

# **FY22 OIP Inspector Guide**

## **1.01 - Ongoing Outreach and Communication**

a. Review operational/regulatory guidance regarding outreach initiatives for identifying and engaging customers

- Is outreach processes in writing (SOP, Policy, Memo, etc.)

b. Review schedule and marketing material of training/workshops/classes/activities

- Validate evidence of how training/workshops/classes/activities are disseminated (email, flyers, Facebook, Twitter, etc.)

c. Interview staff

Question #1:

How is your participation of events/meetings/town halls/training/workshops/classes/activities?

Question #2:

If participation is low, what is your "Get Well Plan" to increase participation?

Question #3:

What outreach processes have worked best for your command?

## **1.02 - Program designed to meets needs of customers**

a. Review description of available resources to accommodate the needs and abilities of customers.

- Validate evidence of processes used to design their Family readiness program (Unit needs assessment, Installation needs assessment, Town Hall questions, Facebook issue submission, etc.)

b. Interview commander

Question #1:

What has been your most effective process to glean the needs of those within your footprint?

Is there a pattern to any of the requested needs received from those in your footprint? (Is there a specific need(s) requested repeatedly?)

**1.03 - Referral Procedures** (examples: Family Advocacy, SHARP, CAO, Financial, legal, etc.)

- a. Review client assessment tool/instrument
  - Validate assessment process (how do they track referral requests)
- b. Review assessment tool procedures
  - Validate tools used (spreadsheet, database, Subject Matter Expert POC List, etc.)
- c. Interview staff and commander

Question#1:

What's the most commonly requested referrals?

Question #2:

Do you have a follow-up process in place to ensure support requested and received met the needs of the customer?

**1.04 - Spouse Employment/Education Support**

- a. Review Labor Market materials
  - Validate collaboration between unit and Civilian Personnel Office (CPO) and/or ACS to identify spouse employment opportunities (meets, emails, providing Facebook content, etc.)
- b. Review operational or regulatory guidance regarding Employment Assistance service delivery
  - Validate inclusion of spouse employment opportunities (Town Halls, meetings, email bursts, Facebook, twitter, teleconference, resume support through ACS, etc.)
- c. Review last two quarter of job list to community
  - Validate dissemination of employment opportunities (email burst, postings, flyers, Facebook, Town Hall minutes, etc.).

**Note:** If CPO doesn't have spouse employment information to share, they must provide an email or memo explaining circumstances.

**1.05 - Non-Medical Individual and Family Services** (Examples: Resiliency training, Stress Management, Army Family Team Building (AFTB), Child and Youth Services (CYS) Classes, Legal-will writing, etc.)

- a. Review procedures for initial contact

- Validate process for those who require non-medical/Family Counseling (step 1 through X, Subject Matter Expert POC List)

b. Review information provided to customers

- Validate dissemination of process and support to those within the unit's footprint, i.e., how do people know where to go to request support.

c. Review relevant staff

Question#1:

What's the most commonly requested referral?

Question #2:

Do you have a follow-up process in place to ensure support requested and received met the needs of the customer?

### **1.06 - Volunteer Coordination**

a. Review operational or regulatory guidance governing recruitment efforts

- Validate appropriate personnel has completed the Volunteer management Information System (VMIS) training and has an active VMIS account

b. Review procedures for responding to inquiries from prospective volunteers

- Validate process for individuals interested in volunteering (step 1 through X) Is there a number to call, email to submit questions, a submission area on Facebook page, etc.)

c. Review sample of marketing, outreach and recruitment strategies and training materials

- Validate recruitment announcements for volunteers (email bursts, flyers, Facebook/homepage, Town hall announcements, etc.)

### **1.07 - Army Family Action Plan (AFAP)**

Review SOP on installation issue management processes ensure it includes:

a. Issue submission process

- Validate unit has a copy of the AFAP Issue Submission Process for ACOMs

b. Management Feedback to the community of resolution results

- Validate dissemination processes of active, submitted and responses to issues

### **1.08 - Funding**

a. Interview commander

- Validate any unique funding requirements

b. Observe financial records keeping system (Provided spreadsheets, GFEB, spending Plan etc.).

- Validate spend plan, funding requirements, Family Readiness Representative training/travel expenses are documented

c. Provide evidence that funds are executed per DOD, and/or components higher headquarters guidance.

- Validate training/programming spend plan/budget is executed appropriately

d. Review funding guidance/SOPs

### **1.09 - Command SFRG Family Readiness Representative and Fund Custodian**

a. Validate SFRG Family Readiness representative and Fund Custodians are on appointment orders.

- Validate current appointment orders.

### **1.10 - Training**

a. Validate completed training required by Commander

- Validate evidence of training required by commander
- Validate completion of commander required training

### **1.11 – Social Media/Virtual Platform**

a. Validate all Family Readiness content posted on all social media sites/virtual platforms are approved by local policy guidance (commander, legal, OPSEC, PAO, etc.).

- Review and validate local policy on social media site and content approval is followed
- Validate social media site(s) are updated and content is current

### **1.12 - Program Collaboration**

a. Validate staff is collaborating (emails, events with other ACOMs, HQ MEDCOM, and internal/external POCs) to promote resilience and provide appropriate support to Soldiers, DA Civilians and their Families.

- Validate continual collaboration and sharing of information and support with outside commands, agencies, and Subject matter Experts (SMEs) (Examples: sharing of programming updates/information via email, guest speaker/SME briefings, bringing together BOSS and other programs to be a part of a Family Readiness events, relationships with online agencies such as Military OneSource/Sesame Street Workshop, etc.)

### **1.13 – Reporting Requirement**

a. Validate completed reports for the past two quarters.

- Validate SharePoint site access

- Validate completion of Commander's Quarterly Report for the past two quarters.

### **1.14 – Security of Information**

a. Verify compliance of security procedures.

- Review and validate security procedures for phone trees, rosters and any additional Family readiness documents that may include PII is in compliance.

### **1.15 – Personal Affairs Readiness (Family Care Plans)**

a. Inspectors will NOT be physically looking at the Family Care Plans. Inspectors will validate that if an FCP is warranted, the Soldier has been referred to the appropriate POC to participate in FCP counseling and receive assistance in developing their FCP.

Question#1: How many of your Soldiers require a Family Care Plan?

Question #2: Are all Family Care Plans completed (meaning updated and signed)?

Question #3: What are the circumstances keeping a Family Care Plan from completion?