



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY MEDICAL COMMAND
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MCHR-FP

04 SEP 2019

MEMORANDUM FOR

Commanders, MEDCOM Major Subordinate Commands
Deputy Chiefs of Staff, OTSG/MEDCOM OneStaff
Directors, OTSG/MEDCOM OneStaff

SUBJECT: Official Communications in Support of the Total Army Family Program (TAFP) Policy

1. References:

- a. DODI 1342.22, Military Family Readiness, 3 July 2012, as amended.
- b. AR 600-20, Army Command Policy, 6 November 2014.
- c. AR 608-1, Army Community Service, Appendix J, Army Family Readiness Group Operations, revision, dated 22 December 2016.
- d. Memorandum, Secretary of the Army and Chief of Staff, 1 April 2013, subject: Extending Benefits to Same Sex Spouses of Soldiers.

2. Purpose: This policy prescribes the commander's responsibilities for establishing their Official Communications Plan in support of Family Readiness.

3. Background: The Army places significant value on military and personal Readiness. Family Readiness is nested within The Surgeon General's priority #4: Take care of our Ourselves, our Soldiers for Life, DA Civilians and Families (Sustaining Operation): Our Forces, Soldiers for Life, Service Colleagues, DA Civilians and Service Member Families are our strength and we will continue to take care of them. We must treat each other with dignity and respect. Additionally, GEN Mark A. Milley, the 39th Chief of Staff, U.S. Army, states: "Readiness is today the Army's No. 1 priority. About 2.7 million Soldiers have deployed to Iraq and Afghanistan over the last 15 years and for each one of those Soldiers, their first concern, actually, was not the Taliban or al Qaeda, their first concern was always, in every case, their Family."

4. Applicability: This policy applies to all MEDCOM commands.

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5. Policy: Family Readiness is a commander's responsibility. 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. Additionally, it strengthens the direct link between Family and Operational Readiness. This policy provides commanders, at all levels, regulatory/DoDI guidance and authorities pertaining to the development of their official Communications Plan in support of Family Readiness. Keeping our Soldiers, Civilians and Families informed of available services and programs and how to access and use them is vital to our success. Accordingly, we must have a communication strategy that delivers accurate, timely, and responsive information to Soldiers, Civilians and their Families.

6. Command authorities may contact Family Members, with or without the sponsor's consent, when relaying official information directly related to Family Readiness. 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.

7. Commanders and other designated command members can personally communicate with Families. Commanders can also leverage their Total Army Family Program (TAFP) resources such as the Family Readiness Group (FRG) Leaders, Family Readiness Support Assistants (FRSAs), Family Readiness Liaisons (FRLs) and Civilian TAFP POCs. These personnel, formally appointed by the commander, serve as the commander's primary advisor to ensure Families have the information necessary to meet the challenges of military life.

8. 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.

9. Commanders must protect PII at all times. Personal information obtained or maintained through official sources is for official purposes only. Unofficial information such as commercial venues, 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

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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 receive financial counseling through Army Community Service (ACS).

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

11. The MEDCOM POC is Ms. Patricia Centeno, Chief, Family Programs, (210) 808-2839 or email: patricia.a.centeno.civ@mail.mil.

FOR THE COMMANDER:


RICHARD R. BEAUCHEMIN
Chief of Staff