



# KEY CONTACT

## SMART

## BOOK



*Mobilization & Deployment*  
772-0470/0509/2848

# **Key Contact**

## **Smart Book Contents**

- Key Contact Welcome Letter

### **Section 1 – Volunteer Information**

- Volunteer Position Description
- Army Volunteer Corps Information Sheet
- Guidelines
- Confidentiality

### **Section 2 – Sample Key Contact Smartbook**

- Top 10 Phone Reminders
- Types of Calls
- Sample Phone Calls/Scripts
- Unit Information
- Family Contact Forms
- Sample Call Log #1
- Sample Phone Tree Log #2
- Emergency Question Checklist
- Key Contact Problem Resolution Form
- Resources
  - Helping a Distressed Person
  - Army Community Service Fact Sheet

## Key Contact Welcome Letter

Thank you for volunteering to serve as a Key Contact. You are accepting a leadership role in the Family Readiness Group (FRG) and demonstrating your commitment to improving the quality of life for the Families in your unit.

You are an integral link in your chain of concern. When official information needs to be put out, you are the person we count on to get the news out quickly and accurately. When Families need help, you may be the first person to whom they will turn. Your job is not to solve all the problems you encounter. Your job will be to provide them the information and referral resources so that they can problem solve for themselves. You must set boundaries for yourself and your Family in providing assistance to members of your contact group. Do what you can to help, but never neglect your own family because you feel obligated or guilty. The Army provides help agencies. Your responsibility is to refer people to these agencies when help is needed.

We hope this folder provides you with the resources you need to function effectively. Many times, just hearing your familiar voice on the other end of the phone and knowing you understand and are willing to listen is enough to help someone who needs support.

*Thanks again!*

# **SECTION 1: VOLUNTEER INFORMATION**



## VOLUNTEER INFORMATION PAPER

1. **PURPOSE.** To provide information on the policies and procedures of registering with the Army Volunteer Corps.

2. **INFORMATION:** The Army Volunteer Corps Coordinator (AVCC) is the primary advocate for promoting installation and unit volunteerism. The AVCC is the technical expert for assistance in recognizing volunteer achievement and contributions.

a. In accordance with AR 608-1, all Statutory Volunteers must be registered at the installation level with the AVCC office using the Department of the Army's web-based tracking system, the Volunteer Management Information System (VMIS). The system is available at [www.myarmyonesource.com](http://www.myarmyonesource.com). In addition to the web-based registration, a Department of Defense (DD) Form 2793, Volunteer Agreement for Appropriated Fund Activities or Non-appropriated Fund Instrumentalities must be completed for each statutory activity (Attachment 1). The original must be maintained in the unit/organization files.

b. All Youth volunteers must complete a Department of Defense (DD) Form 5671, Parental Permission Form (Attachment 2). The original must be maintained in the unit/organization files.

c. Authorized private organization volunteers do not qualify for the benefits as outlined under the federal statute, therefore do not complete DD Form 2793. Private organizations, whose primary mission is to provide service to the installation, Soldiers and their Families, may request to participate in an installation volunteer program. Approval will allow organization volunteers to participate in all installation sponsored activities such as awards, training and monthly/annual recognition activities. All volunteers associated with the private organization must also be registered within the VMIS and will follow the same hour documentation procedures as statutory volunteers.

d. The VMIS was developed and implemented worldwide as a tracking mechanism for volunteer hours. Volunteers are required to register and document their hours within this system. A basic "How to Guide" is available at the Fort Drum Army Volunteer Corps office.

3. **CONCLUSION.** The AVCC's efforts to provide track and recognize volunteer efforts in the past years has resulted in substantial savings to the government.

# Guidelines

## DO

- Be pleasant when you call.
- Be sure to introduce yourself.
- Write down the message you have before you call so it will be concise and clear.
- Have your Communication Log nearby when you call.
- Verify phone number and address occasionally to ensure FRG roster is correct.
- Try to answer questions as best you can; if you cannot, find a source that can answer the question and call back with the information.
- Keep trying to call if unsuccessful on the first attempt.
- Specify what hours are reasonable for accepting and making phone calls.
- Call your FRG leader when you have completed your calls.
- Keep your FRG leader informed of disconnected or unanswered calls.

## DON'T

- Take it personally if a caller is rude, impatient, or otherwise uncooperative – you never know what might be going on at that time.
- Feel guilty if you cannot help the caller or go beyond your own limitations in providing assistance.
- Indulge in gossip or ANY type of information that is not valid and reliable.

# Confidentiality

Confidentiality plays an important part in your position as a Key Contact. You must be able to guarantee any person who contacts you the freedom to discuss matters in a private and safe environment. It is your duty and obligation to keep each conversation and the personal matters discussed during such interactions in strictest confidence, with the exception of dangerous or life-threatening situations. In practice this means:

- ◆ Do not disclose the names or details of any contact or call in any way that may identify them to others.
- ◆ Obtain the permission of the person involved before sharing information about them or their situation when contacting a resource or making a referral.
- ◆ Protect contact information sheets, and destroy them when they are no longer needed.
- ◆ If a point of contact begins to discuss something with you that lies outside the area of confidentiality (e.g., suicide, child abuse, neglect, sexual abuse, assault, any other criminal activity), inform them that you will be obligated to report the call and its nature to the appropriate authorities.

Have a clear understanding of what situations the command expects to be reported

# **SECTION 2: SAMPLE SMARTBOOK**

# TOP TEN PHONE REMINDERS

## 1. LOG YOUR CALLS.

Name, date, time, reason for call

## 2. INTRODUCTION

Prepare yourself before the call with message, paper, etc.

Be cheerful and enthusiastic.

Ask, "Is this a good time to call?"

## 3. WELCOME

Set the "atmosphere" for the call with a positive and helpful tone of voice.

Make the family member feel like a part of the FRG.

## 4. MESSAGE

Ask if they have a pen and paper ready.

Give only the FACTS – who, what, when, where, etc.

## 5. LISTEN

Really listen to concerns and questions.

Be sensitive to background noises.

Be sensitive to tone of voice – panic, distress, sleepiness, etc.

## 6. QUESTIONS

If you don't know the answer, find out and call back.

## 7. COMMITMENT/CONSISTENCY

Return your calls.

When you say you'll call back, do it.

Contact your FRG leader after every phone tree message.

## 8. OBJECTIVITY

Stick to the facts.

You are helping the family member; focus on that.

STOP RUMORS IMMEDIATELY. NO GOSSIPING ALLOWED!

## 9. REFERRALS

Remember, you do not "know it all" and that's okay!

Let the available agencies do their job.

## 10. SAYING GOODBYE

Be polite, tactful, and diplomatic. Summarize any decisions made or commitments to call back. Write them down.

# TYPES OF CALLS AND HOW TO DEAL WITH THEM:

**SOCIAL CALLS:** “I appreciate your call and it’s great chatting with you. Since I need to [prepare dinner, put the kids to bed, etc.], I’ll let you go. Please feel free to call me later!”

**PROBLEM CALLS:** “I’m glad you called me about [problem]. Let me make some phone calls to see what I can find out. I’ll get back with you [specific time and date].”  
OR “Feel free to contact any of the referral numbers you received. I’m confident you’ll be able to work this out.”

**CRISIS CALLS:** “It sounds like this is a really stressful situation for you. How have you handled this before? Have you contacted [relevant agency]? What is your immediate concern? What kind of help do you need? Let me find out the best resource for you and I will call you back in \_\_\_\_ minutes.”

**UNNECESSARY (GOSSIP) CALLS:** “During stressful situations, I find that a lot of rumors begin and can quickly get out of control. If there was a significant problem, I’m sure I would be notified. Let me make a few phone calls to verify the situation and I will call you back in \_\_\_\_ minutes.”

**CHRONIC CALLS:** “I find I’ve been spending more and more time on the phone working with FRG issues. As a result, I haven’t spent much quality time with my children. I appreciate your call; however, I need to limit my calls to 10 minutes each.”

## Sample Phone Calls & What to Say:

### Example of First Call:

“Hello, \_\_\_\_\_, this is \_\_\_\_\_. I just wanted to call and say ‘hello’ and to let you know that I am your contact person for the [unit name] Spouses’ Phone Tree. Your spouse works with mine and I’m the person you can call if you have any concerns or questions while your spouse is deployed/in the field. I’ll contact you from time to time when any information needs to be passed on that would be of interest to you. If you need anything, have any questions, or want to become involved in our unit’s Family Readiness Group, my phone number is \_\_\_\_\_. Please feel free to call me!”

### Example of an Information Call:

“Hi! This is \_\_\_\_\_ from [unit name] Family Readiness Group. Is this a good time to pass on some information? (Yes? Continue. No? “When would be a better time for me to call?”) Do you have a paper and pen handy? If not, I can wait until you find one.

“The FRG is having a bake sale [fundraiser, meeting, etc.] on [day, date] from [start time to end time] at [location]. Could you bake something to bring? Would you have time to work at the bake sale from \_\_\_\_\_ to \_\_\_\_\_? Do you know where [location] is? I’ll be happy to give you directions. I’m really glad we can count on you to help out by [bake, work, etc.]. Your help is really appreciated. Thanks. See you at the Bake Sale!”

# UNIT INFORMATION



**FRG LEADER PHONE NUMBER** \_\_\_\_\_



**COMMANDER PHONE NUMBER** \_\_\_\_\_



**1SG PHONE NUMBER** \_\_\_\_\_



**REAR DETACHMENT PHONE NUMBER** \_\_\_\_\_



**STAFF DUTY PHONE NUMBER** \_\_\_\_\_



**CHAPLAIN PHONE NUMBER** \_\_\_\_\_

# CONTACT FORMS

## Information and Call Log Sheet

Name: \_\_\_\_\_ Sponsor's Name/Rank: \_\_\_\_\_

Address: \_\_\_\_\_

Housing:  On Post  Off Post Housing Area: \_\_\_\_\_

Phone Home: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

E-Mail Home: \_\_\_\_\_ Work: \_\_\_\_\_

Place of Employment: \_\_\_\_\_

Usual work hours/days: \_\_\_\_\_

Call at Work:  Anytime  Critical information only

Family in the area?  Yes  No

Best time and form of communication: \_\_\_\_\_

Who would most likely know your whereabouts if you go out of town?

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Birthday: \_\_\_\_\_ Anniversary: \_\_\_\_\_

Children:

Name

Age

Birthday

Comments

Pets(s): \_\_\_\_\_

<b>Contact NAME:</b>          <b>NOTES:</b>	<b>Home Phone #:</b> <b>Work Phone #:</b> <b>Cell Phone #:</b> <b>OTHER:</b> <b>Email:</b>
---	--



**Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

- |   |   |
|---|---|
| <input type="checkbox"/> <b>FRG meeting reminder</b>  | <input type="checkbox"/> <b>Fundraiser/event reminder</b> |
| <input type="checkbox"/> <b>Greeting/introduction</b> | <input type="checkbox"/> <b>Other</b>                     |

**NOTES:**



**Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

- |   |   |
|---|---|
| <input type="checkbox"/> <b>FRG meeting reminder</b>  | <input type="checkbox"/> <b>Fundraiser/event reminder</b> |
| <input type="checkbox"/> <b>Greeting/introduction</b> | <input type="checkbox"/> <b>Other</b>                     |

**NOTES:**



**Day:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

- |   |   |
|---|---|
| <input type="checkbox"/> <b>FRG meeting reminder</b>  | <input type="checkbox"/> <b>Fundraiser/event reminder</b> |
| <input type="checkbox"/> <b>Greeting/introduction</b> | <input type="checkbox"/> <b>Other</b>                     |

**NOTES:**



Day: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

\_\_\_\_ FRG meeting reminder  
\_\_\_\_ Greeting/introduction

\_\_\_\_ Fundraiser/event reminder  
\_\_\_\_ Other

NOTES:



Day: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

\_\_\_\_ FRG meeting reminder  
\_\_\_\_ Greeting/introduction

\_\_\_\_ Fundraiser/event reminder  
\_\_\_\_ Other

NOTES:



Day: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

\_\_\_\_ FRG meeting reminder  
\_\_\_\_ Greeting/introduction

\_\_\_\_ Fundraiser/event reminder  
\_\_\_\_ Other

NOTES:



Day: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

\_\_\_\_ FRG meeting reminder  
\_\_\_\_ Greeting/introduction

\_\_\_\_ Fundraiser/event reminder  
\_\_\_\_ Other

NOTES:



## Emergency Question Checklist

### BIRTH

Condition of Mother: \_\_\_\_\_

Condition of Baby: \_\_\_\_\_

Location of Birth: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Time of Birth: \_\_\_\_\_

Red Cross Notified? YES NO

Sex: GIRL BOY

Name: \_\_\_\_\_

Weight: \_\_\_\_\_

### CAR ACCIDENT

Location of accident: \_\_\_\_\_

Medical assistance needed? YES NO

Medical assistance obtained? YES NO

MPs notified? YES NO

Immediate needs: \_\_\_\_\_

### FINANCIAL EMERGENCY

Nature of problem:

Do you have enough food? YES NO

Have you contacted AER? YES NO

Immediate needs: \_\_\_\_\_

### SERIOUS ILLNESS OR INJURY

Who is ill or hurt (relationship)? \_\_\_\_\_

Where are they? \_\_\_\_\_

Nature of Illness: \_\_\_\_\_

Prognosis: \_\_\_\_\_

Red Cross notified? YES NO

Immediate needs: \_\_\_\_\_

### DEATH

Who died (relationship) \_\_\_\_\_

Where did death occur \_\_\_\_\_

Cause of death: \_\_\_\_\_

Date of death: \_\_\_\_\_

Red Cross notified? YES NO

Funeral arrangements (date, time, location): \_\_\_\_\_

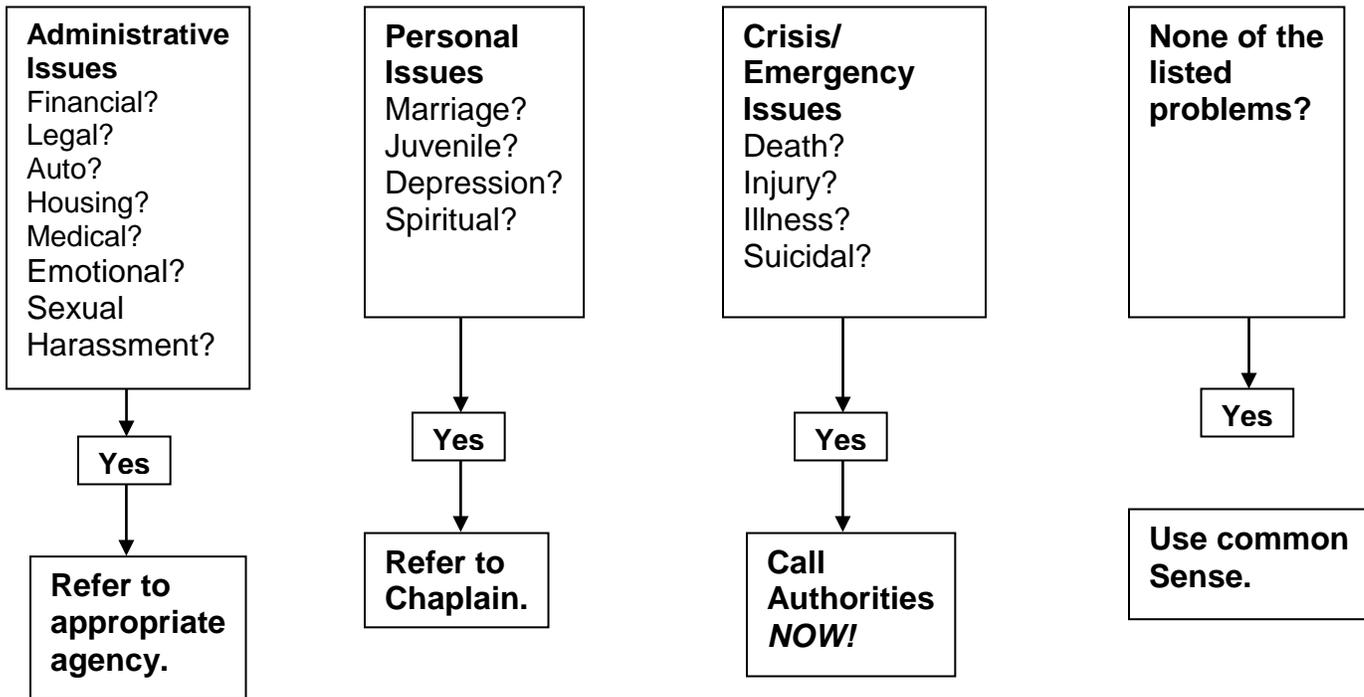
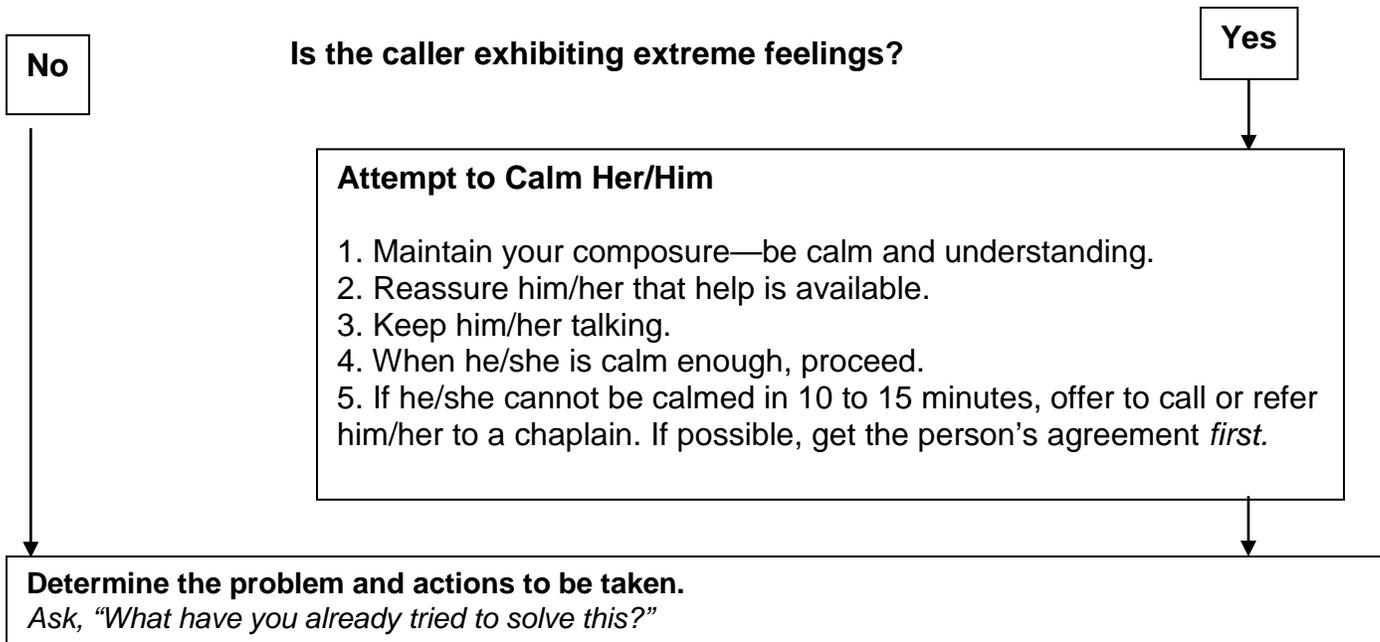
Immediate needs: \_\_\_\_\_

## Key Contact Problem Resolution Form

<b>Name</b>				
Address				
Date of Contact	Time	Contact Phone	(Hm)	(Wk)
<i>Sponsor Information</i>				
Name		Unit		
Rank		Location		
<b>Nature of Emergency</b> (include who, what, when, where, etc.):				
What help do you need?				
<b>ACTION:</b>		<b>Who Called?</b>		<b>When?</b>
Police called?				
Ambulance?				
Fire Department called?				
Red Cross called?				
Transportation?				
Food?				
Lodging?				
Money?				
Army Emergency Relief (AER) called?				
Emergency Child Care?				
<b>Referred To:</b>				
Follow-up Required?				
<b>Key Contact Signature:</b>			<b>Date:</b>	

# Helping a Distressed Person

## Log call or visit on the Key Contact Problem Resolution Form



**Be sure to log all key details on the Key Contact Problem Resolution Form, and report any crises or emergencies to the FRG leader or commander. Follow up as needed, and control gossip.**



**ARMY COMMUNITY SERVICE/FAMILY READINESS CENTER**  
**P-4330 CONWAY ROAD ~ FORT DRUM, NEW YORK 13602**  
**ACS HOURS: 0730-1630 MON-FRI**  
**TEL: 315-772-6556/6557, FAX: 315-772-6965**

**ACS DIVISION CHIEF – 315-772-4979**

**ACS INFORMATION & REFERRAL (I&R) – FRONT DESK SERVICES: 315-772-6556 / 800-826-0886**

- Information, Referral & Follow Up Assistance
- Fax and Copy Service
- Fully Stocked Kitchen

**ARMY FAMILY ACTION PLAN (AFAP): 315-772-9229**

Objective: To improve the standard of living for army spouses by identifying and acting on any issue received. All issues are viewed, monitored and tracked until a solution is found.

- Army-wide initiative with annual local forums
- Monthly forums
- Identifying issues to improve standard of life for Families
- Critical issues are presented to senior Army leadership for resolution

**ARMY FAMILY TEAM BUILDING (AFTB): 315-772-9229**

Objective: To enhance awareness and educate members of the total Army Family Members (Active Duty, reserve, and National Guard). Participants learn to adapt to Army life, manage change, accept challenges and strengthen self-reliance through knowledge of military terms and procedures.

- AFTB Workshops
  - Level K – Military Knowledge
  - Level G – Personal Growth and Resilience
  - Level L – Leadership Development
  - ACS Instructor, Briefer, and Facilitator Training

**ARMY VOLUNTEER CORPS COORDINATOR (AVCC): 315-772-2899 - [www.myarmyonesource.com](http://www.myarmyonesource.com)**

Objective: To recruit, screen and place volunteers in agencies on the Fort Drum installation. To maintain records of volunteer's registration and hours and to plan recognition events for volunteers.

- Assist Fort Drum in its many community organizations and programs
- Gain or keep valuable job skills
- Make new friends
- Free childcare (For certain Fort Drum Programs)

**EMPLOYMENT READINESS PROGRAM (ERP): 315-772-9611**

Objective: To assist Family members in their employment search by providing current information on available positions, resume techniques and application information.

- One-on-One employment counseling
- Employment classes and workshops
- Job listings
- Resume and cover letter writing
- Federal employment system
- Interviewing skills
- Computers, internet, fax & copy machines

**EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP): 315-772-5476**

Objective: To provide assistance in locating resources and services for Family members with special medical or educational needs.

- Support group meetings

- Respite Care for qualifying individuals
- Special Needs Accommodation Process (SNAP) ensuring most appropriate CYSS placement of children with special needs
- System Navigators

**FAMILY ADVOCACY PROGRAM (FAP): 315-772-6929**

Objective: To prevent/reduce incidence of domestic violence, child abuse/neglect and spouse abuse, and promote healthy Families.

This program provides community awareness, parenting courses, stress and anger management classes, crisis intervention, and referral services.

- Stress and Anger Management Workshops
- Parent Education Workshops
  - 4<sup>th</sup> Trimester/Newborn Safety
  - Terrific Toddlers
  - Middle Years
  - Active Parenting of Teens
  - How to Create a Kid Friendly, Healthy Living Environment
  - Parenting After Separation or Divorce (PASD)
  - Scream Free Parenting
- Playgroups for children birth – age 3
- New Parent Support Program
  - Support services for expectant parents and parents of children 0-3 years of age.
  - Child Safety Prevention and Education
  - Confidential and FREE home visits
- Domestic Violence Prevention Education and Reporting Options
  - Victim Advocates – support for victims of domestic violence
  - **Vitim Advocacy 24 hour/7 day Hotline 315-955-4321**

**MOBLIZATION & DEPLOYMENT READINESS (MOB/DEP): 315-772-2848/0509/0470**

Objective: To provide training and support for Family Readiness Groups, Family Readiness Group Leaders, and Commanders on Family support issues for deployment.

- Deployment and Reunion Briefings
- Resilience Training
- CARE Team Training
- Family Readiness Group (FRG) Leader Training
- Informal Funds Training/Treasurer
- Key Contact Training
- Family Readiness Liaison (FRL) Training

**OUTREACH SERVICES: 315-772-5374**

Objective: To improve the quality of life by enhancing communication between neighbors, imparting a sense of “home” for Soldiers and Families in their new community, creating a warm and receptive environment, establishing social networking and encouraging community pride.

- ACS Overview Briefs and Information Tables

**RELOCATION READINESS PROGRAM (RRP): 315-772-6566**

Objective: To assist relocating Soldiers and Family members by providing them with the tools they need to ensure a smooth relocation process.

- Newcomers Get Together
- Lending Closet
- Drum Welcome Tour
- Installation Welcome Packets
- Overseas PCS Briefing
- Pre-departure CONUS Briefing
- PMM/MI website for PCSing to CONUS or OCONUS installations: <http://www.militaryonesource.mil>
- Citizen and Immigration Liaison Assistance
- International Spouse Support
- Hearts Apart

## **ACS SERVICES LOCATED AT ACS ANNEX: M435A MWR Drive**

### **ARMY EMERGENCY RELIEF (AER): 315-772-6560**

Objective: To provide financial assistance to service members and their Families whose resources are not sufficient to meet unavoidable or unforeseen financial emergencies.

- No interest loans and/or grants to Soldiers and Families for verifiable emergency needs.
  - Initial rent and security deposit
  - Pro-rated rent to accept on-post housing
  - Prevention of utility disconnections
  - Prevention of eviction or foreclosure
  - Emergency food assistance
  - Emergency travel
  - Vehicle repair
- AER College Scholarship Program – [www.aerhq.org](http://www.aerhq.org)
  - Dependent children scholarship program
  - Stateside Spouse Scholarship assistance program

### **FINANCIAL READINESS PROGRAM (FRP): 315-772-5196**

Objective: To help Soldiers and their Families develop and maintain a realistic budget, improve their credit, reduce outstanding debts, resolve consumer complaints, and screening for Family Supplemental Subsistence Allowance (FSSA).

- Individual financial planning and counseling
- Budgeting and account management classes
- Debt liquidation assistance
- Consumer advocacy/complaint resolution
- Family Subsistence Supplemental Allowance (FSSA) pre-screening and counseling

## **ACS SERVICES LOCATED AT SFAC: 11042 MOUNT BELVEDERE (ACROSS FROM GUTHRIE CLINIC)**

### **SOLDIER AND FAMILY ASSISTANCE CENTER (SFAC): 315-772-0805**

Objective: To support our Warriors in Transition (WTs) and their Family Members as they transition either back to their unit or to a productive civilian workforce. SFAC provides a warm and inviting atmosphere providing support services promoting the healing and well being of our WTs: mentally, physically and spiritually.

- Army Career and Alumni Program
- CYSS Specialist
- Army Wounded Warrior (AW2) Program
- Education Specialist
- Financial Counselor
- Human Resources/Military Benefits Specialist
- Information, Referral and Outreach Coordinator
- Social Services Assistance
- Traumatic Service Members' Group Life Insurance
- Veteran's Benefits Counseling
- US Department of Labor
- Additional Support