

# ARMY COMMUNITY SERVICE (ACS) ACCREDITATION CHECKLIST

For use of this form, see AR 608-1; the proponent agency is ACSIM.

(NOTE: Pre-site materials are annotated with an asterisk \*)

## 10000 STRUCTURE

### 11000 CRITERIA FOR CENTER (PARA 1-6, AR 608-1)

**11000.1 The ACS center has a staff in accordance with United States Army Manpower and Analysis Agency (USAMAA) staffing formula. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- \*Review TDA/appointment orders (if under 500 military personnel), job description and USAMAA staffing formula.
- Determine if ACS meets 90% of USAMAA staffing formula.
- Determine if ACS director and program managers perform job 80% of the time.
- Interview ACS director.

**11000.2 An AFAP/AFTB program manager has been designated to manage these programs. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- \*Review job description or statement of work.
- Interview program manager.
- Ensure AFTB program manager has attended, or is scheduled to attend, the AFTB Program Manager's Course within one year.

**11000.3 The ACS center has a volunteer management program. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- ACS has a volunteer manager and volunteer corps.
- AFTB has a designated volunteer serving as the volunteer AFTB program manager.
- Review volunteer AFTB program manager job description (includes detailed AFTB program manager responsibilities).
- Interview volunteer AFTB program manager.
- Verify volunteer AFTB program manager has attended the AFTB program manager course or is scheduled to attend within one year.
- Verify volunteer AFTB program manager is a Master Trainer or is scheduled to attend a Master Training Course within one year.
- Review roster of active ACS volunteers that includes the following information: name, telephone number, volunteer position and identification of minors.
- \*Review appropriate volunteer standing operating procedure (SOP) that addresses volunteer operations.

### 12000 SERVICE DELIVERY MODEL (PARA 1-9, AR 608-1)

**12000.1 A centralized intake is established to conduct initial interviews, assess individual and family needs, provide information and make referrals within the center and to external agencies. CAT 1 (DODD 1342.17)**

- \*Ensure the appropriate SOP addresses assessment of individual and family needs, provision of information and referrals.
- Review reception sign-in sheets or alternative sign-in process.
- Determine if case records are established IAW AR 608-1 and AR 25-400-2 and reflect assessment of individual and/or family needs, provision of information and referrals.

**12000.2 A client tracking system is used to deliver services and help plan for the needs of the installation. CAT 2 (5 points)**

- Review the ACS client tracking system. (3 points)
- \*Ensure the appropriate SOP addresses client tracking system. (2 points)

**12000.3 ACS has an information and referral resource file. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Ensure the resource file contains the following components:
  - An alphabetical index of all public, private and voluntary agencies and organizations with a reference to more detailed information contained in each provider's file.
  - An alphabetical index of service headings with cross references.
  - Detailed information about agencies and organizations and services they provide.
- Ensure service provider's file contains the information as stated in Appendix E, AR 608-1.
- \*Ensure the appropriate SOP addresses annual update of resource file and interim information changes.

**12000.4 Center based services are supplemented with outreach to families identified as needing outreach services. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Review needs assessment data.
- Review program activities to document services to identified families.

**12000.5 An active Unit Service Coordinator (USC) Program has been established to provide the support units need. CAT 2 (5 points)**

- Review list of assigned USCs. (1 point)
- Review monthly report of USC activities. (2 points)
- Validate completion of unit needs assessment and follow on action plan. (2 points)

**20000 OVERSIGHT**

**21000 ANNUAL REVIEW (PARA 2-12, AR 608-1)**

**21000.1 An annual review is conducted by the ACS director per paragraph 2-12, AR 608-1. A copy of the completed DA Form 7419 is provided to the appropriate installation management control office and IMCOM Region. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- Review DA Form 7419 (ACS Accreditation Checklist) for those standards stated in paragraph 2-12, AR 608-1.
- Ensure installation management control office and IMCOM Region have a copy of the latest DA Form 7419 on file.

Review findings, recommendations and corrective actions.

**21000.2 ACS conducts ACS Referrer Survey as part of ISR III. CAT 1 (Federal Manager's Financial Integrity Act)**

Verify survey is completed by 4th Qtr of each fiscal year.

Review examples of survey and responses received.

Review current Installation Status Report III data to validate ACS achieved an overall score of at least 4.0 on the ACS Referrer Survey.

**22000 STRATEGIC PLANNING (PARA 2-13, AR 608-1)**

**22000.1 ACS conducts a specialized needs assessment using a variety of methods to identify local demographics, target risk populations and determine service emphasis. CAT 1 (DODI 1342.22)**

Review surveys, customer feedback forms, training evaluations, minutes from customer focus groups and service request forms.

**22000.2 Strategic planning session is convened at least annually with all ACS personnel to review and update five-year plan for ACS services and resources. Needs assessments data is included in the strategic planning process. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

Review minutes to determine attendance at the annual meeting and if ACS five-year plan and needs assessment summary data are updated.

Review five-year strategic plan.

Determine if ACS Strategic Plan is integrated into the Garrison Strategic Plan.

**23000 RECORD KEEPING (PARAS 2-14 - 2-15, AR 608-1)**

**23000.1 All client data gathered is safeguarded per AR 340-21. CAT 1 (Federal Managers' Financial Integrity Act)**

\*Ensure appropriate SOP addresses security procedures.

Conduct onsite inspection.

**23000.2 Case records are established per AR 25-400-2. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

Review case records to determine compliance with AR 25-400-2.

**23000.3 DA Forms 5897 (ACS Client Case Record) and 5900 (ACS Group Sessions Log) are used to document client contacts. CAT 2 (5 points)**

- Review client contact logs. (2 points)
- Review case records. (3 points)

**23000.4 A personnel folder has been established for all paid staff. CAT 2 (5 points)**

- Ensure paid staff personnel files include, at a minimum, the individual development plan, performance standards, position description, awards and latest personnel action. (5 points)

**24000 REPORTING (PARA 2-17, AR 608-1)**

**24000.1 The DA Form 3063 (ACS Management Report), DA Form 7255 (AFAP Report) and DA Form 7497 (AFTB Report) are updated. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- \*Review DA Form 3063 for completeness and monthly update.
- \*Review DA Form 7255 and DA Form 7497 for completeness and quarterly update.

**30000 MANAGEMENT**

**31000 FUNDING (PARAS 3-1 - 3-2, AR 608-1)**

**31000.1 ACS director prepares and tracks annual ACS budget and spending plans, POM submissions, shortfalls and unfunded requirements. The OSD funds are tracked as separate line items on all installation and ACS budget and spending plans. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- Review budget submission document.
- Review spreadsheets for execution of dollars.

**31000.2 OSD relocation and family advocacy funds are executed per DIMCOM guidance. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- Review interagency fiscal records.
- Ensure DA Form 3063 accurately reflects that funds are executed according to budget guidance.
- Interview installation comptroller DMWR budget person.

**31000.3 Strategic planning is the basis for long-range ACS budget plans and current execution. CAT 2 (5 points)**

- Determine if the ACS strategic plan is integrated into the garrison strategic plan. (2 points)
- Ensure ACS has a five-year budget plan. (2 points)

- Ensure spreadsheets reflect current execution. (1 point)

**31000.4 ACS director follows proper procurement practices. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- \*Ensure appropriate SOP addresses procurement procedures.
- Review procurement actions.

**32000 PERSONNEL (PARA 3-5, AR 608-1)**

**32000.1 Performance expectations are clearly established and documented for military and civilian staff. Feedback is given throughout the year. CAT 2 (5 points)**

- Review roster of paid staff. (1 point)
- Review position descriptions. (2 points)
- Interview paid staff. (2 points)

**33000 TRAINING (PARAS 3-6 - 3-7, AR 608-1)**

**33000.1 ACS paid staff are provided on the job training, in-service training and the opportunity to attend appropriate military and civilian professional conferences. CAT 2 (5 points)**

- Review roster of paid staff. (1 point)
- Review paid staff training records. (1 point)
- Validate that ACS director has attended the ACS Management Course within the past 5 years or is scheduled to attend. (3 points)

**33000.2 ACS paid staff receives orientation training to include MWR Orientation Course online within 45 days of employment. CAT 1 (DODI 1342.22)**

- Review roster of paid staff.
- Review staff training records.

**34000 PHYSICAL PROPERTY (PARAS 3-8 - 3-9, AR 608-1)**

**34000.1 A procedure is in place that controls inventory of physical property such as, but not limited to furnishings, copy machines, fax machines, audiovisual equipment, telephone systems and so forth as required by the installation. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- Review system of property accountability.
- Review hand receipts.

**34000.2 ACS has the following physical property onsite to support services and administrative processes such as, but not limited to: CAT 2 (5 points)**

- Sufficient telephone lines with appropriate access to Defense Service Network for incoming and outgoing calls.
- Internet accessibility for all staff/clients.
- Audiovisual equipment.
- Automated data processing equipment.
- Locking file cabinets for Privacy Act materials and filing cabinets for administrative materials.
- Adequate automation equipment for all programs/program managers.

Review inventory of physical property. (3 points)

Review hand receipts. (2 points)

**34000.3 The condition of the ACS facility is assessed annually (see para 10, Section III, AR 210-14 (The Army Installation Status Report (ISR) Program)). CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

Review ISR Standards Booklet 52 for Facility Group F74033-Community Service Center.

Verify that completed Community Facility Worksheet Checklist (Facility Condition Assessment) is on file . (see para 14, Section IV, AR 210-14 for retention of assessment).

Verify completed Facility Condition Assessment is signed by reporting ISR commander or director.

**34000.4 ACS ISR facility rating status meets the capability to support required missions. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

Verify that facility deficiencies are annotated on appropriate facility repair documents.

Verify that appropriate repair documents for facility deficiencies are included in DPW work cycle for correction.

Validate that facility repair documents are on file in both ACS and DPW.

**34000.5 ACS uses DoD Unified Facility Criteria: Family Services Centers (UFC 4-730-01) for evaluating, planning, designing and utilizing program space. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

Verify copy of UFC 4-730-01 is on file.

Verify spacing is provided for programs as shown in Table 1-1 and Table1- 2 of UFC.

Validate office spacing (traditional setting) allows for client privacy and intimate counseling functions.

**34000.6 ACS center is accessible to individuals with disabilities. CAT 1 (Architectural Barriers Act and Americans with Disabilities Act)**

- Determine compliance using Uniform Federal Accessibility Standards Checklist and Americans with Disabilities Act Accessibility Guidelines Checklist.
- Ensure work orders are completed. Review tracking log for completion of work orders.

**35000 MARKETING (PARAS 3-10 - 3-11, AR 608-1)**

**35000.1 ACS informs the community about its services to increase user awareness. Information is widely distributed on how individuals with disabilities can access services. CAT 2 (5 points)**

- Determine if signs are used to identify location of ACS. (1 point)
- Determine if ACS is included on post maps and in telephone directories. (1 point)
- Determine if ACS emblem is permanently displayed outside the ACS center. (1 point)
- Review media information about ACS. (1 point)
- Determine if ACS services are listed on the installation web site. (1 point)

**35000.2 ACS has a marketing plan that incorporates strategic planning goals and needs assessments data and covers each service provided by the center. CAT 2 (5 points)**

- \*Review ACS and MWR marketing plans. (2 points)
- \*Review needs assessment summary report. (1 point)
- \*Review strategic five-year plan. (1 point)
- \*Review CTS usage data to determine impact of marketing plan taking into consideration current environment. (e.g., deployment cycles). (1 point)

**40000 SERVICES**

**41000 DEPLOYMENT OR MOBILIZATION & STABILITY & SUPPORT OPERATIONS (SSOs) READINESS (PARAS 4-2 - 4-10, AR 608-1)**

**41000.1 A family assistance plan has been developed to address all phases of deployment, mobilization and SSOs. The plan has been incorporated into overall installation contingency plans. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- \*Ensure the Family Assistance Appendix addresses the type of services to be offered at all phases of deployment, mobilization and SSOs; ACS and other agency roles and responsibilities; resource requirements (both manpower and dollars); MOBTDA; and requirements to accommodate projected program needs (facilities, equipment and communications support); and installation response to acts of terror.
- Interview DMWR and Director, Plans, Training, Mobilization and Safety.

**41000.2 ACS provides pre-deployment or mobilization and SSOs assistance IAW para 4-3, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Review pre-deployment lesson plan/briefing.
- Review training schedules, group session logs and evaluation forms.

- Review Soldier Readiness Processing SOP, sign in sheets or attendance rosters, completed family assistance information sheets and correspondence.

**41000.3 ACS is capable of providing deployment or mobilization and SSOs assistance when required IAW para 4-4, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- \*Ensure the family assistance center SOP outlines resource/program management responsibilities; facility layout; administrative procedures; reporting procedures; crisis response; and procedures for establishing and providing services.
- Review documentation of statistical reporting or ability to capture statistical data.
- Conduct walk thru of designated family assistance center to determine adequacy of facility.
- Review after action reports or other reports.

**41000.4 Post-deployment or mobilization and SSOs assistance includes briefings, workgroups to deal with family reunification problems and command after action reports IAW para 4-5, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Review lesson plans and briefing schedules.
- Review group sessions log to document attendance.
- Review after action reports.

**41000.5 Unit rear detachments receive training on family assistance and community resources available during deployment, mobilization and SSOs. Rear detachment commanders receive assistance in coordinating services for family members in their units. CAT 2 (5 points)**

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review group session logs. (1 point)

**41000.6 ACS assists commanders in training family readiness groups IAW para 4-7, AR 608-1 and para 5-10, AR 600-20. CAT 2 (5 points)**

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review group session logs. (1 point)



**41000.7 Appropriate materials are used to support unit commanders in preparing Soldiers, civilian employees and their families for military operations. Materials may include, but are not limited to Operation R.E.A.D.Y materials, AFTB materials, locally generated materials and materials provided through commercial resources. CAT 2 (5 points)**

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review group session logs. (1 point)

**41000.8 In overseas areas, NEO support consists of assistance in conducting family readiness NEO briefings, processing families for deployment and coordinating support for families with gaining safe haven areas in accordance with the local NEO plan and ANNEX H to Joint Plan for DOD Noncombatant Repatriation. CAT 2 (5 points)**

- Review NEO plan. (2 points)
- Review briefing schedules. (1 point)
- Review group sessions log. (1 point)
- Review case records. (1 point)

**41000.9 Family members in safe haven status who have been evacuated or forced early return from an overseas area receive assistance as needed. CAT 1 (Executive Order 12656)**

- Review case records consisting of communication with family members and their sponsors and copies of other information sent to family members.
- Review status report.
- Review notification records, i.e., DA message or e-mail.
- Review lessons learned/after action reports.

**42000 SOLDIER AND FAMILY READINESS (PARAS 4-11 - 4-17, AR 608-1)**

Family Advocacy Program	See DA FORM 7419-1
Exceptional Family Member Program	See DA FORM 7419-2
Army Family Action Plan Program	See DA FORM 7419-3
Army Family Team Building Program	See DA FORM 7419-4
Transitional Compensation for Abused Dependents	

**42000.1 When the Soldier is separated from active duty as a result of a dependent-abuse offense, assist the family members to apply for transitional compensation benefits and other support services as appropriate. CAT 1 (DODI 1342.24)**

- \*Review installation SOP or MOA/MOU for evidence of coordination of services between ACS/FAP and SJA/Victim-Witness Liaisons.
- Review applicant files for compliance, as appropriate.
- Review the FAP Prevention Plan for the community to ensure that transitional compensation is included.
- \*Review FAP Training Plan curriculum for installation and unit commanders to ensure that transitional compensation is addressed.

**43000 RELOCATION READINESS SERVICES (PARAS 4-19 - 4-30, AR 608-1)**

**43000.1 An Installation Relocation Assistance Plan has been developed. The plan includes the function of each installation agency in providing relocation assistance. It addresses training requirements for all relocation service providers and includes an evaluation plan to ensure that relocation assistance is accessible, effective, and responsive to the needs of the Army. It addresses the establishment and operation of the Relocation Assistance Coordinating Committee (RACC) or its equivalent. CAT 1 (Section 1056, title 10, United States Code)**

- Review installation relocation plan and annual update.
- Review RACC minutes to validate:
  - Biannual meetings (at a minimum).
  - Required membership.
  - Appointment orders.
  - Signing of minutes by the garrison commander.

**43000.2 Relocation counseling is provided to inbound and outbound transferees with primary focus on pre-departure counseling and relocation planning per paragraph 4-20, AR 608-1. CAT 1 (DODD 1342.17)**

- Review case records to ensure individual counseling includes:
  - Client assessments.
  - Provision of information on the destination area.
  - Provision of referral, follow-up and advocacy.

**43000.3 Accurate and current pre-arrival information on the installation and surrounding area are provided through SITES and installation home page. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)**

- Review SITES file for currency and adherence to DOD guidance.
- Review installation home page for currency.

**43000.4 Soldiers departing installations for OCONUS assignment receive an overseas orientation within 30 days of EDAS or RFO date. Briefings are conducted for specific audiences (for example, first time overseas), when possible. Staff from relocation related activities (for example, housing) participate in the orientation sessions when needed. Soldiers going on unaccompanied tours are asked to provide their family's stateside address on a voluntary basis with a proper Privacy Act notice to meet requirements of paragraph 4-22, AR 608-1. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)**

- Review list of departing Soldiers (OCONUS) to validate:
  - Attendance at briefings.
  - Provision of family's stateside address when Soldier is going on an unaccompanied tour.
- Review lesson plans and group session logs to document attendance.

**43000.5 Reentry workshops are provided for transferees returning from overseas to the United States. These workshops address the logistical, financial and psychological adjustment that must often be made when returning from an overseas tour. CAT 2 (5 points)**

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review group session logs to document attendance. (1 point)

**43000.6 Installation-wide newcomer orientations are provided and include information on the community and cultural adaptation and area tours as required. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)**

- Review training agendas.
- Review schedules.
- Review group sessions logs to document attendance.

**43000.7 A lending closet is administered to provide basic housekeeping items for temporary loan to incoming and outgoing families. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program and DODD 1342.17)**

- Review inventory list.
- Review SOP for operational and accountability procedures.
- Conduct visual inspection.

**43000.8 Families with foreign-born spouses with identified needs receive support and assistance to include a comprehensive, multilevel language program, cross-cultural training and cultural mediation services. CAT 1 (DODD 1342.17 and DODI 1338.19)**

- Review needs assessment.
- Review training schedules.
- Review group session logs to document attendance.

**43000.9 Support services are provided to families residing on-post or in the surrounding community who are living separately from the military sponsor due to mission requirements. CAT 1 (DODD 1342.17)**

- Review needs assessment.
- Determine if efforts are made to identify and contact families.
- Determine if support groups are organized.
- Determine if families are identified who are departing the installation for a stateside location while the sponsor serves an unaccompanied tour. See paragraph 43000.4.

**43000.10 Sponsorship support consists of training unit sponsorship trainers or designated sponsors upon unit requests and youth sponsors and providing SITES web address or file upon request for sponsor to send before transferee's arrival. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Review lesson plans.
- Review training schedules.
- Review group session logs to document.
- Review SOP for sponsorship support.

**43000.11 The ACS Relocation Readiness Service shows an increasing percentage of Soldiers newly assigned used SITES. CAT 2 (5 points)**

**44000 EMPLOYMENT READINESS (PARAS 4-31 - 4-36, AR 608-1)**

**44000.1 ACS provides comprehensive, accurate, easily accessible and up-to-date information on available employment opportunities, education and volunteer resources and support services which help customers make informed decisions on seeking employment. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Ensure center has information addressing employment either in a data base or paper file.
- Ensure center has educational resources.
- Ensure center optimizes job seeker's search of job with resources such as computer, printer, up to date information on job seeking subjects, i.e., resumes, cover letters, interview skills, etc.

**44000.2 ACS conducts or sponsors classes, programs, workshops, seminars or individual sessions to empower job seekers for effective job searches. These include job search skills, job skills and job search training. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Review marketing materials: flyers, training schedules and registration forms.
- Review training materials: program outline, power point briefing slides and evaluation forms.
- Review contracts/memorandum of agreement (if applicable) with program outline, briefing charts and evaluation forms.
- Review CTS usage data to verify services provided to junior enlisted spouses.
- Review CTS usage data to verify services provided to teens.

**44000.3 ACS provides individual and group counseling to assess job skills and develop and implement career goals. CAT 1 (DODD 1342.17 and DODI 1342.22)**

- Review case records.
- Review list of individuals counseled.
- Review group counseling list of attendees and class outline.

**44000.4 ACS contacts employers, develops employment opportunities and maintains a private sector job bank. CAT 1 (Section 1784, title 10, United States Code)**

- Review correspondence to potential employers.
- Review agendas and minutes from meetings.
- Review employer files or web sites.
- Verify ACS participates and/or conducts job fairs.

**44000.5 The Employment Readiness Service is reaching at least 30 percent of junior enlisted spouses. CAT 2 (5 points)**

**45000 FINANCIAL READINESS (PARAS 4-38 - 4-46, AR 608-1)**

**45000.1 Classes are provided in personal financial management readiness and consumer affairs to Soldiers and family members in the following areas: banking and credit union services, budget development and record keeping, debt liquidation, credit, consumer rights and obligations, insurance and personal financial readiness. CAT 1 (DODD 1344.9)**

- Review Financial Readiness SOP.
- Review list of classes provided.
- Review training lesson plans.
- Review class schedules.
- Review group session logs to document participation.

**45000.2 Refresher classes are offered for personnel who have abused and misused check-cashing privileges. CAT 1 (DODD 1344.9)**

- Review lesson plans.
- Review training schedule.
- Review group session logs to document participation.

**45000.3 Financial planning classes and counseling are conducted for all junior enlisted Soldiers (E-4 and below) scheduled for initial PCS move. CAT 1 (DODI 1338.19)**

- Obtain roster of junior enlisted Soldiers scheduled for initial PCS move from local personnel service battalion (PSB).
- Review lesson plans.

- Review training schedule.
- Review group session logs to document participation.
- Compare group session logs with PSB roster to determine if all junior enlisted Soldiers have received financial planning classes and counseling prior to initial PCS move.

**45000.4 Support is provided to unit commanders in establishing personal financial management readiness training for first term/initial term Soldiers. CAT 1 (DODI 1342.22)**

- Check PSB, ITC and MPD rosters of first term/initial term Soldiers.
- Compare lesson plans, group session logs, PSB, ITC and MPD rosters and training schedule to ensure that eight hours of training is provided.
- Review CTS usage data by rank to ensure participation.

**45000.5 Financial counseling services are provided for Soldiers and family members in areas such as budget development and financial planning, developing a spending plan, managing personal finances and evaluating assets and liabilities. CAT 1 (DODI 1342.22)**

- Review case records to determine provision of financial counseling services.

**45000.6 Pre-screening and counseling are provided for the Family Subsistence Supplemental Assistance (FSSA) program. CAT 1 (Section 402A, title 37, United States Code)**

- Review case records to determine provision of FSSA pre-screening and counseling.

**45000.7 Debt liquidation assistance is provided to Soldiers and family members with problems of financial indebtedness. CAT 1 (DODI 1342.22)**

- If debt liquidation is provided through ACS, review case records and CTS for (1) Documentation of initial assessment, referrals, follow-up and that client's debts are liquidated and (2) Evidence that the Soldier was provided with a detailed plan to handle the debt liquidation.
- Review letters to creditors and repayment plans and memorandums to commanders for command referred cases.
- When standard 45000.7 is met through civilian community agency, review memorandum of agreement or understanding to determine if services meet criteria contained in AR 608-1.
- Review case records documenting initial assessment, referral to civilian agency and follow-up.

**45000.8 Consumer advocacy is provided through information to help Soldiers and families make educated decisions and feedback to commanders on consumer issues. CAT 1 (DODI 1342.22)**

- Review published consumer information, (e.g. newspaper articles and brochures).

- Review letters to businesses and Better Business Bureau on behalf of military consumers.
- Review memorandums for record documenting meetings with Better Business Bureau, Armed Services Disciplinary Board, local consumer affairs offices and groups of Soldiers.

**45000.9 Soldiers and family members are assisted in handling consumer complaints. CAT 1 (DODD 5030.56)**

- Review case records.
- Review completed DA Forms 5184 (Consumer Complaint).
- Determine how publication occurs for agencies and businesses that employ unfair business practices.

**45000.10 Emergency assistance is provided to Soldiers and families in the form of loans, grants and food vouchers. CAT 1 (Federal Managers' Financial Integrity Act of 1982)**

- Review case records.
- Review MOUs if this service is provided by agencies other than ACS.
- Review AER SOP, cases and audit to ensure compliance with AR 930-4.
- Review financial readiness SOP for emergency assistance.

**45000.11 The installation financial readiness program manager meets the following minimum qualifications. CAT 1 (DODI 1342.27)**

- Possesses a baccalaureate degree from an accredited college or a combination of education and experience, which equips him or her to serve as a personal financial management counselor and maintains national certification as an Accredited Financial Counselor (AFC).
- Completes 30 hours of continuing education on personal financial management every two years (per Association for Financial Counseling and Planning Education) and maintains professional certification.
- Review installation financial readiness program manager personnel record for the minimum qualifications.

**45000.12 The installation overall average gain in first term/initial term personal financial management readiness training is at least 25 percent over previous year. CAT 2 (5 points)**

**50000 VOLUNTEERS (PARAS 5-1 - 5-21, AR 608-1)**

**NOTE: STANDARDS 50000.1 - 50000.18 PERTAIN TO ALL STATUTORY VOLUNTEERS. THESE STANDARDS COUNT TOWARDS ACS ACCREDITATION SCORE ONLY WHEN APPLIED TO VOLUNTEERS WITHIN ACS.**

**50000.1 Legal counsel reviews provision of voluntary services from host-nation and third country citizens at overseas locations prior to acceptance. CAT 1 (DODI 1100.21)**

- \*Review legal documentation.

Interview ACS director.

**50000.2 Volunteers are not holding policy-making positions, supervising paid employees or military personnel or performing inherently governmental functions such as determining entitlements to benefits, authorizing expenditures of Government funds or deciding rights and responsibilities of any party under Government requirements. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.21)**

Review volunteer position descriptions to determine the duties and responsibilities of the volunteer.

Interview ACS director.

**50000.3 Any one performing work that is contained in the statement of work of a service contract is paid the minimum wages provided for under the Service Contract Act (SCA) (or status of forces agreement, supplemental agreements or other laws applicable overseas). A person providing services under such a scenario is not a Government volunteer and is not covered by 10 USC Section 1588. CAT 1 (Section 1588, title 10, United States Code and SCA)**

\*Review statement of work to ensure there is no provision for unpaid services to the contractor.

Review the volunteer's position description and the statement of work to ensure the volunteer is not performing any of the contractor's duties.

\*Review appropriate SOP for compliance with SCA.

**50000.4 Volunteers assist the workforce by performing an apportionment of a required function, but do not substitute totally or permanently for unfilled positions, replace paid employees or are used in lieu of obtaining contracted services for which funding has been provided. CAT 1 (Public Law 105-19 and DODI 1100.21)**

Compare volunteer position description with paid employee position descriptions to verify that no volunteer performs all the duties of a filled or vacant paid position.

**50000.5 Volunteers are not performing duties that render them unusually susceptible to injury or to causing injury to others. CAT 1 (Public Law 105-19 and DODI 1100.21)**

Review volunteer position description to determine that the position poses no obvious risk to the volunteer.

Observe volunteers performing their duties to determine there is no risk to the volunteer.

Interview volunteers to verify there is no risk to the volunteer.

\*Ensure appropriate SOP includes safety of volunteers.

Review orientation agenda/slides/lesson plans for volunteer safety awareness.

**50000.6 Volunteers are supervised by a paid employee (Civil Service or nonappropriated fund employee), a military member or another volunteer who is so supervised. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.21)**

Review volunteer position descriptions to determine line of supervision.



Interview volunteers to verify proper line of supervision.

**50000.7 The use of volunteers does not violate DODI 1100.21 concerning undue influence. CAT 1 (DODI 1100.21)**

Ensure volunteer management training/orientation addresses the issue of undue influence.

**50000.8 Volunteers who work with children and youth have a background check in accordance with DODI 1402.5, AR 608-10 and AR 608-18. CAT 1 (DODI 1402.5 and DODI 1100.21)**

Interview ACS director.

Check volunteer position descriptions to determine if the duties of the volunteer require contact with children. If the duties require contact with children, check position description to determine if line of sight supervision is required. If line of sight supervision is not required, review personnel records for evidence that background checks have been completed.

\*Review appropriate SOP for compliance with DA written procedures.

**50000.9 When required, volunteers are licensed, privileged, appropriately credentialed or otherwise qualified under applicable law, regulations or policy to provide the voluntary services involved. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.21)**

Interview ACS director.

Review position descriptions to determine if any volunteer positions require credentialing.

Review volunteer personnel file for appropriate credentialing documents.

**50000.10 Appropriated fund volunteers with access to privacy protected records comply with AR 340-21. CAT 1 (Section 1588, title 10, United States Code)**

\*Ensure appropriate SOP on safeguarding of client data addresses volunteer access to privacy protected records.

**50000.11 All volunteers and accepting officials for appropriated and nonappropriated fund activities have signed DD Form 2793. A copy of the signed DD Form 2793 is given to the volunteer prior to commencing voluntary services. DA Form 5671 (Parental Permission) is signed when accepting voluntary services from unmarried family members under age 18 before commencement of work. CAT 1 (Section 1588, (b)(2)(A), title 10, United States Code)**

Review statutory volunteer personnel record to verify that:

– Each volunteer and accepting official signed DD Form 2793 prior to first tour of duty.

– A parent/guardian has completed and signed a DA Form 5671 for all unmarried volunteers under the age of eighteen prior to first tour of duty.

**50000.12 A written position description is maintained for each volunteer. CAT 1 (Public Law 105-19, Section 1588, title 10 United States Code, and Volunteer Protection Act of 1997 and DODI 1100.21)**

- Review volunteer position descriptions to determine the following:
  - Position descriptions specifically mention whether or not regular use of a motor vehicle, private or Government owned or leased, is required; and, if required, the specific duties that will be performed.
  - Position descriptions contain a prohibition against using a vehicle not specifically authorized.
  - Position descriptions contain the position title, first line supervisor, second line supervisor (if applicable), description of duties, time required, qualifications of the job, training required and provided by the program accepting voluntary services and evaluation and feedback by the supervisor.

**50000.13 Each volunteer maintains a record of hours worked on Volunteer Management Information System (VMIS). CAT 1 (10 USC 1588 (d)(4)(A) and DODI 1100.21)**

- Review VMIS printout of DA Form 4713 for compliance.

**50000.14 All organizations using statutory volunteers document the volunteer hours worked, jobs performed, training (technical skills, on-the-job and continuing in-service) and recognition received on DA Form 4162 (Volunteer Service Record). CAT 1 (DODI 1100.21)**

- Review completed DA Forms 4162 to document compliance with standard.

**50000.15 Volunteers receive orientation to familiarize them with the organization, assigned duties, procedures to document voluntary service hours, policies and procedures for obtaining reimbursement of incidental expenses, accident reporting procedures, safeguarding privacy protected materials, award policies, grievance procedures, line of supervision, the importance of confidentiality and other relevant matters. CAT 1 (DODI 1100.21)**

- Review completed DA Forms 4162 to validate volunteer orientation.
- Review orientation agenda/lesson plan for compliance.

**50000.16 Volunteers assigned to operate administrative vehicles complete the same training and screening and maintain the same qualifications as other employees who drive comparable vehicles. CAT 1 (DODI 1100.21)**

- Review position descriptions to determine if position requires use of Government owned or leased vehicle.
- Review volunteer personnel file to determine if the volunteer is authorized to use vehicle and has been appropriately trained, screened, licensed and received written permission to operate vehicle.

**50000.17 Standard procedures used to investigate and/or adjudicate incidents involving employees are used, when appropriate, to investigate and/or adjudicate similar incidents arising from voluntary services. CAT 1 (DODI 1100.21)**

- Review written procedures to investigate/adjudicate incidents.
- Review documentation of adjudication.

**50000.18 An ongoing recognition program is established for statutory volunteers. CAT 1 (DODI 1100.21)**

- \*Ensure the appropriate SOP details an ongoing recognition system for volunteers.
- Review volunteer personnel record to verify that volunteers received recognition (certificates, awards, nametags and pins).

**NOTE: Standards 50000.19 - 50000.22 apply to OVERALL installation volunteer coordination. They count towards ACS accreditation score only when the Army Volunteer Corps Coordinator (AVCC) is located in ACS.**

**50000.19 The Volunteer Advisory Council is established. CAT 2 (5 points)**

- Review council minutes to validate:
  - Quarterly meetings. (3 points)
  - Required membership. (1 point)
  - Forwarding of minutes to garrison commander and member organizations. (1 point)

**50000.20. Training is provided for volunteer managers, both paid and volunteer, on volunteer management issues such as recruitment techniques, interviewing skills, orientation requirements, record keeping, recognition, evaluation, dismissal and position descriptions CAT 2 (5 points)**

- Review lesson plans. (3 points)
- Review schedules and group session logs. (2 points)

**50000.21 A variety of methods are used to recruit volunteers. CAT 2 (5 points)**

- Review marketing materials such as flyers, newspaper articles and briefing agendas. (3 points)
- Review volunteer job bank for current volunteer positions, programs and agency requests. (2 points)

**50000.22 Volunteers are recognized for their service at the installation volunteer recognition event. CAT 2 (5 points)**

- \*Review AVCC SOP. (2 points)
- \*Review after action report on annual recognition event. (3 points)