Headquarters U.S. Air Force

I n t e g r i t y - S e r v i c e - E x c e l l e n c e

Key Spouse Program (KSP)

U.S. AIR FORCE

Course Overview

- **Introductions**

- **Review of Modules**
  - **Module 1 - Key Spouse Program Overview**
  - **Module 2 - Communication**
  - **Module 3 - Generational Diversity**
  - **Module 4 - Social Media, Operations and Cyber Security**
  - **Module 5 - Deployment**
  - **Module 6 - Disaster Preparedness**
  - **Module 7 - Personal Identifying Information (PII), Privacy Act and FOUO**
  - **Module 8 - Resilience**

Introduction/Ice Breaker

- **Name**

- **Hometown**

- **How long at current installation**

- **Why you want to be a Key Spouse or Key Spouse Mentor**

- **One interesting fact about yourself**

- **Discuss why the KS Program is vital to mission readiness**
- **Identify the roles and responsibilities of each KS team member**
- **Recognize limitations of the KS Program**
- **Review Resources**

Historical Perspectives

- **Quality of Life initiative**
- **Developed out of concern for AF families**
- **Forerunner: Navy Ombudsman Program**
- **AF tested, 1996-1998**
- **Voluntary implementation AF-wide, 1997**
- **AF standardized/renamed program, 2009**
- **Deployed AF-wide, Mar 2009**
- **Updated, Nov 2015 and Mar 2018**

Why the KSP is Important

- **Promotes individual, family, and unit readiness**
- **Establishes continuous contact with spouses/families**
- **Encourages peer-to-peer/Wingman support**
- **Links to leadership**
- **Strengthens leadership's support team**
- **Vital to building strong AF communities**

Why is this important?

Unit Commander (CC)

- **Establishes and maintains the unit's KS Program**

  - **Recruits, selects and appoints KS / KSM (for duration of command)**

  - **Encourages unit family member participation**

  - **Supports KS meetings/functions**

  - **Asked by CSAF to assess Unit KSP within first 30 days of taking command**

- **Primary point of contact**

  - **Link between CC and KS**

  - **Assists in recruiting/selecting KS**

  - **Meets with KSs regularly**

  - **Assists with administrative needs and logistics**

  - **Provides access to updated unit rosters**

Key Spouse Mentor (KSM)

- **Must be appointed by the Unit CC**

- **Review the KSM Guide**

- **Attends Initial KS and KSM Training, Refresher Training (following a PCS and new Unit KSM appointment) and Continuing Education**

- **Advocates unit concerns**

- **Provides encouragement and mentoring to the KS -- supportive role, not supervisory**

- **Encourages spouse/family interaction amongst unit and with KSP**

- **Use unit roster(s) IAW Personally Identifiable (PII) and Privacy Act of 1974 guidance**

- **Must be appointed by the Unit CC**

- **Review the KS Guide**

- **Receive Initial KS and KSM Training, Refresher Training (following a PCS and new Unit KS appointment), and Continuing Education**

- **Meet with Unit KS Leadership Team**

- **Establishes and maintains contact with**
  - **Unit families**
  - **Incoming unit family members**
  - **Deployed members' families**

- **Obtain and utilize unit roster(s) IAW Personally Identifiable (PII) and Privacy Act of 1974 guidance**

Airman and Family Readiness Center (A&FRC)

- **Provides 3 Standardized Trainings each quarter**
  - Initial, Mentor and Refresher
- **Presents training certificate to KS/KSM upon completion of Initial, Mentor and Refresher Training**
- **Tracks KSP Trainings and maintains a list of "current trained" Wing, Tenant Unit, and GSU KSs/KSMs**
- **Conducts/Facilitates Continuing Education Opportunities**
- **Briefs WG/CC and Unit/CCs on Key Spouse Program within first 60 days of assuming new command**
- **Provides CCs/KSs/KSMs with KSP information and training updates**

A&FRC Programs

- **Air Force Aid Society (AFAS)**
- **Air Force Families Forever (AFFF)**
- **Casualty Assistance**
- **Crisis Support**
- **Deployment Readiness**
- **Employment Assistance**
- **Exceptional Family Member Program (EFMP)**
- **Military Child Education (MCE)**
- **Personal Financial Readiness (PFR)**
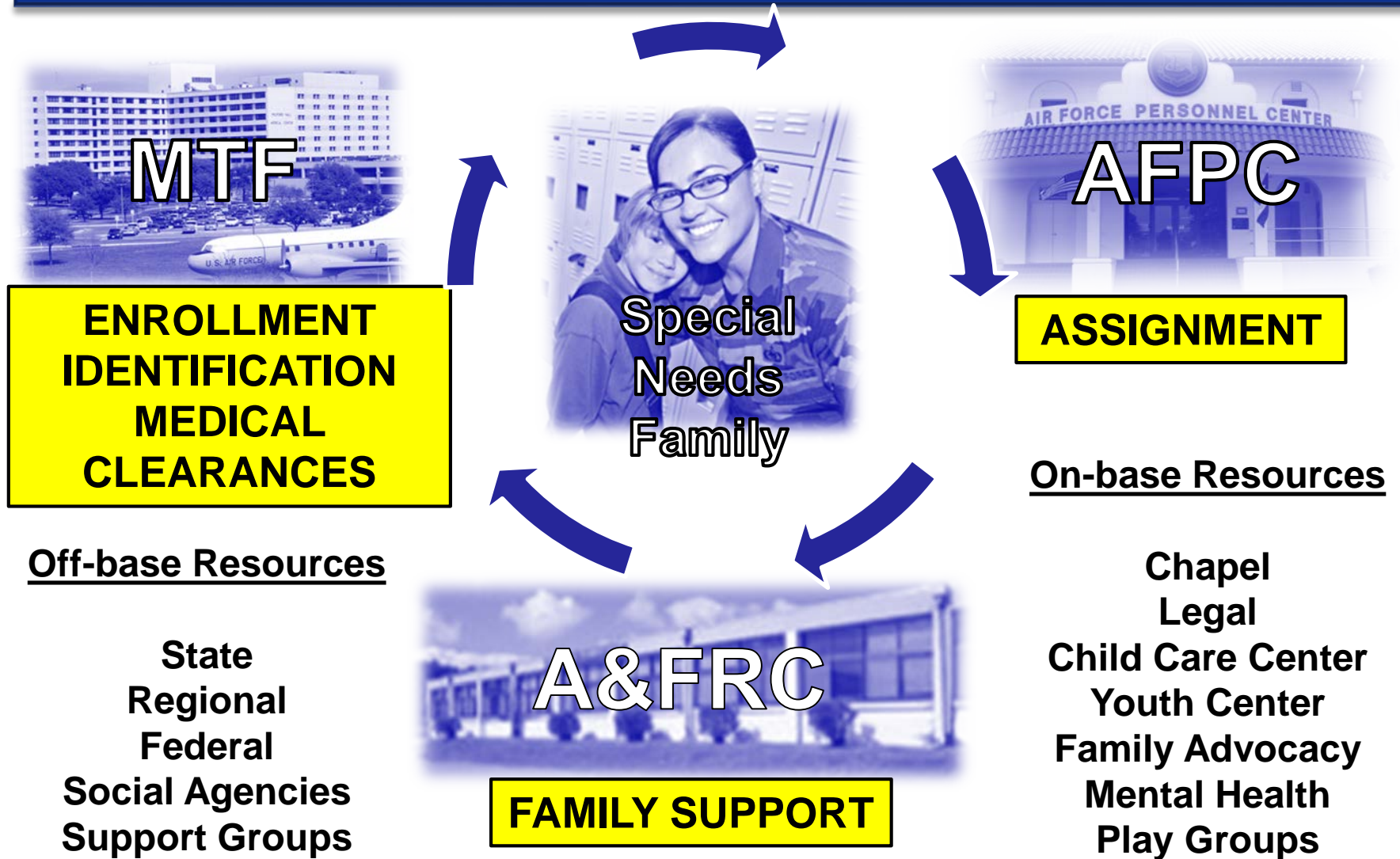- **Personal and Work Life (P&WL)**

A&FRC Programs (Cont.)

- **Relocation Assistance**
- **Survivor Benefit Plan (SBP)**
- **Transition Assistance Program (TAP)**
- **Volunteer Resources**
- **Voting Assistance Program (VAP)**

MTF

**ENROLLMENT
IDENTIFICATION
MEDICAL
CLEARANCES**

**Special
Needs
Family**

AFPC

ASSIGNMENT

On-base Resources

Off-base Resources

**State
Regional
Federal
Social Agencies
Support Groups**

A&FRC

FAMILY SUPPORT

**Chapel
Legal
Child Care Center
Youth Center
Family Advocacy
Mental Health
Play Groups**

Additional Resources

- **Informal Resources**
  - **Family, friends, co-workers and neighbors**
  - **Publications**

- **Formal Resources**
  - **A&FRC**
  - **Community Action Team (CAT)**
  - **Installation Helping Agencies**
  - **Local, State, Federal, Non-Profit and Contracted / Private Agencies**

- **Airman and Family Readiness Center**

- **Chaplain Services**

- **Family Advocacy**

- **Legal Office**

- **Military Family Life Counselors**

- **Sexual Assault Response Coordinator (SARC)**

- **Mental Health**

- **Military OneSource**

- **Counsel**
- **Babysit**
- **Chauffeur**
- **Share sensitive or private information**
- **Gossip**
- **Lend money**
- **Assume leadership authority**
- **Fundraise**

Success as a Key Spouse

- **What ensures success as a KS?**

- **What may impede someone's ability to be an effective KS?**

- **How do you maintain a healthy "balance" as a KS?**

- **Family**

- **Friends**

- **Volunteer/work**

QUESTION 1: True/False

Key Spouses and Key Spouse Mentors must be appointed by the Unit Commander.

QUESTION 2:

Which of these resources are Base Helping Agencies? (Select ALL that apply)

a. Airman and Family Readiness Center
b. Family Advocacy
c. Mental Health
d. Chaplain Services
e. Child Development Center
f. Legal Office

QUESTION 3: True/False

Key Spouses and Key Spouse Mentors can fundraise.

- **Identify barriers to effective communication**

- **Discuss steps in handling calls/emails**

- **Identify calls that require reporting**

- **Discuss guidelines for reporting**

- **Demonstrate routine, crisis and emergency calls**

Communication Barriers

- **Use of acronyms/military jargon**

- **Excessive self-disclosure**

- **Method/style of communication**

- **Distractions**

- **For Official Use Only (FOUO), Personally Identifiable Information (PII) and Privacy Act 1974 limitations**

- **Too much/too little information**

- ## **What is FOUO?**
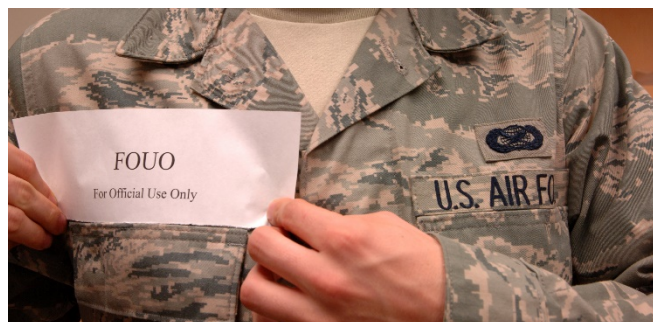
- ## **What are FOUO barriers?**

- ## **What is your unit KS Team's Communication Plan?**

Types of Calls

- **Information**
- **Sharing**
- **Complaint**
- **Crisis**
- **Reoccurring**
- **Commander Directed**

Commander Directed Calls

- **Write and repeat message verbatim**

- **Do not add your perspective, opinion, or additional comments**

- **Do not speculate about message content**

- **Ensure follow-up on all questions referred as quickly as possible**

Steps in Handling Calls

- **Eliminate distractions**
- **Greet caller in an upbeat, positive manner**
- **Establish rapport**
- **Identify reason for the call**
- **Engage in active listening**
- **Listen to the feelings behind the words**
- **Be nonjudgmental, but show empathy**
- **Avoid saying: "I know what you mean"**
- **Ask questions to clarify**
- **Paraphrase to check your understanding**

Steps in Handling Calls (Cont.)

- **Refer as necessary**

- **Provide agency/service point of contact**

- **Assist with "warm hand-off" if necessary**

- **Determine if unit leadership intervention is required**

- **Closing the call -- offer follow-up contact**

- **Follow-up -- did the caller get desired service?**

- **Is another referral necessary?**

- **Document contact and assistance provided**

Document Contacts

- **Track contact with spouses**

- **Identify trends and discuss with leadership**

- **Annotate referrals**

- **Ensure dates, times, and means of communication are recorded**

Rumor Control

- **Contact the CC/First Sergeant/Chief/Superintendent for help in dispelling rumors**

- **Disseminate official information through established channels only**

- **Urge volunteers to question reliability of the source**

- **Discourage volunteers from passing on rumors**

Communicating During a Crisis

- **Stay calm**
- **Remove distractions**
- **Call proper authorities**
- **Write down critical information**
- **Reassure the individual help is on the**
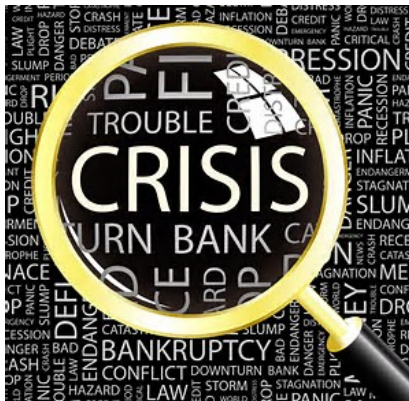
Break into small groups and discuss the following:

Your squadron has deployed as a team to support combat operations in an area designated as a hazardous or imminent danger zone. While in theater, an incident occurred resulting in the death of several personnel from your unit.

1. **How would you support the Service Members and Families of the unit both down range and at home?**

2. **How would you support the family members who lost their loved ones?**

Remaining your group, discuss the following:

A spouse reaches out to you and shares that he and his active duty spouse have recently introduced a baby into their family and they are struggling with this new dynamic.

1. **What steps/actions should you take?**
2. **As a Key Spouse, how can you continue providing support to this spouse/family?**

Child Abuse/Neglect AND Partner/Spouse Abuse

If a KS/KSM is informed of child neglect or abuse, the KS/KSM has a moral obligation to immediately report the information to:

- ■ **Family Advocacy (FA)**
- ■ **Child Protective Services (CPS)**
- ■ **In an emergency, call 911**

If a KS/KSM is informed of or suspects partner/spouse abuse:

- ■ **KS/KSM should strongly encourage victim to speak to a medical provider, FA, Domestic Abuse Victim Advocate or a Military One Source Provider**
- ■ **Direct reporting to CC, unit leadership team, law enforcement or FA could jeopardize the victim's restricted reporting option**

Sensitive matters such as sexual assault may be shared with a KS or KSM. Referrals should be made immediately to the installation Sexual Assault Response Coordinator (SARC) or to the 24/7 SEXUAL ASSAULT HELPLINE 877-995-5247
www.safehelpline.org

Suicide Prevention

Signs and Symptoms

- **Expressing sadness often**
- **Anxiety and agitation**
- **Deteriorating physical appearances**
- **Sleeping all the time, or having trouble sleeping**
- **Withdrawing from friends and family**
- **Losing interest in hobbies; loss of appetite**
- **Performing poorly at work or school**
- **Dramatic and frequent mood changes**
- **Acting recklessly; showing violent, self-destructive behavior**
- **Expressing feelings of guilt, shame or failure**
- **Desperation – feeling like there's no way out**

Seek Professional Help

If someone you know is considering suicide, do not leave him or her alone - seek help from a mental health provider or the nearest hospital

National Suicide Prevention Lifeline

Available Worldwide, 24/7

1-800-273-8255

(If overseas please use your local country's access numbers to dial a U.S. toll-free number)

Mock Calls

- **Pair up**

- **Take turns - One person act as a unit spouse and one person as the unit Key Spouse**

- **Apply skills necessary to handle routine and crisis call scenarios**

One Team, One Family, One Mission … Taking Care of Airmen

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QUESTIONS:

1. What is FOUO?

2. What type of e-mail accounts can send and receive FOUO e-mails?

QUESTION 3: True/False

Sexual assault referrals should be made immediately to the installation SARC (Sexual Assault Response Coordinator) or the 24/7 SEXUAL ASSAULT HELPLINE at: 877-995-5247

QUESTION 4:

Which different types of calls might a Key Spouse receive?

a. **Information**
b. **Sharing**
c. **Complaint**
d. **Crisis**
e. **Reoccurring**
f. **Commander Directed**

Module 3 - Generational Diversity

Generation Considerations

■ **https://www.youtube.com/watch?feature=player_detailpage&v=aGKhcQlCX14**

Objectives

- **Identify factors that contribute to generational differences**

- **Describe positive generational traits and challenges**

- **Learn how to communicate effectively despite generational differences**

Born 1925-1945

Traditionalists grew up in tough economic times during the Great Depression and World War II. They are hard-workers, dedicated/loyal, disciplined, have advanced interpersonal skills, and may be reluctant to change.
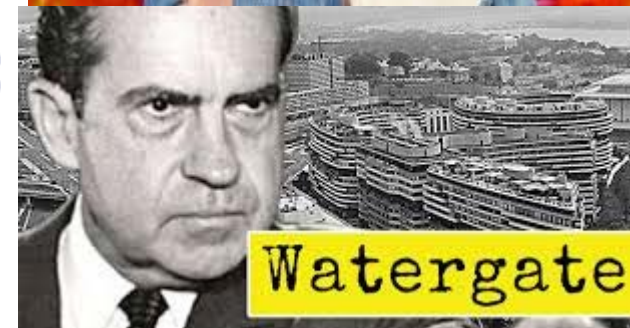
Baby Boomers

Born 1946-1964

Baby Boomers grew up during an era of economic prosperity. They were influenced by Vietnam, Watergate, Human Rights Movement, and TV. Baby Boomers tend to be optimistic, idealistic, have excellent teamwork skills, and are competitive. Experienced first spike in divorce rates.

Generation X

Born 1965-1980

Generation X/Gen Xers were raised in an era of two-earner households and growing divorce rates. Children were influenced by MTV, PC's and game boy. They value flexibility, work/life balance, autonomy on the job. They are tech savvy, eager to learn new skills, comfortable with change, and independent.

Generation Y/Millennials

Born 1981-2006

Influenced by expanded technology, natural disasters, diversity and violence. Gen Y was raised at the most child-centric time in history. They like collaboration and use sophisticated technology with ease. They want to work in an environment where differences are valued and people are judged by their contributions.

Born 2006-present

Globally-connected, socially conscious, tech-immersed generation. Communication conducted via internet, with verbal skills kept to a minimal. Born into crisis period of terrorism, global recession and climate change. They expect instantaneous results and flexibility. Incredibly open-minded, respectful and tolerant of others.

Cultural/Gender Diversity

Cross-Cultural and Gender Communication

- **Diversity is a growing topic across the Air Force, our AF community continues to become more diverse everyday**

    - **Be cognizant of different cultural norms**
    - **Have an awareness of boundaries that exist with different cultures and genders**

How does generational diversity affect you as a Key Spouse?

QUESTION 1:

Which below characteristics belong to someone who is from Generation X?

    a. **Motivated by freedom**

    b. **Unimpressed and critical of authority figures**

    c. **Have hero's, which include their boss**

    d. **None of the above**

QUESTION 2: True/False

Baby Boomers grew up in an era of economic prosperity and are motivated by being valued, needed and money.

QUESTION 3:

1) **Which characteristics are NOT typically represented by Generation Y/Millennials?**

   a. Millennials were raised at the most child-centric time in history

   b. They want to work in an environment where differences are valued and people are judged by their contributions

   c. They are competitive and idealistic

- **Identify how social media can affect Operational Security (OPSEC)**

- **Recognize that social media can make an organization stronger**

- **Mitigate the risk of social media usage**

Social Media Guidelines

What is Social Media?

- No classified information
- Stay in your lane
- Obey applicable laws
- Differentiate between opinion and official information
- Use your best judgment
- Replace error with fact
- Be aware of the image you present
- Be cautious when sharing information

- Avoid the offensive
- Don't violate privacy
- Don't violate copyright laws
- Don't misuse trademarks
- No endorsements (political, religious or otherwise)
- No impersonations
- Don't promote yourself for personal or financial gain
- Follow terms of service

Https://www.bing.com/videos/search?q=DoD+OPSEC&&view=detail&mid=A42288C15F68EE54D9C8A42288C15F68EE54D9C8&&FORM=VRDGAR

- **Keeps potential adversaries from discovering critical DoD information**

- **Protects U.S. military operations (planned, in progress and completed)**

- **Enemies of freedom want this information and will try to obtain it from anyone, even you**

- **Posting information (and pictures) related to military units on personal/family websites can jeopardize your loved ones' safety and the unit's**

- **Be Alert**
  - Agents use a variety of approaches to befriend someone to obtain critical information

- **Be Careful**
  - AD Members, at times, cannot talk about their job
  - Conceal/Protect certain information such as flight schedules, TDY locations, dates and installation activities (both on and off the installation)

- **Protect Critical Information**
  - May not be secret, but it deals with specific facts about military intentions, capabilities, operations or activities
  - Must be protected so adversaries don't gain a significant advantage

Cyber Security

- **OPSEC and Cyber Security are closely related**
- **Cyber Security is the ability to protect or defend the use of cyberspace from cyber-attacks**
- **Most information is saved electronically today, thus the threat of cyber-attacks and the need for precautions**

  - ❑ **Use strong passwords / change regularly**
  - ❑ **Avoid clicking embedded links in emails**
  - ❑ **Open attachments in protected view**
  - ❑ **Pay attention to website URLs – use secure sites (https://)**
  - ❑ **Keep personal information private**
  - ❑ **Limit the amount of personal information on your devices**
  - ❑ **Update anti-virus and other critical defense software**

Common Social Media Tools

- **Social Networking**
- **Blogs**
- **Microblogs**
- **Video Sharing**
- **Photo Sharing**
- **Location-based social networks**
- **Social News/bookmarking**
- **Visual bookmarking**

Using Social Media

How can individuals/families safely share experiences using social media?

- **Post photos of places visited while in the military**
- **Share an Air Force article about an Airman's achievements or recent graduation**

How can Key Spouses use social media safely?

- **Post activities/events that reflect a positive AF image**

Rule of Thumb…

If you aren't comfortable placing the same information on a sign in your front yard, don't put it online

Scenarios - Group Exercise

Break into groups to brainstorm and develop a plan on how social media can be used positively in the following situations:
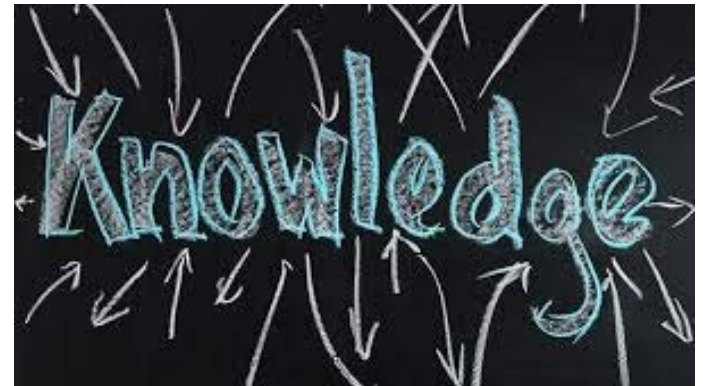
(Adhering to Cybersecurity and OPSEC Guidelines)

1. **You live in an area that is prone to seasonal, natural disasters that impact the installation and local military families in the community**
2. **An accident near the installation has occurred with active duty and family member fatalities**
3. **Deployment of a unit to Kabul for six months**

QUESTION 1: True/False

Social Media and Operational Security are better known as OPSEC.

QUESTION 2:

Select the items below that are part of the Social Media guidelines. (Select all that apply)

a. No sharing of classified or sensitive information

b. No endorsements to promote products, political positions or religious ideologies

c. Be aware of the image you present

d. Do not violate privacy, copyright laws or misuse trademarks

e. It is okay to share private and personal information on the internet

QUESTION 3: True/False

As a "Rule of Thumb", if you aren't comfortable placing the same information on a sign in your front yard, don't put it online.