



**Deployment Support
Operations Guide
for
Airman & Family Readiness Center**

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Deployment Support Operations Guide for Airman & Family Readiness Center Community Readiness Consultants

In Feb 2010, a Deployment Support Integrated Process Team (IPT) met to review existing deployment support services across the Air Force. The IPT's charter was to redefine, build parameters and standardize this core service area.

The Deployment Support Operations Guide is intended to assist Airman & Family Readiness Center (A&FRC) Community Readiness Consultants (CRCs) by providing a clearer definition of each phase of the deployment cycle and standardizing services for deployed members and their families.

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Introduction

The Air Force is dedicated to ensuring that the needs of our deployed Airmen and their families are identified and addressed in a timely manner. It has been necessary for the Air Force to increase the lengths of deployment and the time members are down range in order to meet the requirements of the continuous Overseas Contingency Operations. To assist in addressing those needs, the Air Force has put into effect a more defined method of support across all four phases of the deployment cycle. Most Airmen have the potential to be deployed at some point. Airmen and their families must be educated to begin preparing for those deployments as soon as the Airman arrives at the first duty station, a paradigm shift from the traditional "just-in-time" preparation 30 days before departure down range.

Vision

Services for Airmen and their families across the four phases of the deployment cycle (pre-deployment, deployment, re-deployment and post deployment) have been standardized to ensure continuity across the Air Force. Deployment is a process, not an event. Programs and services for deployed single and married Airmen and their families across the Total Force should meet their needs and allow the Airmen to keep their minds on the mission.

Purpose

This Operations Guide provides a brief overview of the deployment support service establishes guidance and identifies resources to effectively implement the program. It complements deployment support guidance contained in the AFI 10-403 and will be included in the revision of the AFI 36-3009.

Goal

Deployment support is a baseline that needs to be established and should undergird all A&FRC services. A&FRCs should partner with other Integrated Delivery System agencies to insure Airmen and families have information, support, assistance, training and situational awareness to help them not just cope, but thrive as they meet and exceed the demands of our expeditionary AF mission and family as well as community responsibilities.

Pre-Deployment Phase of the Deployment Cycle

Definition of the Pre-Deployment Phase: The formal pre-deployment phase begins upon assignment to an AEF band or deployment tasking and ends when the Airman departs home station. This phase affects both deploying Airmen and their family members. Informally, members and their families enter the pre-deployment phase when they arrive at their first duty station. The initial education that prepares the Airman for the potential deployment takes place during the mandatory first-term briefings provided by A&FRCs to all Airmen during their first 60 days on station.

Deployers are defined as single and married DoD personnel (active duty, Guard, Reserve, civilians), while family members are defined as spouse, children, relatives, and others who provide support to the Airman. In accordance with AFI 36-3009, A&FRCs will align with the installation's "Battle Rhythm" to provide pre-deployment briefings to all personnel tasked with a TDY, 30 days or more to include remote and extended tours. A&FRC responsibilities during this phase include making initial contact with the deployer and family members, and providing a standardized pre-deployment briefing covering an explanation of available support services and the emotional and practical aspects of deployment. On a monthly basis, A&FRC staff will contact the base Installation Deployment Officer (IDO) or Unit Deployment Manager (UDM) for a list of deployers.

- It is mandatory that all service delivery be documented in the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) System. To ensure services provided are input into AFFIRST in a standardized format, document pre-deployment events/services as follows:
 - **One-on-One (consultations) pre-deployment education/briefings:**
 - Click **Deployment** link in customer record and enter Deployment Event information. **IMPORTANT:** Make sure all fields are completed to include the pre-deployment briefing date. If the spouse attends the pre-deployment briefing, click the **Yes** button to the right of the briefing date field
 - Complete **Track Visit** note and select **Pre-deployment** as the Primary Service Code
 - When entering the **Track Visit** note, answer **Yes** to the following question at the top of the Track Visit screen: **Is this related to the following deployment event?** (deployment location will be displayed)
 - **Workshop (group) pre-deployment education/briefings (if for spouses only, title the workshop *Spouse Pre-deployment*):**
 - Create Pre-Deployment Briefing Workshop in **Manage Workshops** module
 - Register attendees
 - Click **Deployment** link in customer record and enter the pre-deployment briefing date. If the spouse attends the pre-deployment briefing, click the **Yes** button to the right of the briefing date field

Services provided by A&FRC

- Provide deployment support-related information and education early as during mandatory Individualized Newcomer Training and Orientation (INTRO) and first-terminer briefings
- Develop a partnership with Unit Deployment Managers to ensure timely awareness of unit deployment schedules and timelines
- Make contact with deployer and family member
 - Members will not be given the option of deciding whether or not A&FRC staff can contact their spouse during deployment
- Ensure that standardized pre-deployment checklist is used
- Pre-deployment briefing; collaborate with other base agencies (Military Personnel, Civilian Personnel, Chapel, Legal, Child and Youth, Mental Health, TRICARE) to coordinate a one-stop pre-deployment briefing, whenever possible
- Communicate available deployment support services to members and families
- Provide overview of the practical aspects of deployment (i.e., assistance with Family Care Plans, information and referral resources for family members with special needs, budget preparation and the affects of separation on spouses and children)
- Complete Personal Readiness Inventory (PRI) assessment and Individualized Deployment Plan (IDP)
- Ensure availability of Support Resiliency Inventory for Member and Spouse (SRI-M, SRI-S) in Discovery Resource Center (DRC)
- Assist single parents in developing a plan to get caregivers for children to the installation or get the children to the caregiver's location
- Review services provided by Integrated Delivery System Agencies and Flight Assets
 - Medical Group grants medical clearances and immunizations
 - TRICARE provides healthcare-related services
 - Mental Health address psychological concerns
 - Military Personnel assist members with entitlements; family members with identification cards
 - Referral of spouses to Civilian Personnel to assist with employment
 - Chaplain services offer spiritual support and marriage enrichment counseling
 - Legal Office prepares wills and Powers of Attorney
 - School Liaison Officer ensure school awareness of unique stressors associated with deployment and work with parents to overcome obstacles/issues
 - Child and Youth Programs offer deployment support programs and events
 - Caring for People Coordinators facilitate focus groups to determine needs of the families, conduct surveys, do trend data/analysis, and event coordination

Services provided by government, non-government and private organizations

- Military One Source
- Military Family Life Consultants
- Veterans Services Organizations
- Private organizations on and off the installation

Considerations to share with the married Service Member

There are a number of practical preparations which can make the deployment less stressful. During interaction with the deployer and their family members the following areas should be discussed:

- Emotional aspects associated with separation.
- Contact information for the deployed location, unit leadership and the unit Key Spouse (phone numbers, e-mail address etc).
- Important Documents – Ensure personal documents are current and accessible; scan documents and create a .pdf file as a back-up (military orders, DEERS/ID Cards, passports, Living Will, Family Care Plan, vRED-next of kin), leases, insurance policies, current bank statements, tax papers, marriage certificate, divorce decrees, adoption papers, immunization records, SGLI and Powers of Attorney).
 - Powers of Attorney: a legal instrument that authorizes someone to act as an agent and conduct legal transaction on one's behalf; it can be a spouse, other family member, significant other; there are two types:
 - General—designates someone to act as agent over all legal matters;
 - Special—designates someone to act as agent for specific matters (i.e., house, car, taxes, leases, bank accounts); single parents need one for medical care for their children.
- Emergency notification information, Virtual Record of Emergency Data (vRED),
- Insurance coverage, Serviceman's Group Life Insurance (SGLI), etc.
- Medical – Educate family on emergency services available to include hospitalization and out-of-region TRICARE coverage. Families should contact the TRICARE representative to ensure coverage if they depart home station during the sponsor's deployment.
- Financial – Establish a sound financial plan. Consider separate deployment accounts. Contact creditors with any financial concerns and set up allotments, if appropriate.
- Home maintenance – Ensure family familiar with home security (i.e., locks, security systems), location of fuse box/circuit breaker, air filters, water shut-off and contact numbers for plumbing and other maintenance assistance.
- Vehicle Maintenance – Provide family with vehicle maintenance history (oil change checking fluid levels, tire pressure); insurance and registration documentation; insurance company notification if vehicle not used and possible rate adjustment; any storage information and documentation; Air Force Aid Society "Car Care Because We Care" entitlement.
- Disaster preparedness – Inform family members what to do in case of natural or man-made disasters. Discuss and put in place an evacuation plan in case of emergencies (share a copy of the plan with member's unit Key Spouse); familiarize family members with the Air Force Personnel Accountability and Assessment System I(AFPAAS)
- Any necessary preparation for transition into the civilian community (retirement or separation) upon redeployment
- Include additional issues unique to the installation

Considerations for the Family Unit

- Discuss the upcoming deployment and how each family member feels about it
- Establish a communication plan with the deployer for each family member
- Pre-determine how extended family will be involved and informed, as appropriate

Considerations to share with the Single Service Member

Deployments are just as demanding for the single military member. Not only will they experience all the emotions and relationship stresses but they have the added burden of finding a reliable individual to handle their personal affairs during their absence. The importance of a will and power of attorney is just as critical for single members as it is for their married counterparts.

- Special or General Powers of Attorney leases, bills, etc.
- Contact information for parents, significant others for telephone calls, emails from A&FRC staff or Key Spouse on special events (birthdays, anniversaries, graduations) and/or other special events/occasions
- Designating a trusted/reliable person to care for car, apartment, pets
- Any necessary preparation for transition into the civilian community (retirement or separation) upon redeployment

Considerations for Family Members

- Coordinate pre-deployment briefing just for spouses with the unit Key Spouse
- Educate family members on available support resources
- Encourage them to stay connected to the unit and deployed member and ask for assistance when needed

Considerations for Children

Remind parents to gauge child(ren)'s behavior in preparation of deployment. Emotions commonly triggered include fear of loss or injury of parent, abandonment, and resentment. Reactions can vary dramatically depending upon age and family structure, and include increased aggressiveness, tendency to withdraw, etc. Recommend parent visit with the teachers and other caregivers to discuss the upcoming deployment (civilian School Liaison Officer is a resource).

Considerations for Family Pets

- Necessary access to veterinarian
- Insurance records
- Immunization and health records
- Information on pet handler and/or kennel

Additional Resources for Pre-Deployment

- Pre-Deployment Personal & Family Readiness Briefing (Appendix 1A)
- Pre-Deployment Checklist (Appendix 1B)
- Brochures/Tri-folds (available in A&FRC Discovery Resource Center)
- Information and Referral Resources Handouts

Deployment and Sustainment Phase

Definition of Deployment and Sustainment. The terms Deployment and Sustainment are both used when referring to the time that the member is away from home station. The member is deployed while the family is “sustained” during the member’s absence. The Deployment/Sustainment Phase begins when the member departs the home station and ends upon the member’s return to home station.

- It is mandatory that all service delivery be documented in the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) System. To ensure services provided are input into AFFIRST in a standardized format, document sustainment services as follows:
NOTE: Ensure the Deployment Event is documented in the customer (member’s) record. If not, Click on the **Deployment** link in customer record and enter Deployment Event information. **IMPORTANT:** Make sure all fields are completed to include the pre-deployment briefing date. If the spouse attends the pre-deployment briefing, click the **Yes** button to the right of the briefing date field.
- **One-on-one consultations with family members/loved ones:**
 - Complete **Track Visit** note and select **Sustainment** under **Readiness** service code category as the **Primary** service code. If needed, up to two additional service codes--from any other service area--can be selected (i.e., Financial, Employment, etc.)
 - When entering the **Track Visit** note, answer **Yes** to the following question at the top of the Track Visit screen: **Is this related to the following deployment event?** (deployment location will be displayed)
- **Workshop (group) Deployment /Sustainment education/briefings (if for spouses only, title the workshop *Spouse Deployment/Sustainment*):**
 - Create **Sustainment** workshops in **Manage Workshops** module. All workshop titles should begin with **Sustainment**
 - Register attendees
- **Coordination & Outreach:**
 - Enter the Sustainment **Coordination & Outreach** event in the **Coordination & Outreach** Module (i.e., dinners, support groups, or other special events supporting families during deployments)

Challenges for the member and families during the deployment/sustainment phase:

- Communication between the deployer and family member can be challenging due to geographic separation and restrictions on the means of communications in the deployed location
- Financial wellness can be adversely impacted

- Separation can create sense of worry and added stressors that can be lessened by a solid social/emotional support system for the deployer and the entire family
 - Children can be especially vulnerable during separations from a parent; it is important to monitor and address emotional, psychological, and physical needs

Services provided by the A&FRC

- Coordination of morale calls between deployer and family members; each installation has an established procedure for placing calls from family member(s) to deployed member
- Computer access in their Discovery Resource Centers (DRC).
 - Computers are available for family members to communicate by email with the deployer
 - Assistance on the use of available Internet resources
- Air Force Aid Society assistance for community enhancement programs for deployed families designed to relieve stressors
 - Car Care Because We Care offers an oil change voucher
 - Give parents a Break offers a monthly child care benefit provided by the Child Development Centers
 - Interest-free emergency loans and grants; requires spouse to have a power of attorney for that purpose (provided prior to deployer's departure)
- Personal Financial Readiness consultations assist member and families with budgets and financial planning, as needed
- Assistance with employment and volunteer resources
- Hearts Apart Program activities ensure that deployed family members have the opportunity to participate in regularly scheduled events; regular face-to-face contact is agreed upon and scheduled with individual families; reintegration/redeployment education and resources are offered within 30 days prior to the deployer's return
- Coordination and partnership with unit Key Spouses who keep the families updated on unit and community activities
- Military Family Life Consultants provide short-term, non-medical counseling to members and their families; additionally there are Child and Youth Behavioral Military Family Life Consultants who provide non-medical counseling for children
- Civilian School Liaison Officers are the communication link between the installation and surrounding school districts
- Personal and work life consultations provide resources and information that help maintain balance between individual, family and work concerns
- Relocation assistance resources are available

Services provided by IDS Agencies

Collaboration and coordination of deployment service programs are an essential part of the deployment process. These services provide families with special base opportunities promoting resiliency while their deployed member is away Partnering with other IDS agencies; whenever possible, provide a critical piece of the process. This partnership allows the IDS agencies to provide support and resources with family

members during the deployment process. Some examples of IDS collaboration events could be family member program PDF lines; Mental Health counseling services for youth and adults; HAWC sponsored stress relief / nutrition classes; abuse prevention newsletters through Family Advocacy and Chapel hosted family movie / family fun nights.

Community Resources

Build relationships with surrounding community agencies (schools, Chambers of Commerce, Better Business Bureau, Housing-on/off installation, etc.) to enhance information and referral resources and increase awareness for those seeking services and support.

Considerations to share with the Service Member

- Be aware of the balance required to successfully integrate into the deployed environment and maintain a healthy relationship with spouse, children, extended family members and significant others
- Maintain the emotional connection essential to sustaining a relationship
- Active communication boosts morale for both the deployed member and those left at home
- Communicate with spouses and children separately, giving both individual attention

Considerations for Families

Family connection by communication is the foundation to a successful deployment. It is directly linked to the reunion process, the reintegration of the family, and the mental health needs of all concerned.

- It is vital to make communication plans prior to the separation to avoid misunderstandings and avoid stress. Maintaining active communication boosts morale for both the member and those left at home.
- Finances are one of the most common problems military families experience during separation. Following an established financial plan is essential to avoid confusion and hardship.
- From time to time, nearly every military family experiences stress in coping with problems and pressures of everyday life. Pressures may become so great that they affect many areas of life. Creating/maintaining a support system during a deployment, reduces stress and establishes a sense of community.
- Concerns of family members with special medical and educational needs may arise. Having a plan already established will assist in reducing stress. Refer to the General Deployment/Sustainment Checklist for more information (Appendix 2C).

Considerations for Children

A fundamental aspect to shaping resilience in children during the parent's deployment is to understand that a changed home environment will have some challenging, busy, but also fun times.

- Deployed parent keep an open line of communication with each child (by phone or email) that address any concerns about the separation (feelings of abandonment,

fear of parent's safety; important for the family to communicate honestly about expectations long before redeployment

- Show support for the non-deployed parent
- Refer to Deployment Sustainment Checklist for Parents (Appendix 2B)

Considerations for Guardsmen and Reservists

Reserve Component members and their families have unique circumstances regarding deployment. Families may be suddenly thrust into facing the challenges of being a "military" family for the first time. They get military pay, benefits and entitlements they may not have had before which include:

- DEERS Enrollment for eligible family members
- TRICARE eligibility depending on their status (refer to TRICARE for expert explanation of all entitlements)
- Service Members' Civil Relief Act governs legal protections for members of the Armed Forces. Reservist and members of the National Guard are protected under the Act beginning the first day of activation
- Military Member Civilian Employment addresses traditional Guard/Reserve members who hold full-time positions
- Uniformed Services Employment and Reemployment Rights Act describes the rights of guardsmen and reservists have in returning to the jobs following a mobilization and/or deployment

Coordination with Leadership

- Invite Commanders, First Sergeants and supervisors to family sustainment programs
- Post family sustainment activities on the Wing calendar
- Provide updates on trends
- Host/facilitate Town Hall meetings

Additional Deployment and Sustainment Resources

- Family Member Sustainment Briefing (Appendix 2A)
- Deployment Sustainment Checklist for Parents (Appendix 2B)
- General Deployment/Sustainment Checklist (Appendix 2C)

Re-deployment Phase

Definition of the Re-deployment Phase. During this phase A&FRC staff help facilitate a smooth transition from the deployed environment to family, community and workplace. The process begins 30 days prior to redeployment and lasts up to 30 days after return to home installation.

- It is mandatory that all service delivery be documented in the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) System. To ensure services provided are input into AFFIRST in a standardized format, document Redeployment/Reintegration services as follows:

NOTE: Ensure the Deployment Event is documented in the customer (member's) record. If not, Click on the **Deployment** link in customer record and enter Deployment Event information. **IMPORTANT:** Make sure all fields are completed to include the pre-deployment briefing date. If the spouse attends the pre-deployment briefing, click the Yes button to the right of the briefing date field

- **One-on-one consultations:**
 - Complete **Track Visit** note and select **Redeployment/Reintegration** under **Readiness** service code category as the **Primary** service code. If needed, up to two additional service codes--from any other service area--can be selected (i.e., Financial, Employment, etc.)
 - When entering the **Track Visit** note, answer **Yes** to the following question at the top of the **Track Visit** screen: **Is this related to the following deployment event?** (deployment location will be displayed)
 - Annotate **Redeployment Training** date via the **Add Details** link in the customer Deployment event record
- **Workshops (group) Reintegration (if for spouses only title the workshop Spouse Reintegration):**
 - Create **Redeployment** workshops in **Manage Workshops** module. All workshop titles should begin with Redeployment
 - Register attendees
- **Coordination & Outreach:**
 - Enter the Redeployment/Reintegration **Coordination & Outreach** event in the **Coordination & Outreach** Module (i.e., CC Calls)

Services provided by the A&FRC

- Pre-return (30 days prior):
 - Be familiar with AFI 10-403 and work with leadership and helping agencies to further define roles/responsibilities and ensure accountability
 - Mandatory contact with family members by A&FRCs directly or through units or Key Spouses provide reunion/reintegration education and guidance. Place special emphasis on reaching spouses/family members who may out of the area during the deployment or chose not to be involved
 - Insure members and families are familiar with the AF Wounded Warrior Program
 - Consult with leadership on any trends that would affect reintegration within unit for members and their families
 - Schedule workplace environment briefings at least twice annually to address resources available across the deployment cycle
- Reintegration period (when member gets home – reconstitution leave):
 - Provide a consolidated list of AF standardized resources to returnees and their families
 - Conduct AF standardized re-deployment/reintegration education within 2-7 days of return and prior to personal recovery (post-deployment downtime and leave) (IAW AFI 10-403.). Consider bringing in recently reintegrated members to share experiences.

- Post-reconstitution: after reconstitution leave-30 days from date of return
 - Be prepared to provide on-demand services and request for information and referral to overcome redeployment challenges
 - Partner with leadership and IDS agencies to identify reunion/reintegration trends and member/family needs

Services provided by IDS Agencies/Flight Assets

- Medical Group: maintain medical records, conduct Post Deployment Health Reassessment, Family Advocacy, Mental Health consultations and briefings
- Chaplain's Office provides spiritual guidance, marriage enrichment counseling and programs for single Airmen
- Legal Office prepares wills and powers of attorney
- Civilian School Liaison Officer ensures school awareness of issues related to reintegration
- Child and Youth Programs provide educational resources and programs to support reintegration with children and families
 - 16 free hours of returning home care
 - Give Parents a Break child care
 - Programs supporting social, emotional, physical well being for children 0-18 during the reintegration process
 - Military OneSource provides counseling and resource material
 - Military Family Life Consultants offer short-term non-medical counseling, briefings and classes
 - Partnerships between existing programs that educate members and families (CYP, Community Center, FSS, Top 3, Rising 6, IDS agencies, Wingman Day, etc)

Information and referral to the Non-Governmental, Private and Veterans

Organizations that provide a wide range of services to redeploying members and their families

Considerations to Share with Service Members and Families

- Realistic personal and family expectations
- Changes in roles and responsibilities
- Impact of the return from the combat environment to the installation and community environment
- Communication with Leadership and Unit Involvement: it is important for the member and family to maintain communication with the home unit during the reunion/reintegration to ensure a smooth transition back in to the workplace and community
- Continued Key Spouse Involvement to receive valuable information on redeployment and support resources.
- Reconnecting as a Family
 - Important that redeploying member recognize changes have occurred with everyone; should be encouraged to take time to listen and trust, show support for decisions made during deployment; spouse can clarify any unresolved concerns

- and member should be encouraged to recognize the pride felt in the way things were handled during the deployment
- Redeploying Member needs family members' consideration and patience as they redefine their role in the relationship/family. Family members must take time to listen and encourage the member to express feelings and ask questions. Give everyone a no-pressure chance to become a united family again.
 - Children are excited about the return of a parent, it may be difficult for them to control that excitement. Before trying to have quiet couple time, plan to spend some time with the children. Encourage them to express their feelings. Take it slow, get re-acquainted and do not force affection. Recognize child's growth and changes.
 - Get re-acquainted with the school staff; check with the school before planning vacations or absences for your child
 - Re-engage in child's education
 - Single members often have increased isolation or feelings of loneliness because of the absence of a "family" support system and should be encouraged to make a conscious effort to re-engage with extended family, friendships, hobbies and community activities.
 - Extended Family should be encouraged by A&FRC staff and Key Spouses to be supportive and recognize the pride of the member
 - Redeploying member may have to accept that friends may have PCS'd, established other relationships and changed interests. They should be encouraged to take the opportunity to re-establish those relationships and begin new relationships
 - Review financial status
 - Prepare for the loss of any additional income due to redeployment and if needed, re-figure budget with the decrease
 - Avoid extravagance during redeployment events/celebrations and family trips
 - Heed warning signs. Deployers and their families should be aware of the signs common to post-traumatic stress:
 - Unusual or sudden changes in behavior
 - Loss of interest in work and normal activities
 - Neglecting responsibilities
 - Isolation and withdrawal
 - Depression
 - Anxiety
 - Agitation
 - Nightmares
 - Persistent stress that interferes with daily activity at work or home
 - Difficulty coping or functioning day-to-day
 - Escalating alcohol use or any non-prescribed drug use
 - Thoughts of suicide

Considerations for Guard/Reserve

- Outreach to Guard/Reserve units to ensure awareness and inclusion in deployment activities, as possible
- Be familiar with the programs/resources that are available and cross-market.

Considerations for Leadership

- Work with senior and unit leadership to ensure involvement and support as outlined in AFI 10-403
- Ensure CAIB and IDS collaboration and support in the re-deployment process
- Establish a unit reintroduction to the workplace process. Due to the absence of the deployer, other members of the workplace have assumed their roles/responsibilities
- Partner with Key Spouses on redeployment activities

Re-Deployment Resources

- Re-Deployment Workplace Briefing (Appendix 3A)
- Community Readiness Consultant Checklist (Appendix 3B)
- Reproducible Brochures/Tri-folds (available in the AFFIRST Download Center)

Post-Deployment Phase

Definition of Post-Deployment. The Post-Deployment Phase begins 30 days after re-deployment and lasts until 180 days following deployment. Services provided shall focus on reconnecting members with their families, units, and communities and providing information to enhance airmen and family resiliency. At a minimum, it is recommended commanders ensure post-deployers are contacted at least three times between 30 days and 180 days after deployment. The first contact will be a wellness check initiated by command, the second contact is initiated by the medical group as part of the Post-Deployment Health Re-Assessment (PDHRA) process and the third contact will be a collaborative event held quarterly which would encourage peer-to-peer interaction between pre- and post-deployers and their family members.

- It is mandatory that all service delivery be documented in the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) System. To ensure services provided are input into AFFIRST in a standardized format, document Post-Deployment services as follows:
NOTE: Ensure the Deployment Event is documented in the customer (member's) record. If not, Click on the **Deployment** link in customer record and enter Deployment Event information. **IMPORTANT:** Make sure all fields are completed to include the pre-deployment briefing date. If the spouse attends the pre-deployment briefing, click the **Yes** button to the right of the briefing date field
- **One-on-one consultations:**
 - Complete **Track Visit** note and select **Post-deployment** under the **Post deployment** service code category. If needed, up to two

additional service codes--from any other service area--can be selected (i.e., Financial, Employment, etc.)

- When entering the **Track Visit** note, answer **Yes** to the following question at the top of the Track Visit screen: **Is this related to the following post-deployment event?** (deployment location will be displayed)
- **Workshops:**
 - Create **Post-deployment** workshops in **Manage Workshops** module
All workshop titles should begin with Post-deployment
 - Register attendees
- **Coordination & Outreach:**
 - Enter the Post-deployment **Coordination & Outreach** event in the **Coordination & Outreach** Module (i.e., CC Calls)

Services provided by the A&FRC

- Ongoing financial planning, counseling and emergency assistance, as needed
- Coordinate activities with unit Key Spouse Program
- Partner with IDS agencies to facilitate Peer-to-Peer Post-deployment Event 90 and 180 days after re-deployment for members and families; schedule at times that will accommodate families; additionally invite pre-deployers and families to provide opportunity for interactions and exchange of information/experience between pre and post deployers/family members that can be maintained across the deployment cycle;
- Partner with IDS agencies to address the needs through targeted programs for special populations such as single Airmen, single parents and families with special needs.

Be familiar with all of the pertinent services provided by IDS Agencies and Flight Assets

- Medical Group - Post-Deployment Health Re-assessment (PDHRA); timely identification of medical needs that require medical follow-up or intervention as defined by Air Force guidance
- Chaplains provide marriage enrichment counseling
- Legal Office updates wills and powers of attorney
- Civilian School Liaison Officers advocate for school-aged military children
- Child and Youth Programs offer child care and developmental services
- Caring for People Coordinators facilitate focus groups and coordinate activities across the deployment cycle
- Military Family Life Consultants provide non-medical counseling for adults and children on problem-solving issues relating to pre/post deployment, including: marriage and relationship issues, family issues, stress and anxiety, depression, grief and loss, anger management.
- Military OneSource provides counseling and other resources

Services provided NGOs/Private Organizations.

- United Way provides information/counseling on financial needs in the local services and programs that support the military in the post-deployment phase
- USO offers recreational programs for the service members and families
- TRICARE provides services that identify and treat mental health and post- traumatic stress
- American Legion provides funding support for post-deployment events
- Veterans of Foreign Wars provide services for deployers and their families
- Other local and national organizations

Considerations to share with the Service Member

- Financial readiness
- Family and relationship stability
- Level of functioning (sleep, appetite, energy)
- Future permanent change of station or relocation preparation; offering a warm hand-off to the gaining A&FRC
- Separation or retirement preparation (pre-separation counseling, Transition Assistance Program Seminar, job search-related skill building).

Considerations for Families (to include extended family)

- Assistance for family members with special needs
- Assistance with childcare
- Scheduling of post-deployment events
- Updates and revisions for Family Care Plans

Considerations for Guard/Reserve

- Transition assistance workshops for re-entry into the civilian community
- Employment assistance through job bank databases
- Computer access for Internet programs and applications

Conclusion

Experience has shown that virtually all military members returning from deployment, and their household members, experience at least a little uneasiness as they readjust to their normal environment. Changes, some more subtle than others, have taken place during the deployment for the military member, their family, and their friends and colleagues. To successfully cope with change requires that we make corresponding adjustments in attitude, thought, and behavior.

As you transition back to your predeployment environment, whenever you begin to feel angry or frustrated, ask yourself, "How realistic are my expectations in this situation?" "Am I giving myself, and others, enough time and space to adjust?" Am I trying to force readjustment to happen rather than being patient and allowing it to happen at a comfortable pace?

Remember that readjusting to home life and work life is a process, not an event. As the military member reintegrates into her or his family, work, and social environments, it makes sense to allow oneself and others the appropriate time and space. In so doing, you will probably find that in a few weeks everything is back to a comfortable pattern again. In the unlikely event, however, that after 2 to 4 weeks you are consistently feeling sad, having marital difficulties, problems with sleep or appetite, difficulty in concentration, using alcohol excessively, or any other form of significant discomfort, please seek assistance.

There are numerous sources of help for families that are adjusting to reunion after deployment. They include the chaplains, spouses clubs, and local churches. For those families who need more intensive professional help, counseling services are available through Mental Health Clinic; Family Advocacy Program or through the Tricare Service Center (child therapy and family therapy not involving domestic abuse).

Not only is it important to realize some of the warning lights that you may experience during a deployment and separation from your family and friends, but it is equally important to realize in case you notice them in any of your co-workers, peers, leaders, etc. I cannot emphasize enough how important it is to identify and assist anyone experiencing unusual behaviors. If you know someone needs help, make sure they get the referrals and assistance they need.

Any deployment during a relationship can be a

BUILDING BLOCK or a STUMBLING BLOCK

It is up to the partners involved!!