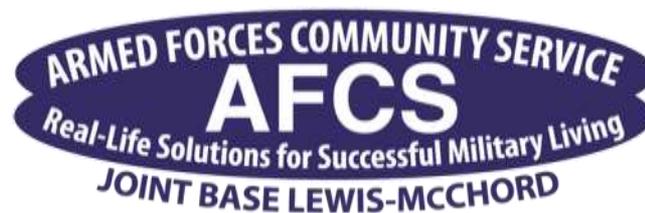




Joint Base Lewis-McChord

"We are America's Power Projection Platform."

Trust and Transparency - Collaboration - Collective Responsibility



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FRG SYMPOSIUM



Challenge: **Rosters**

Suggestions:

1. Soldiers should in-process through the Family Readiness Liaison (FRL)/training room to collect Family contact information. (Use a specific form.)
2. FRL should send new contacts to FRG leader as received.
3. Have contact sheets available at all FRG functions for those that have slipped through the cracks.
4. Rosters should be a FRL responsibility.
5. FRLs should scrub roster against the AAA 162 in accordance with the Standard Operating Procedures (SOP) at minimum once a quarter.
6. Place FRG email on social media for Family member to contact for informational emails.
7. Refer to 7th ID/593rd's Standard Operating Procedures or Policies regarding updating rosters and verification of contact information



FRG SYMPOSIUM



Challenge: **Communication**

Suggestions:

1. Ensure multiple methods of communication
 1. Social Media: unit-sponsored Facebook, websites, Twitter etc.; FRG email address posted
 2. Telephonic: use of Key Callers/Points of Contact; welcome new Family members/Soldiers and verify contact information
 3. Email
 4. Face-to-Face Interaction:
 - a. Meetings: make attendees feels welcome; collect and/or verify contact information
 - b. At Battalion or Company events have FRG table to update rosters and provide resources/information
2. Request FRG bulletin board in common areas, and keep it updated.
 1. Post Community Update information
 2. Installation Flyers
 3. FRG events
 4. Unit Newsletters: post on Facebook
3. FRG emails Family members; FRL emails same information to Soldiers.



FRG SYMPOSIUM



Challenge: **Participation**

Suggestions:

1. Early release of Soldiers to retrieve Family members for FRG functions.
2. Early release of all Soldiers if attending FRG meeting.
3. Place all FRG events on Long Range Calendar.
4. Do not have a meeting just to have a meeting.
5. Make all attendees feel welcomed. Greet everyone as they come, have a conversation with attendees, introduce attendees to each other. Foster networking with the Family members. Have name tags, update rosters, and have an agenda.
6. Provide a kid-friendly area with activities and volunteer child care providers. (must be trained by CYSS)
7. FRG may call/text Family members with a meeting reminder, and place flyer in unit area.
8. Meeting Intent:
 - a. Official portion first: unit update, community update, briefer
 - b. Social aspect afterwards.
9. Single Soldier involvement: have a single Soldier representative as part as the FRG staff. Single Soldiers are part of the unit Family.
 - a. Ask for Single Soldier input.
10. Get buy in from the Soldiers and Family members by asking what their expectations are and what they would like out of the FRG.
11. Offer incentives: food, childcare, door prizes, pot luck, movie night, game night.
12. Piggyback off MWR/Brigade/Battalion events.



FRG SYMPOSIUM



Best Practices:

1. Expectation meeting with Commander, FRL and FRG Leader.
2. Defining roles of FRLs with FRG Advisor and FRG leaders.
3. Meetings with value and substance; have an agenda.
4. Multiple FRLs at all levels.
5. Taking the time to appreciate the volunteers and Soldiers who assist with FRG events.
 - a. Handwritten "Thank You" cards from CDR, Advisor and/or FRG Leader.
6. Events that include Single Soldiers.
7. Use of social media.
8. FRG Leaders being open, honest, and friendly.
9. Outreach to Families; welcoming them when they come to the unit.
10. Dinner for single Soldiers in the barracks. Family members prepare.
11. Making meetings fun. Builds trust and buy in.
12. Weekly newsletters; Community Update.
13. Provide Soldiers and Family members advanced notice of meetings and events.



FRG SYMPOSIUM



Additional Comments From Evaluations:

1. Provide samples templates of steering committee meetings.
2. FRLs requested more training and knowledge about their role.
 - a. Per FORSCOM OPOD it is a requirement that FRLs receive training from Armed Forces Community Service (AFCS)
3. Company Commander involvement.
4. Recommend Battalion commanders have legal brief. (FRG Informal Fund/Fundraising.)



JOINT BASE LEWIS-McCHORD

SERVICE MEMBERS DEFENDING AMERICA