



DEPARTMENT OF THE ARMY
ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT
600 ARMY PENTAGON
WASHINGTON, DC 20310-0600

DAIM-ZA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Official Communications in Support of Family Readiness

1. Reference Army Regulation 608-1, Army Community Service, 21 Dec 2010; The Army Family Readiness Handbook: Operation Ready, 2006.

2. Army Community Service (ACS) and Command authorities may contact Family members, with or without the sponsor's consent, when relaying official information directly related to Family readiness. The "yes/no" contact option on all Family Assistance Information Sheets located in Operation Ready materials has been removed. Army One Source has uploaded the new forms and organizations should use the updated forms. Army Regulation 608-1 will be modified to reflect this change.

3. Family Readiness is the cornerstone of war fighting readiness. Effective Family support and quality of life programs enhance our Soldier's ability to support our nation's military commitments. Our Soldiers and Families must be kept informed of available services and programs and how to access and use them. Accordingly, we must have a communication strategy that delivers accurate, timely, and responsive information to Soldiers and their Families.

4. Family readiness is a commander's responsibility. Official Family readiness information includes information related to support services and social, informational, caretaking, and morale-building activities aimed at enhancing preparedness for the total Army Family. For example, commanders can disseminate unclassified information regarding schedules, command points of contact, location, and availability of Family program resources, and mustering and accounting procedures for exercises and real-world emergencies. Commanders can also disseminate information designed to educate Soldiers and Families concerning the local and military community, military pay and allowances, financial planning, emergency preparedness, and volunteer opportunities with Army-affiliated support organizations, e.g., Army Emergency Relief.

5. Commanders and other designated command members can personally communicate with Families. Commanders can also leverage the resources of existing readiness-affiliated programs such as Family Readiness Group (FRG) Leaders, Family Readiness Support Assistants (FRSAs), and Army Community Service (ACS). The FRG Leader, formally appointed by the commander, serves as the commander's primary advisor to ensure Families have the information necessary to meet the challenges of military life. The FRSA's may also disseminate official Family readiness information.

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6. Commanders are permitted to collect and maintain personally identifiable information (PII) (home address, mailing address, private phone numbers, personal email addresses, and names of Family members) to properly account for Soldiers and Family members during routine or emergency situations and for purposes of disseminating official Family readiness information.

7. Commanders must protect PII at all times. Personal information obtained or maintained through official sources may not be used for unofficial purposes. Unofficial information such as commercial ventures, advertisements, and private solicitations may not be disseminated through official communication networks. Without prior consent, commanders may not release personal contact information to individuals or entities outside the command. Commanders and Family support organizations must communicate in a manner that respects the privacy of Families, avoiding group emails that reveal private information. For example, commanders cannot release data of Families who received financial counseling through ACS.

8. Commanders should consult with assigned Staff Judge Advocates or General Counsel Attorneys if questions arise regarding this policy.

9. The OACSIM POC is Ms. Becky Myers, (571) 256-8681, DSN 260-8681, or email: becky.myers@us.army.mil.



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