readiness Program for assistance with their Budget
- ❑ Does the Family member understand how Military Pay works and does she/he know how to read the LES? Army Family Team Building Level K can help a new spouse navigate how the military works.



Debrief

- Talk to other key callers or your support system without violating CONFIDENTIALITY
- It is easy to become overwhelmed
- Get feedback on how you felt about a call
- Debriefing helps you remain strong and empowered



Provide Information

FORT WAINWRIGHT HAS LOTS TO OFFER---USE YOUR LOCAL RESOURCES!!

- **Off-Post agencies are also abundant**
- **Provide telephone numbers and information as needed.**
- **Offer to email information, if possible**
- **(907) 353-4636 (INFO)**



Of Special Note...

- ✓ Should discuss expectations with Commander and FRG Leader
 - ✓ Track all calls with FRG Family members
- ✓ Receive scripted information to provide to FRG members. Key Callers are the eyes and ears of the Command
 - ✓ If you do not know the answer do not say anything and find out the right answer through FRG Leadership.
- ✓ Duty to warn, mandated to report to all cases of threat to self, others, and any reportable abuse issues? True or False



Final Thoughts

- The FRG is a commander's program and serves as an extension of the unit
- Key Contacts are not expected to know everything; but to know where to look for answers
- Key Contacts are not expected to be counselors, baby sitters, or taxi services, learn how to refer
- The FRG is responsible for providing referrals and educational information that help FRG members become resourceful, resilient and problem solvers
- The FRG maintains connection and communication with FRG members regardless of deployment status
- Participation in the FRG is voluntary; some Soldiers and Families may not want to be contacted

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- Understand the FRG and **Key Contact** Missions
- Define **Key Contact** Roles and Responsibilities
- Identify Resources for **Key Contact** Smart Books
- Practice Communicating with FRG Members



Training Complete

Thank you

View the next slide for instructions on taking the quiz!

**If you have questions Contact the Mobilization & Deployment Program
(907) 353-4332**

ftwainwrightacs@gmail.com

**We are open Mon-Fri, 0730-1630
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Instructions for Certificate

- Open a new browser window and visit: <http://quizstar.4teachers.org/indexs.jsp>
- Register for the QuizStar Site by clicking on the Student Site (yellow arrow) “Sign Up” and creating a Username and Password.
- Click 'Training', Choose option, Complete Training Slides, Open Quiz star: Click 'Search', Enter 'Fort Wainwright FRG' in "Class 1“ or “Quiz 1”, click 'Keyword Search', half way down the results you will see Fort Wainwright FRG Treasurer/ Key caller training, once you ‘register’ for the class go to ‘classes’ and the page will show the required quiz link.
- Click at the top of the page that says register; click my classes, your assigned class will appear on the screen.
- Click on 1 Untaken Quizzes and on the next page; click “Take Quiz” to begin.
- You must pass with an 80% or better to receive a certificate.
- Once you pass the exam with 80%, email a screen shot of your completed quiz score to include your name to ftwainwrightacs@gmail.com in the email include your name, unit, Sponsor's rank, phone number and class title.

***Please note certificates can be picked up the Friday after the quiz is completed, unless other arrangements have been made.