



KEY CALLER (POC) NOTEBOOK



Mobilization & Deployment
772-0470/2848

Key Caller (POC)

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Key Caller Welcome Letter

Thank you for volunteering to serve as a key caller. 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**

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. 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 year resulted in 608 volunteers saving to the government of \$2,350,441.35.

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.

Position Term

- 6 months, with an opportunity to extend as desired

Confidentiality

Confidentiality plays an important part in your position as a Key Caller. 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 a POC's First Call (deployment):

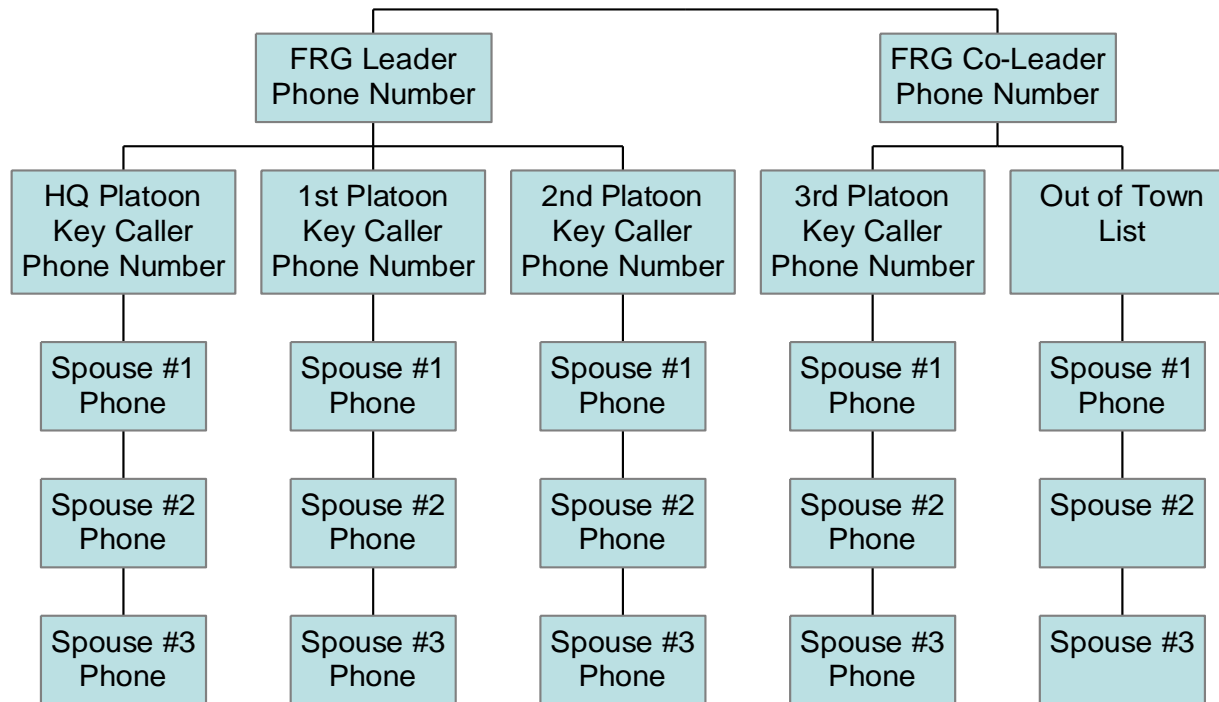
“Hello, _____, this is _____. I just wanted to call and say ‘hello’ and to let you know that I am your contact person for the [unit name] Spouses’ Phone Tree. Your spouse works with mine and I’m the person you can call if you have any concerns or questions while your spouse is deployed/in the field. 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!”

Family Readiness Chain of Concern



This document is for official government use only. At no time should this information be given to persons Not on this roster. Updated 1/30/04

RD POC
Phone Number

For emergency use only
BN FRG Leaders
Phone Numbers

UNIT INFORMATION



FRG LEADER PHONE NUMBER _____



CO 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): _____

Contact NAME:	Home Phone #:
	Work Phone #:
	Cell Phone #:
	OTHER:
	Email:
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:



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 Caller Problem Resolution Form

Name

Address

Date of Contact

Time

Contact Phone

(Hm)

(Wk)

Sponsor Information

Name

Unit

Rank

Location

Nature of Emergency (include who, what, when, where, etc.):

What help do you need?

ACTION:

Who Called?

When?

Police called?

Ambulance?

Fire Department called?

Red Cross called?

Transportation?

Food?

Lodging?

Money?

Army Emergency Relief (AER) called?

Emergency Child Care?

Referred To:

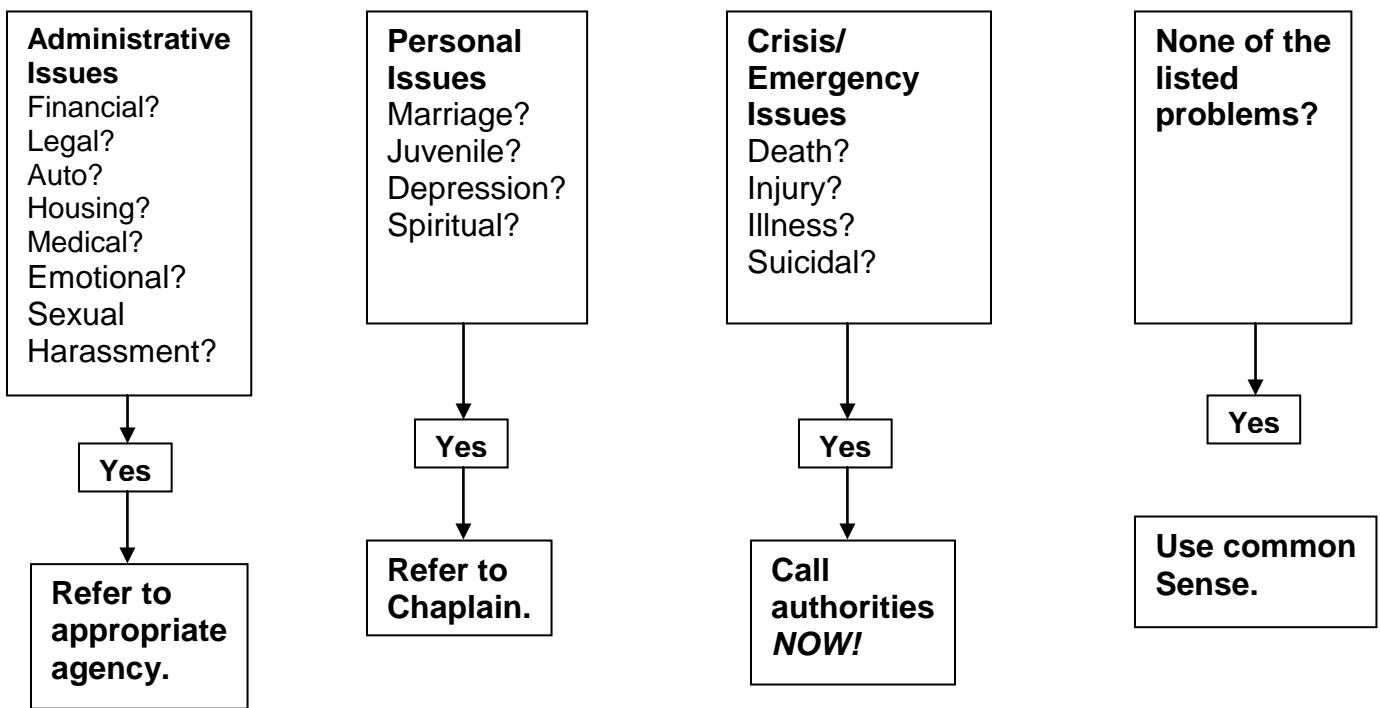
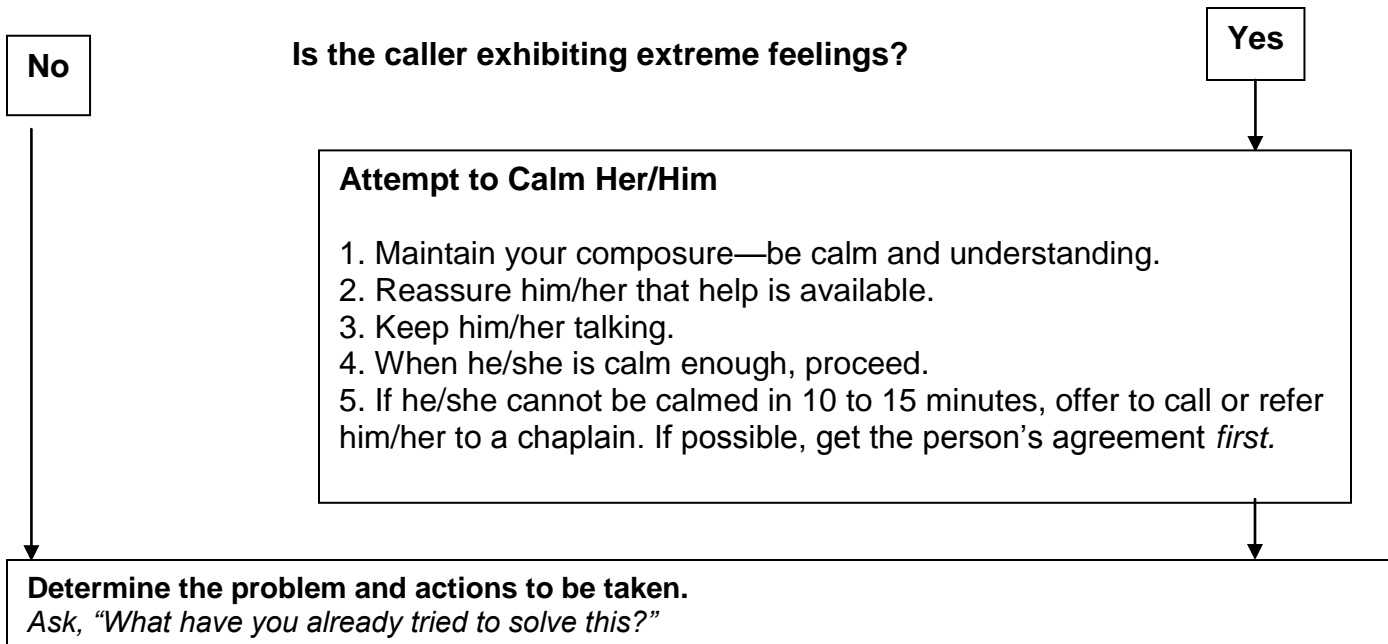
Follow-up Required?

Key Caller Signature:

Date:

Helping a Distressed Person

Log call or visit on the Key Caller Problem Resolution Form



Be sure to log all key details on the Key Caller 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: 0730-2100 MON-FRI
0900-1900 WEEKENDS AND HOLIDAY
TEL: 772-6556/6557, FAX: 772-6965**

ACS DIVISION CHIEF – Catherine Ferran, 315-772-4979

ACS FRONT DESK SERVICES: 315-772-6556 / 800-826-0886

- Information and Referral
- Loan Closet
- Fax and Digital Service
- Family Lounge and Kitchen Area

RELOCATION READINESS: 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.

- Drum Family and Community Connection Newcomers' Orientation
- Overseas Orientation Briefing
- PMM/MI website for PCSing to CONUS or OCONUS installations:
<http://www.militaryhomefront.dod.mil/>
- Installation Welcome Packets
- Citizen and Immigration Assistance
- International Spouse Support
- Hearts Apart
- Lending Closet
- Drum Family Welcome Tour

MOBILIZATION & DEPLOYMENT READINESS: 315-772-0470/2848

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 for adults, children and teens
- Resilience Training for Spouses
- OPSEC and Social Networking
- Family Readiness Group Leader Training
- Informal Funds Training
- Key Caller Training
- CARE Team Training

FAMILY ADVOCACY PROGRAM: 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.

- Parent Education Workshops
- Baby Bundles
- Baby Basics:
 - Parenting the Middle Years:
 - Parent and Teen Dating Safety
- For-Fathers-Only:
- Stress and Anger Management Workshops

- New Parent Support Program
 - Support services for expectant, adoptive or parents of newborns or toddlers up to age 3
 - Child Safety Prevention and Education
 - Confidential and FREE home visits
- New Parent Support Program
- Domestic Violence Prevention Education and Reporting Options:
Fort Drum Sexual Assault, Prevention and Response Program:
Soldier-based program with reporting options

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 placement of children with special needs

ARMY FAMILY TEAM BUILDING (AFTB): 315-772-6710

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 I ABC, 123, Army Life & Me
 - Level II Survival Skills
 - Level III Leadership Skills
 - Instructor Training

ARMY FAMILY ACTION PLAN (AFAP): 315-772-6710

Objective: To improve the standard of living for army spouses by identifying and acting on any issue received. All issues are reviewed. 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 VOLUNTEER CORPS COORDINATOR (AVCC): 315-772-2899

www.myarmyonesource.com

Objective: To recruit, screen and place volunteers in agencies on the Fort Drum installation. To maintain records of volunteers' 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)

ARMY EMERGENCY RELIEF: 315-772-6560

drum.armyemergencyre@conus.army.mil

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
 - Dependent children scholarship program
 - Stateside Spouse Scholarship assistance program

OUTREACH SERVICES: 315-772-5374

Objective: To improve the quality of life in Fort Drum 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.

- Events
 - Clothing Give away (April and November)
 - Community-wide garage sales
 - Military Spouse Appreciation

FINANCIAL READINESS PROGRAM: 315-772-0050

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

EMPLOYMENT READINESS PROGRAM: 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

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 USO type atmosphere providing 11 support services promoting the healing and well being of our WTs: mentally, physically and spiritually.

- Army Career and Alumni Program
 - Job search support
 - Resume/employment workshops
 - Job Fairs
- Army Wounded Warrior (AW2) Program
 - Advocate for wounded soldiers
 - Benefits Advisors
 - Military transition
 - Career and education guides
- Child and Youth Service Specialist

- Childcare and Youth Service Liaison
 - Resource Assistant
- Education Specialist
 - GOArmyEd enrollment Assistance
 - Montgomery GI Bill
 - Army civilian testing
 - Educational and Guidance Counseling
- Financial Counselor
 - Budget Development Assistance
 - Financial Crisis Counseling
 - Financial Counseling for the Future
- Human Resources/Military Benefits Specialist
 - Updating Records, SGLI, ID Cards and DEERS
 - Forwards Documents to the Soldiers OMPF
 - Processing DD214, Separation, and Retirement Orders
 - Answers all Human Resource Related Questions
- Information, Referral and Outreach Coordinator
 - In and Out Processing for New Soldiers and Families
 - Conducts Needs Assessments
 - Information Research as Requested
 - Provides Up to Date Information on Issues Affecting Soldiers and Families
- NCOIC
 - Liaison Between SFAC and WTU
 - Military Issues POC
 - Provides Support and Guidance to Soldiers
- Social Services Assistance
 - Assistance Finding Solutions to Life Problems
 - Stress Management and Marriage Counseling
 - Substance Abuse and Re-Adjustment Counseling
 - Assists with Issues Related to Social Welfare
- Traumatic Service Members' Group Life Insurance
 - Application Information and Assistance
 - Claims Guidance and Referral
 - Assists with CRSC Packets
- Veteran's Benefits Counseling
 - Assists in Preparation and Submission of Veteran's Compensation and Pension Claims
 - Reviews NARSUM and 199 for Accuracy
 - Referrals to Local Veteran's Services
- US Department of Labor
 - Career Counseling
 - Job Search Support
 - Resume and Employment Workshops
 - Job Fairs
- Additional Support
 - Defense Finance and Accounting - Assists with retirement and separation entitlement payments and provides pay related assistance.
 - Legal Services - Assistance with a wide range of legal matters.
 - Pastoral Services - Provides spiritual guidance, emergency assistance and coping activities