Commander's Key Support Program

Desk Guide

Department of the Air Force

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INTRODUCTION

The Commander's Key Support Program (CKSP) Desk Guide was created to provide a foundation for Commanders (CC), Key Support Mentors (KSM) and Key Support Liaisons (KSL) to establish and participate in an effective CKSP. As an official unit readiness program, the CKSP was designed to enhance family readiness, adaptability and connectedness throughout the military life cycle and particularly during deployments and permanent change of station (PCS). The goal is to ensure every unit has a Commander's Key Support (CKS) Team, dedicated to supporting spouses and families through information and referral services.

BACKGROUND

The Key Spouse Program (KSP), initiated by the Chief of Staff of the Air Force (CSAF), was established to support Air Force families. Piloted at five bases between 1996 -1998, it was voluntarily implemented Air Force wide in 1999. Initially installation or command specific, a standardized KSP launched in 2009. In 2024, the program was rebranded as the Commander's Key Support Program (CKSP), expanding volunteer eligibility beyond spouses and enhancing training and resources to better serve the diverse needs of Air and Space Force families.

MISSION

The mission of the CKSP is to provide support to spouses and families through information, resources, and referrals.

VISION

The Department of the Air Force Families—empowered, connected, and adaptable

PURPOSE

To enhance mission and family readiness and establish a sense of community as well as promote partnerships with the unit, the Military and Family Readiness Centers (M&FRC) and community helping agencies.

COMPLIANCE AND REGULATORY GUIDANCE

The Department of the Air Force Guidance Memorandum (DAFGM) immediately implements changes to the Department of the Air Force Instruction (DAFI) 36-3009, *Military and Family Readiness Centers*. Compliance with DAFI 36-3009_DAFGM 2025-01 is mandatory. In addition, this CKSP Guide provides further clarification on the roles and responsibilities of each team member.

COMMANDER'S PROGRAM

The Commander's Key Support Program (CKSP), along with the roles and responsibilities of the Key Support Liaison (KSL) will vary across installation and units, adapting to the specific needs of each unit and priorities set by its Commander. The Commander has the flexibility to shape the program to best support their unit. Units with less than 25 permanently assigned active-duty members may receive KSL support from another installation unit with an established CKSP. Air Reserve Command (ARC) units are exempt from the 25-member requirement, while for the Air National Guard (ANG), the standard unit is a Wing.

While Commander's are responsible for establishing the roles and responsibilities of their KSL, it is important to understand what KSLs are and are not intended to be.

Key Support Liaisons Are
- Trained volunteers; official unit representatives
- Link between unit leadership and spouses/families
- Information and referral resource
- Peer to peer support system

Key Support Liaisons Are Not
- Social Planner (parties, meal trains, etc.) or spouses club
- Fundraiser
- Counselor
- Babysitter

KSLs are not expected to be subject matter experts or act as counselors. Instead, they should leverage available referral resources such as the Military & Family Readiness Center (M&FRC), Family Advocacy Program (FAP), Chaplains, Military One Source (MOS), and Military Family Life Counselors (MFLC) to provide appropriate support.

As "official" unit representatives, role models, and conduits of accurate information for unit spouses, KSLs play a crucial role in maintaining the integrity of the program. When they are asked to step outside of these defined responsibilities, it can undermine the program's credibility and mission.

BUILDING THE CKS TEAM

As a Commander's program, he/she will establish and maintain the program within the unit, to include choosing team members.

The Commander's Key Support Team includes:
- Commander (CC)
- First Sergeant (CCF)
- Key Support Mentor (KSM) **(Optional Position)**
- Key Support Liaisons (KSL)
- Military and Family Readiness Center (M&FRC)

Commanders may also elect to utilize a Chief, Superintendent, or a Senior Noncommissioned Officer (SNCO) as part of the CKS Team.

Volunteers

The Commander appointments the volunteers he/she feels would best represent their unit as a KSL/KSM.

Volunteers that can be appointed include:

- Spouses
- Active-Duty (AD) Members
- Federal Civilians
- Family Members
- Civilians connected to the unit

CKS Team Roles and Responsibilities

Commander

Commanders determine and prioritize KSL / KSM roles and responsibilities based on unit demographics and needs.

Some responsibilities include, but are not limited to the following:

- Determine the goals and objectives of Unit CKSP
- Recruit volunteer(s) to serve as unit KSL/KSM
- Send out a recruitment email **(Appendix A)**
- Interview candidates to determine if they are an appropriate unit representative
- Officially appoint KSL/KSM in writing with an appointment letter **(Appendix B & C)**
- Provides a copy of the signed appointment letter to the KSL/KSM for the M&FRC
- Ensure the KSL/KSM coordinates with the M&FRC to schedule Initial and Immersion training. Confirm training completion before the KSL/KSM begins official duties
- Establish a CKSP file for the required documents before a KSL/KSM begins performing duties IAW DoDI 1100.21, *Voluntary Services in the Department of Defense.* This is a "Tier 0", non-waiver inspection item
- Required documents
  - DD Form 2793, *Volunteer Agreement for Appropriated Fund Activities & Non-Appropriated Fund Instrumentalities*
  - KSL/KSM appointment letter(s)
  - KSL/KSM position description **(Appendix D & E)**
  - Initial, Immersion and Suicide Awareness training certificates

- Schedule a recurring meeting (time/date/frequency) with Unit CKS Team to allow the team an opportunity to communicate contacts, needs/concerns with unit families, advocate on behalf of unit families, and highlight any trends. Also allows leadership the opportunity to ensure the unit CKSP is meeting the intent
- Introduce the CKS team at unit Commander's Calls and unit events
- Take your KSL on a tour of the squadron
- Recognize the contributions of the KSL utilizing the CKSP Coin, when warranted and in-line with intent of the Coin, per DAFI 36- 3009; consider recognitions such as the Volunteer Excellence Award and Key Support Liaisons of the Year Award **(Appendix F)** ANG are encouraged to use the National Guard Bureau's Annual Volunteer Award IAW CNGBI 1800-02A
- Provide KSL with unit rosters that are necessary to perform their duties
- Determine if the KSL/KSM need access to the unclassified AFNet or DoD network through the Network Enterprise Alternate Token System (NEATS)(NEATS Information: https://www.afpc.af.mil/Military-and-Family/Commanders-Key-Support-Program/)
- When a KSL/KSM resigns or is removed from their duties, file the resignation letter in the volunteer folder and notify the M&FRC **(Appendix G)**

**Visit Commander's Key Support Program (af.mil) for additional information & resources

First Sergeant, Chief, Superintendent, and/or SNCO

The First Sergeant (CCF), Chief, Superintendent and/or a SNCO may be appointed by the Commander to monitor the CKSP and serve as the Commander's primary point of contact.

Some responsibilities may include but are not limited to:

- Assist the Commander in establishing the unit CKSP
- Serve as a point of contact for communication with the KSL/KSM
- Ensure the KSL/KSM complete the Initial and Immersion Training to include SAPR (completed in Initial Training) & Suicide Awareness Training, before performing their duties
- Encourage continuing education training at the M&FRC
- Verify completion of annual suicide awareness and SAPR training
- Maintain KSL/KSM volunteer files, as directed by the Unit Commander
- Brief KSL/KSM on Personally Identifiable Information (PII) and Controlled Unclassified (CUI) **(Appendix H)**, Privacy Act of 1974, DoDI 5200.48 **and** Operations Security (OPSEC) **(Appendix I)**
- Meet with Commander, KSL, and KSM to identify trends and needs
- Offer logistic support (computer, meetings space, office supplies)
- Provide unit rosters (need to know information only) to enable the KSL to develop a basic "communication roster" needed to accomplish duties
- Assists the Commander with recognition of the KSL

Key Support Mentor (KSM)

The KSM serves as an advisor to the KSL, NOT a supervisor. This volunteer role requires a strong understanding of the military lifestyle, installation agencies, unit structures, senior Department of the Air Force (DAF) leadership, and spouse networks. A KSM should be skilled in advocacy, influence, and community awareness, aligning with the Air and Space Force vision. The Unit Commander selects qualified individuals, with no requirement for the KSM to be the unit Commander's spouse or a former KSL.

Before performing the below duties as a KSM you must complete a Volunteer Agreement (DD form 2793), be appointed by your commander with an appointment letter, complete Initial Key Support Program training which includes SAPR training (virtually or in person), Immersion training, Mentor training, and Suicide Awareness. Suicide and SAPR training are annual requirements.

PLEASE NOTE: AD members and federal civilians volunteering as a KSM in their own unit are not required to complete a Volunteer Agreement (DD Form 2793). If volunteering in an affiliated unit, the DD Form 2793 is required.

Duties can include but are not limited to:
- Participate in quarterly continuing education/networking opportunities
- Serve as a mentor to the unit KSL (share experiences/support/encouragement)
- Assists the KSL in addressing concerns of unit family members
- Supports KSL with family events
- Assists with KSL recognition
- Meet with CC and CKS Unit Leadership Team regularly, as determined by CC
- Protect sensitive information by using CUI Cover Sheets when in possession of unit rosters/information **(Appendix J)**
- Submit resignation letter to unit CC when necessary and when preparing to leave the volunteer KSM position **(Appendix G)**

**Visit Commander's Key Support Program (af.mil) for additional information & resources

Key Support Liaisons (KSL)

The Key Support Liaison (KSL) strengthens unit readiness by facilitating clear, efficient communication between unit leadership, the Key Support Mentor (KSM), and spouses/ families. Serving as a direct link to the Commander (CC), the KSL helps build unit cohesion and a sense of community. The CC has full discretion in selecting a qualified individual to fulfill this role.

Before performing the below duties as a KSL you must first complete a Volunteer Agreement (DD form 2793), be appointed by your commander with an appointment letter, complete Initial Key Support Program training which includes SAPR training (virtually or in person), Immersion training, and Suicide Awareness. Suicide and SAPR training are annual requirements.

PLEASE NOTE: AD members and federal civilians volunteering as a KSL in their own unit are not required to complete a Volunteer Agreement (DD Form 2793). If volunteering in an affiliated unit, the DD Form 2793 is required.

Duties can include but are not limited to:

- Meet with the CC to establish your roles and responsibilities as a KSL
- Create CKSP implementation strategy according to CC program goals
- Recruit and encourage new spouses to attend a New Spouse Orientation
- Attend continuing education to stay updated on resources and installation trends
- Obtain basic contact information only on unit families (requires coordination with CC, CCF, Chief, Superintendent and/or a SNCO) to develop a "communication roster" needed to perform your duties
- Connect with families to verify contact information, clarify preferred method for communication/unit contact and provide information
- Provide families with information on installation and community events
- Support newcomers (families, spouses) during permanent change of station (PCS) by connecting and providing information and resources **(Appendix K)** ANG KSLs are encouraged to participate in the Student/Training Flight briefs
- Support families during deployments, temporary duty (TDY) and remote tours **(Appendix L)**
- Support families during crisis to include natural and man-made disasters **(Appendix M)**
- Provide referral information on base and community resources
- Meet with the CC and CCF regularly to discuss needs of unit families
- Protect sensitive information and unit rosters by using CUI Cover Sheets **(Appendix J)** when in possession of unit rosters/information
- Submit resignation letter to unit CC when necessary or when preparing to leave your KSL volunteer position **(Appendix G)**

**Visit Commander's Key Support Program (af.mil) for additional information & resources

Military and Family Readiness Center (M&FRC)

- Brief CCs, Command Chief Master Sergeants, and CCFs on the CKSP during initial leadership consultation
- Provide information to Total Force Air and Space Force CCs, leadership, and KSL/KSMs on how to access and complete Virtual Initial Training or schedule an in-person Initial Training if requested and available at your installation
- Schedule Immersion training for all KSL/KSM who complete initial training virtually and have an appointment letter
- Conduct Immersion and Mentor training at least quarterly, or more often as necessary. For the Air Force Reserve, Immersion training is provided as required (IAW DAFI 36-3009_DAFGM2025-01). Certificates should be issued for both trainings.
- Volunteers who are reappointed as KSL/KSM and completed the initial training at a previous installation are only required to complete an immersion training

- Ensure the KSL/KSM has the following documents uploaded in their Air Force Family Integrated Results & Statistical Tracking (AFFIRST) record:
  - Appointment letter and Volunteer Agreement (DD Form 2793)
  - Completion certificates: initial, immersion and mentor (mentors only), suicide awareness and Sexual Assault Prevention and Response (SAPR)
    - Suicide Awareness and SAPR certificates are required annually; if unavailable, an annotation in AFFIRST suffices.
  - Consent form
- Provide networking and continuing education/training opportunities at least quarterly and include opportunities for Geographically Separated Unit (GSU) KSLs/KSMs to attend trainings virtually (via Zoom, Teams, etc.)
- Provide information and referral resources to KSL/KSMs
- Maintain a current roster of all trained KSL/KSM in AFFIRST
- M&FRCs may share KSL/KSM contact details with unit members and families via unencrypted email for official use, but only with explicit consent (**Appendix N)**. Without consent on file, the information cannot be released.

TRAINING

CKSP training is thorough, continuous and critical for the KSL/KSM to effectively carry out their official duties, which begins with CKSP Initial Training. Either prior to or following CKSP Initial training, Immersion, Mentor and Suicide Awareness Training the KSL/KSM should receive an orientation from their CKS Unit Leadership Team on goals and objectives of the unit. The CKSP tool kit on **Commander's Key Support Program (af.mil)** can assist the KSL with determining the commander's expectations and what their roles and responsibilities will be in the unit.

Initial Training

Initial training, required for all newly appointed Key Support Liaisons (KSLs) and Key Support Mentors (KSMs), can be completed virtually or in person at the Military & Family Readiness Center (M&FRC) when available. This training consists of five standardized modules and takes approximately three hours. KSLs and KSMs cannot serve in an official capacity until all required training is completed.

Before initiating virtual training KSLs/KSMs must coordinate with their Commander **and** the M&FRC, ensuring an official appointment letter is on file with both the M&FRC and the KSL's/KSM's unit.

MODULES

1. CKSP Overview
2. Readiness
3. Connectedness
4. Resources
5. Resilience

Immersion Training

KSL/KSM who complete the initial training virtually are required to complete an immersion training. KSL/KSMs who move due to a permanent change of station (PCS) are not required to re-accomplish Initial Training however, they must complete an immersion training. This training provides essential installation-specific information and a brief refresher on Initial Training, ensuring KSLs/KSMs are well-prepared for their roles.

Mentor Training

Mentor Training can vary from 1-2 hours in length, depending upon class size and interaction during customized scenarios. Mentor Training is a one-time mandatory training for all new KSMs and is intended to be taken *after* Initial Key Support Training. Mentor training is not offered virtually at this time.

Continuing Education

M&FRC should provide networking/education opportunities to compliment Initial Key Support Liaison Training on a quarterly basis, at a minimum, or as requested by installation leadership IAW DAFI 36-3009. These are continuing education sessions are available for both KSLs/KSMs. Continuing education topics are *NOT* limited to the topics below as installations may have unique needs based on their geographical location and mission and can be tailored to unique installation needs based on geographical location and mission requirements. Training may be conducted in-seat through traditional classroom instruction or via platforms such as Zoom, TEAMS, webinars, podcasts, and Military OneSource.

Suggested Continuing Education Topics:
- Generational Differences
- True Colors/Four Lenses Personality Assessments
- Deployment Readiness
- Crisis and Disaster Response/Preparedness (with interactive scenarios)
- Evacuation Operations (with interactive scenarios)
- Air Force Personal Accountability and Assessment System (AFPAAS)
- Resilience Training Assistant (RTA) Training (CSC/MRT)
- Spouse Re-licensure/Certification Reimbursement Program Training
- Social media and cyber security
- American Red Cross
- Toastmasters (public speaking, communication and leadership skills)
- My Air Force Benefits Website Demonstration
- Military OneSource Trainings/Podcasts (MFLC Program, Relationship Health, Family Wellness, TRICARE, Money Management, Spouse Education, and more)

- Installation Agencies/Programs: Force Support Squadron/Flights; Legal Office; Public Affairs; M&FRC Programs (EFMP, TAP, PFR, Relo, etc.); Family Advocacy Program; New Parents Support; Alcohol and Drug Abuse Prevention and Treatment (ADAPT); Mental Health; Education Office; and Universities/ Colleges
- Local community agencies: Social Services; Employment Office; food banks; Women, Infants, and Children (WIC); Chamber of Commerce

Annual Requirements

- **Suicide Awareness**
  - Complete this training prior to assuming KSL/KSM duties and annually thereafter. It may be conducted virtually through self-paced learning or in a classroom/small group discussion using the official "Department of the Air Force Family Suicide Prevention Training" curriculum and guide
    - https://www.resilience.af.mil/Spouse-Family-Resources/Equipping-Families/Family-Suicide-Prevention-Training/
    - If completing virtually, KSL/KSM will only be able to generate a certificate of completion (**documenting name/date**) through the on-line version. To confirm completion of this annual requirement, the certificate of completion must be electronically filled out and saved on KSL's/KSM's personal computer and emailed to the M&FRC CKSP Manager to upload into KSL's/KSM's customer record in AFFIRST. Training can also be completed in the assigned unit.

- **Sexual Assault Prevention and Response (SAPR)**
  - The SAPR information provided in initial training satisfies your first SAPR training requirement.
  - For the annual SAPR requirement, coordinate with the SAPR office. Alternatively, the M&FRC may provide SAPR training as a continuing education option, or it can be completed in the assigned unit.

Total Air & Space Force Training Support

M&FRCs on active-duty main operating bases (MOBs) will support Total Air & Space Force, which includes GSUs, Air Force Reserve, Air National Guard and Air Force Recruiting Service KSLs and KSMs.

Organizations must coordinate in advance with a MOB to:

- Obtain information on Immersion and Mentor training in person or via virtual platform
- Arrange for customized training for the GSU KSLs/KSMs
- Join/attend an existing scheduled Immersion training or Mentor training being conducted by the MOB either in seat or via virtual platform (zoom or TEAMS)

COMMANDER'S KEY SUPPORT PROGRAM FUNDING

There is no funding designated specifically for the Commander's Key Support Program. Below are a few options that can be used depending on the availability of funds. **(Appendix O)**

- **Appropriated Funds (APF)**
  - Requested through your unit and can be used for:
    - Promotional items used to publicize and promote CKSP
    - Business Cards
    - Name tags
    - Coins and Pins for recognitions
- **Non-Appropriated Funds (NAF)**
  - Requested through the NAF council and can be used for:
    - KSL/KSM uniform shirts
    - Annual KSL recognition - **light refreshments
    - Annual KSL orientation - **light refreshments

  **Refreshment purchases not to exceed $3 per person or $400

Fundraising

The CKSP is an official unit readiness program, not a private organization, as outlined in DAFI-36-3009. As an Appropriated Funds program, KSMs and KSLs are legally prohibited from conducting fundraising activities. For example, while KSMs cannot participate in unit Booster Club fundraising in an official CKSP capacity, they may do so as family members of active-duty personnel, provided they do not represent the CKSP in any way. Oversight of private organizations and unofficial fundraising activities falls under the Force Support Squadron (FSS) Resource Management Office.

ESTABLISH COMMUNICATION PROCESS

Communication is the key to program success. The CC, in concert with the CKS Team, will establish expectations for communication to leadership and to the unit families.

Communication considerations include:

- Meeting frequency (suggest at least quarterly)
- Unit communications plan/expectations
- Information flow up/down chain
- Spouse/family notification procedures
- Logistic support required (typically KLSs work from home)
- Meeting space
- Use of telephone/computer if needed/required
- Crisis/disaster communication plan
- Grounds/procedures for dismissal or replacing KLS/KSM volunteer(s)

KSLs hold an official position and are responsible for safeguarding personal information. They are strictly prohibited from sharing Personally Identifiable Information (PII) or Controlled Unclassified Information (CUI) obtained in the course of their duties with other unit spouses. Additionally, KSLs must not use personal contact information for personal benefit. For instance, any contact details gathered from unit spouses, families, or fellow KSLs cannot be used or shared for business purposes or private organizations, whether on or off the installation.

KSLs/KSMs should be mindful of the type of data they collect regarding active-duty (AD) members and their families. Only essential contact details are required to create a "Communication Roster" to fulfill the primary responsibilities of a KSL or KSM.

KSLs/KSMs should NOT create "localized forms" used to collect PII/CUI data without the review from the installations legal office, Judge Advocate, to ensure data is being properly collected, accessed, used, shared, and disposed of within the DAF workplace in order to meet PII Privacy Act requirements/CUI requirements (**Appendix H**)

Communication Flow

The success of the CKSP is dependent upon the concise flow of information. Quarterly meetings are recommended to establish expectations, effectiveness of the unit CKSP and monitor unit needs.

The flow of information is reciprocal between leadership and the KSL. The KSL, in turn, provides information to unit spouses/families via email, text, phone, newsletters, meetings, social media, and other applicable forms of communication. The KSL should take note of recurring requests or needs from unit spouses/families and relay trends or concerns back to unit leadership.

Additionally, to enhance communication across the installation, it is recommended CKS teams meet regularly to share information.

EXCEPTIONS TO FOLLOWING THE CHAIN OF COMMAND

1. **Suicidal Ideation** (thinking about or planning *suicide)* – **Call 911 immediately** and stay with the individual until help arrives. Notify the unit CC after help is sought. **(Appendix P)**

2. **Child Abuse/Neglect** – **If emergent call 911.** If the victim/survivor is not in immediate danger, report concerns to the installation Family Advocacy Program (FAP) or, for ANG members, to the installation Director of Psychological Health (DPH). While Key Support Liaisons (KSLs) and Key Support Mentors (KSMs) are not mandatory reporters, they should report any suspicions of child abuse or neglect to FAP and the Unit Commander (CC). For ANG, all suspicions should be reported to DPH and the Unit CC.

3. **Sexual Assault** – The KSL/KSM should refer a victim/survivor of sexual assault to the installation Sexual Assault Response Coordinator (SARC) or a SAPR Victim Advocate (SAPR VA), via the installation Sexual Assault Prevention and Response (SAPR) office. Should the situation necessitate a warm hand-off of the victim/survivor to additional support agencies, the SARC or SAPR VA will ensure this occurs. The installation SARC or SAPR VA can also provide information on reporting options (Unrestricted/Restricted). Assistance is available 24/7 via the SEXUAL ASSAULT HELPLINE number (877-995-5247) and website at: www.safehelpline.org **(Appendix Q)**

   **Unrestricted Reporting: Allows a sexual assault survivor to disclose the details of his or her assault and receive medical treatment and counseling; Law enforcement will be notified. Unrestricted reporting is the same reporting option for any other crime reported in the military. The commander and first sergeant are notified to ensure the well-being of the service member and of a probable investigation. The SAPR office is still involved and provides all services requested. These services will continue through any legal processes.

   **Restricted Reporting: Allows a sexual assault survivor to confidentially disclose the details of his or her assault and receive medical treatment and counseling; no investigation is initiated, and the survivor's command is not notified. A restricted report is between the survivor and the SARC, and all of the services offered by the SAPR Office are available.

4. **Partner/Spouse Abuse** – **If emergent call 911.** If the victim/survivor is not in immediate danger, KSLs and KSMs should encourage them to seek support from a Domestic Abuse Victim Advocate (DAVA), a Family Advocacy Program (FAP) provider, a medical provider, or Military OneSource (MOS). Medical providers, including MOS, are required to refer survivors to FAP while preserving the option for restricted reporting.

   For ANG members, referral guidance depends on status:

   - **Active Guard Reserve (AGR) or Title 10 status:** Refer to the nearest Active- Duty installation FAP provider.
   - **Drill status Guardsmen:** Refer to the unit's Director of Psychological Health (DPH).

   Additionally, the Wing Military & Family Readiness office can assist in connecting individuals with the appropriate resources.

SUMMARY

The CKSP strengthens mission and personal readiness by fostering open, two-way communication between unit leadership and families. Its proven success in uniting teams, cultivating a sense of belonging, and enhancing overall preparedness reinforces its vital role in building a ready and connected community.

Why is The Commander's Key Support Program Important?

- Promotes individual, family, and unit readiness
- Establishes continuous contact with spouses/families
- Encourages peer-to-peer wingman support
- Provides family links to leadership
- Strengthens the leadership support team
- Vital to building strong AF communities

Commander's Key Support Program Outcomes

- Increases awareness of installation/community resources
- Identifies/resolves issues at lowest levels
- Enhances up/down information flow
- Prepares/supports families during separations
- Increases sense of unit support
- Improves quality of life among unit families
- Increases readiness and retention
- Enhances family adaptibility

For additional tools and resources please visit the AFPC Commander's Key Support Program page at : https://www.afpc.af.mil/Military-and-Family/Commanders-Key-Support-Program/

XXX Unit Spouses,

I am dedicated to supporting our unit families and want to introduce a program that fosters family readiness, connection, and adaptability. The Commander's Key Support Program (CKSP) serves as a vital bridge, linking families to essential information and resources.

I am actively seeking qualified volunteers to join our Unit Commander's Key Support Team. Key Support Liaisons and Mentors receive training online and through the Military and Family Readiness Center (M&FRC), with ongoing education to keep skills and knowledge current.

If you're motivated and eager to help strengthen our DAF community, I encourage you to join me in supporting our unit families. Interested volunteers should reach out to discuss responsibilities and further details about the position.

Sincerely,

MEMORANDUM FOR

FROM:

SUBJECT: Key Support Liaison (KSL) Appointment Letter

1. You have been appointed as a Key Support Liaison for the _____

2. As a KSL representing our unit, you will be required to:
   a. Complete five (5) modules of Key Support Liaison Initial Training virtually or in person at the Military and Family Readiness Center (M&FRC).
   b. Volunteers who complete the training virtually are required to complete an Immersion training (1 hr) at the M&FRC covering installation specific information.
   c. If Initial Training was completed at a previous installation, only completion of Immersion Training (1 hr) is required.
   d. Attend continuing education opportunities to remain current on local resources and trends on and off the installation, and relevant to the Commander's Key Support Program (CKSP).
   e. Complete Annual Training on Suicide Awareness and Sexual Assault Prevention and Response (SAPR).

3. All trainings are provided/coordinated by the M&FRC.

                                             FIRST M. LAST, Rank, USAF
                                             Duty Title

1st Ind,

I, _____, accept appointment as _____KSL volunteer. The above-named KSL agrees to safeguard all Personally Identifiable Information (PII) and Controlled Unclassified Information (CUI), comply with the Privacy Act of 1974, DoDI 5200.48 and exercise Operations Security standards at all times.

_____   _____

Key Support Liaison Signature   Date
__Spouse   __ Family Member
__Active Duty __Federal Civilian
__Other_____

Cc: CCF/Chief/Superintendent

The above-named KSL completed Initial Key Support Liaison and Immersion Training.

_____   _____

M&FRC Staff Signature   Date

MEMORANDUM FOR

FROM:

SUBJECT: Key Support Mentor (KSM) Appointment Letter

1. You have been appointed as a Key Support Mentor for the _____

2. As a KSM representing our unit, you will be required to:
    a. Complete five (5) modules of Key Support Liaison Initial Training virtually or in person at the Military and Family Readiness Center (M&FRC).
    b. Key Support Mentor Training (1 hr)
    c. Volunteers who complete the training virtually are required to complete an Immersion Training (1hr) at the M&FRC covering installation specific information.
    d. If Initial Training was completed at a previous installation, only completion of Immersion Training (1 hr) is required.
    e. Attend continuing education opportunities to remain current on local resources and trends on and off the installation, and relevant to the Commander's Key Support Program (CKSP)
    f. Complete annual training on Suicide Awareness and Sexual Assault Prevention and Response (SAPR).

3. All trainings are provided/coordinated by the M&FRC.

                                                FIRST M. LAST, Rank, USAF
                                                Duty Title

1st Ind,

I, _____ accept appointment as _____ KSM volunteer. The above-named KSM agrees to safeguard all Personally Identifiable Information (PII) and Controlled Unclassified Information (CUI), comply with the Privacy Act of 1974, DoDI 5200.48 and exercise Operations Security standards at all times.

_____   _____
Key Support Mentor Signature   Date
__Spouse   __ Family Member
__Active Duty __Federal Civilian
__Other_____

Cc: CCF/Chief/Superintendent

The above named KSM completed Initial Key Support Liaison Training, Immersion Training and Mentor Training.

_____   _____
M&FRC Staff Signature   Date

APPENDIX D - KEY SUPPORT LIAISON POSITION DESCRIPTION

The Key Support Liaison (KSL) is a volunteer selected and appointed in writing by the Unit Commander (CC) to act as an official unit readiness representative. The KSL serves as a trusted agent between unit leadership and families. The KSL works with unit Commander's Key Support Team to plan, coordinate and execute the unit CKSP through two-way communication and community information and referral.

The KSL serves as the focal point for communication with spouses / families and actively markets the program through visibility at unit CC calls, unit or base events, and by deliberate communication through phone, e-mail or social networks. Through leadership and community connections, the KSL effectively communicates unit information and community resources to families. The KSL is an advocate for families.

Through two-way communication and a direct connection to unit leadership via deliberate and regular meetings and interactions, the KSL, alongside the KSM, advocates for unit needs and concerns, and assists the CC in identifying unit strengths and challenges. All KSLs/KSMs are volunteers and accountable to the CC (or designee), not to another KSL/KSM; thus both have equal status regardless of their experience level or time of service and one is not to be appointed as lead or supervisor over another.

In an official capacity, the KSL collaborates with the unit CKS Team to build or maintain a unit communication roster with basic family contact information needed to communicate with unit families. KSL volunteers are, IAW 10 USC 1588, required to comply with the Privacy Act of 1974 (10 USC 552(A) (C)), and as such, providing KSLs with access to Privacy Act Information is not a prohibited disclosure as long as the disclosure is in connection with the performance of official duties as a Key Support Liaisons; and information is protected by utilizing the CUI cover sheet.

KEY SUPPORT LIASION DUTIES AND RESPONSIBILITIES:
- Provide peer-to-peer support to unit families
- Serve as communication link between unit leadership and families
- Offer information/referral to families on community agencies and resources
- Recruit and encourage new Air/Space Force spouses to attend Heart Link or new spouse orientation
- Protect personal identifying information CUI/PII and will comply, IAW 10 USC 1588, with the Privacy Act of 1974 (10 USC 1588(d) (C))
- Protect Controlled Unclassified Information (CUI) IAW DoDI 5200.48 and use the CUI cover sheet for documents containing CUI/PII
- Welcomes new families to the unit and cultivates relationships within the unit
- Actively participates in unit and installation functions
- Tracks volunteer hours and information disseminated
- Submits resignation to unit CC when necessary

Desired Qualities: Effective oral and written communication skills; ability to adhere to privacy and confidentiality guidelines; willingness and ability to complete required training; a positive outlook on the military lifestyle; willingness to support new and experienced military spouses; is empathetic and caring and has keen organizational skills and attention to detail.

Required Training:

1. One-time completion of standardized KSL Initial Training (5 Modules, 3 hours) virtually or in person were available
2. Immersion Training (1hour) required when completing the initial training virtually and when PCSing into a new installation and resuming duties as a KSL; signed appointment letter by a unit commander required
3. To remain current on community programs/resources for families, it is highly recommended that KSLs participate in quarterly continuing education/networking opportunities provided by the M&FRC
4. Annual Suicide Awareness Training. Complete first online, then annually online, at the M&FRC or within the assigned unit
5. Annual Sexual Assault Prevention and Response (SAPR) Training. Completed first during initial training, then conducted annually at the M&FRC or within the assigned unit

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KEY SUPPORT MENTOR (KSM) POSITION DESCRIPTION

The KSM is a volunteer, selected and appointed in writing by the unit (CC) to act as an official unit readiness representative to support the KSL. The unit CC may choose whomever he/she deems qualified to perform as a KSM. There is no requirement for a KSM to be the unit CC's spouse, nor a requirement for the KSM to have previously served as a Key Support Liaison (KSL). The KSM serves as a trusted agent between unit leadership, its members, KSLs and families. The KSM works with the Commander's Key Support (CKS) Team to plan, coordinate, and execute the units Commander's Key Support Program (CKSP).

A KSM is an effective representative and a knowledgeable role model for the CKS Team and unit families. It is the KSM's years of personal first-hand experience of the military lifestyle and specialized skills of advocacy, influence, community awareness, Department of the Air Force (DAF) connections, along with the DAFs vision and priorities that make KSM volunteers ideal for this position.

Through two-way communication and a direct connection to unit leadership via deliberate and regular meetings and interactions, the KSM (alongside the KSL) advocates for unit needs and concerns, as well as assists the CC in identifying unit strengths and challenges. All KSLs/KSMs are volunteers and accountable to the CC (or designee), not to another KSL/KSM; thus both have equal status regardless of their experience level or time of service and one is not to be appointed as lead or supervisor over another.

KSM volunteers are, IAW 10 USC 1588, required to comply with the Privacy Act of 1974 (10 USC 1588(d) (C)), and as such, providing KSMs with access to Privacy Act Information is not a prohibited disclosure as long as the disclosure is in connection with the performance of official duties as a KSM and information is protected by utilizing the CUI cover sheet.

KEY SUPPORT MENTOR DUTIES AND RESPONSIBILITIES:
- Mentor the unit KSL(s) (share experiences, advise, provide support/encouragement)
- Actively participate in unit and installation functions
- Offer information/referral to families on community agencies and resources
- Protect personal identifying information CUI/PII and will comply, IAW 10 USC 1588, with the Privacy Act of 1974 (10 USC 1588(d) (C))
- Protect Controlled Unclassified Information (CUI) IAW DoDI 5200.48 and use the CUI cover sheet for documents containing CUI/PII
- Help unit leadership recognize and show appreciation to unit KSL(s)
- Recruits and encourages new Air Force spouses to attend Heart Link/new spouse orientation
- Track volunteer hours and information disseminated
- Submit resignation to unit CC when necessary

Desired Qualities: Excellent oral and written communication skills; ability to plan and organize; high functioning knowledge of installation agencies, units, senior DAF leadership, and spouse networks, or quickly establish a knowledge of; ability to work cooperatively with unit KS(s), the CKS team and installation KSL/KSMs; adhere to privacy and confidentiality guidelines; has ability to avoid conflict of interest; a positive outlook on the military lifestyle; ability and willingness to complete required training; possesses strong self-awareness; prepared to support new and experienced military spouses.

Required Training:

1. One-time completion of standardized CKSP Initial Training virtually or in seat where available (approximately 3 hrs)
2. One-time completion of standardized CKSP Mentor Training (1 hour)
3. Immersion Training (1 hr) required when completing the initial training virtually and when PCSing into a new installation and resuming duties as a KSM; signed appointment letter by a unit commander required
4. To remain current on community programs/resources for families, it is highly recommended KSMs participate in quarterly continuing education/networking opportunities provided by the M&FRC
5. Annual Suicide Awareness Training. Complete first online, then annually online, at the M&FRC or within the assigned unit
6. Annual Sexual Assault Prevention and Response (SAPR) Training. Completed first during initial training, then conducted annually at the M&FRC or within the assigned unit

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APPENDIX F - GUIDELINES FOR KEY SUPPORT LIAISON OF THE YEAR (KSLOY)

Key Support Liaison of the Year Award – The information provided below is for your information only. Please note that award guidelines may change, and commanders should follow the guidelines in the actual call for all submissions. The information below is provided for your planning and consideration only. This is not a call for award submissions and information below was current for the last annual KSLOY award.

Organizations and base-level personnel must contact their MAJCOM, FIELDCOM, COCOM, FOA, DRU or MAJCOM equivalent for applicable suspense date and for additional information regarding nomination procedures.

1. **Responsible Agency.** AFPC/DPSTTC – Military Recognition Programs

2. **Purpose or Objective.** Recognize the critical role KSLs play in the wing/unit/organization's mission success; enhance command KSL visibility and accomplishments; encourage units to recognize KSLs' outstanding accomplishments and contributions to overall mission; and motivate KSLs to strive for meaningful connections within communities.

3. **Eligibility**. All KSLs are eligible to be submitted for the award. KSMs are not eligible for this award.

4. **Frequency of Award.** Annually - Inclusive period for this award is generally 1 January through 31 December.

5. **Nomination Procedures:** The Military Recognitions office will publish a solicitation message and tasker to "Total DAF" via myFSS annually in the Nov/Dec timeframe. Message is targeted all MAJCOM/FIELDCOM/COCOM/FOA/DRU commander, vice commander, or executive director with a suspense on/about Mar/April. Each may nominate **one individual** from the Commander's Key Support Program assigned to their unit/organization, with final packages forwarded to respective MAJCOM. Instructions for nomination packages will be provided with solicitation message.

6. **Selection Process**. The nomination packages will be reviewed by a MAJCOM selection panel. Each MAJCOM's winner will be forwarded to AFPC/DPSTTC by date provided in solicitation message. Upon receipt of MAJCOM packages, AFPC/DPSTTC will convene a panel for a final SF and AF KSLOY winner to be determined.

7. **Method of Presentation.** The AF KSOY winner will be presented with several items of appreciation to include a certificate of achievement, custom-designed Key Support Liaison lapel pin, Commander's Key Support Program (CKSP) Coin, and other CKSP related items.

8. **Travel for Non-Military Members or Non-Department of the Air Force Civilians.** Travel to the presentation ceremony (if one is held) is authorized for Department of the Air Force Civilians and non-military/non-Department of the Air Force Civilian recipient.

9. **Publicity.** HAF/A1SA in coordination with the Chief of the Staff of the Air Force (CSAF) office will announce the AF and SF KSLOY winner. The 2023 winners were presented the award during Corona.

DD MMM YY

MEMORANDUM FOR [Insert unit CC name]

FROM: [Insert KSL/KSM Name]

SUBJECT: Key Support Liaison/Key Support Mentor Resignation Letter

1. I hereby resign my appointment as the KSL/KSM for (insert unit name), effective (DDMMYY).

2. Please accept my heartfelt thanks for the opportunity to volunteer in this capacity and serve the men, women and families of the (insert unit name).

[KSL/KSM signature block]

Safeguarding Personally Identifiable Information (PII) and Controlled Unclassified Information (CUI) is critical to protecting personnel and operational security within the Department of the Air Force (DAF). All personnel must ensure proper collection, access, usage, sharing, and disposal of CUI and PII in accordance with established protocols at all times.

PII consists of information that identifies individuals, including names, Social Security numbers, birth dates, and biometric data. Emails containing PII must be encrypted unless explicit consent permits unencrypted transmission, and sharing PII via personal email accounts is strictly prohibited. Sending PII to a personal email account is not allowed, and all emails containing PII must be encrypted unless the owner explicitly consents to an unencrypted distribution.

CUI includes a broader range of sensitive but unclassified information, with PII being one subset. Documents containing PII may be considered "sensitive" depending on context, such as employee lists with performance ratings, recall rosters, home addresses, or personal phone numbers. Hard-copy documents containing CUI require a coversheet, and emails must include proper CUI markings in accordance with DoDI 5200.48. Sending CUI to a personal email account is strictly prohibited, and all emails containing CUI must be encrypted.

Privacy breaches often result from improper transmission of official files containing CUI or PII, particularly when alpha-type rosters—including ranks, Social Security numbers, and organizational details—are emailed from a .mil network to a .com network, such as Gmail.

Remote access to CUI or PII must rely on DAF-provided virtual private networks or other secure services. If encryption is not possible, alternative transmission methods are available. These include the following:

- Regular mail
- Hand delivery
- DoD-approved file exchange capability, such as the DoD Safe Access File Exchange, which can be found at the following website: https://safe.apps.mil/

M&FRCs must maintain Key Support Rosters containing names, contact numbers, and personal email addresses of KSL/KSM personnel. This information may be distributed via unencrypted emails only if the KSL/KSM explicitly consents to this method. A KSL/KSM Statement of Consent to Release PII and Privacy Act Information is included in Appendix N. Compliance with safeguarding PII is governed by *DoD 5400.11-R, the DoD Privacy Program, and AFI 33-332, the Air Force Privacy and Civil Liberties Program.*

As a family member of the military community, you are a vital player in our success and we could not do our job without your support. You may not know it, but you also play a crucial role in ensuring your loved ones' safety just by what you know of the military's day-to-day operations. You can protect your loved ones by protecting the information that you know. In the military this is known as "Operations Security" or OPSEC.

What is OPSEC? OPSEC is keeping potential adversaries from discovering critical Department of Defense information. As the name suggests it protects US operations planned, in-progress and completed. Success depends on secrecy and surprise so the military can accomplish the mission more quickly and with less risk. Enemies of freedom want this information, and they are not just after the military member to get it. They want you, the family member.

Unofficial Websites: The posting of pictures and information that is pertinent to your loved one's military unit to personal or family websites has the potential to jeopardize their safety and that of the entire unit. The bottom line is to use common sense and keep your loved ones safe on the front lines.

There are many countries and organizations that would like to harm Americans and degrade US influence in the world. It is possible and not unprecedented for spouses and family members of US military personnel to be targeted for intelligence collection.

- **Be Alert**. Foreign Governments and organizations can collect significant amounts of useful information by using spies. A foreign agent may use a variety of approaches to befriend someone and get sensitive information. This sensitive information can be critical to the success of a terrorist or spy, and consequently deadly to Americans.
- **Be Careful**. There may be times when your spouse cannot talk about the specifics for his or her job. It is very important to conceal and protect certain information such as flight schedules, ship movements, temporary duty locations and installation activities, just to name a few. Something as simple as a phone discussion concerning where your spouse is going on temporary duty or deploying can be very useful to US adversaries.
- **Protecting Critical Information**. Even though this information may not be secret, it is what the Department of Defense calls "critical information." Critical information deals with specific facts about military intentions, capabilities, operations or activities. If an adversary knew this detailed information, US mission accomplishment and personnel safety could be jeopardized. It must be protected to ensure an adversary doesn't gain a significant advantage. By being a member of the military family, you will often know some bits of critical information. Do not discuss them outside of your immediate family and especially not over the telephone.

CUI

ATTENTION

Use this space to indicate categories, limited dissemination controls,
special instructions, points of contact, etc., if needed.

ATTENTION

All individuals handling this information are required to protect
it from unauthorized disclosure.

Handling, storage, reproduction, and disposition of the attached document(s) must
be in accordance with 32 CFR Part 2002 and applicable agency policy.

Access to and dissemination of Controlled Unclassified Information shall be
allowed as necessary and permissible to any individual(s), organization(s), or
grouping(s) of users, provided such access or dissemination is consistent with or in
furtherance of a Lawful Government Purpose and in a manner consistent with
applicable law, regulations, and Government-wide policies.

CUI

Commanders may want to encourage support for newly arriving family members/ spouses by partnering the Commander's Key Support Program (CKSP) with the Sponsorship Program.

This partnership aims to reduce the stress of moving and helps the families/spouses feel more connected to the squadron and base before arrival.

Some ways to connect with the family/spouse:

1) Have a KSL welcome letter added to squadron welcome packet

2) Create a welcome packet specifically for the family/spouse to include:
- welcome letter
- base resources
- employment information
- local school information
- social media pages to include spouse groups and installation pages
- information specific to your area or installation
- base map

3) Welcome bag upon arrival:
- base paper/magazine
- local paper
- snacks
- basic household supplies (detergent, soap etc)
- KSL card

*** KSL are not to purchase items out of their own funds. If the CC request a welcome bag be given the unit will need to supply the funds.

Should your Commander elect to partner these two programs he/she will provide you with the sponsorship program POC information.

A supported family is a ready family.

The DAF lifestyle is punctuated by separations due to deployments, mobilizations, TDYs, remotes or crisis situations. Whether family separations are planned or unexpected, the KLS assist families by keeping the lines of communication open and providing assistance with finding resource information. The Readiness NCO at the Military and Family Readiness Center (M&FRC) can provide additional information and resources for each phase of deployment.

Phases of Deployment, what to expect in each and your role

Phase 1: PRE-DEPLOYMENT

- Typically, 4 to 6 weeks before deployment but may vary
- Both military member and spouse may fear separation
- Remaining spouse may feel resentment and frustration
- Member and spouse may experience depression, denial, anxiety and anger
- Emotional detachment: spouse may become distant and withdraw
- Sadness is common
- Children may react by withdrawing or misbehaving

KSL Role
- Establish and maintain contact with the families
- Encourage attendance at unit and/or M&FRC pre-deployment briefing
- Participate in pre-deployment activities

Phase 2 & 3: DEPLOYMENT AND SUSTAINMENT
- Emotional disorganization; overwhelmed, sadness, loneliness up to 1 month after deployment
- Once a routine is established there is relative calmness
- It is common for a sense of emptiness to set in during separation
- Old routines are gone and are replaced with new ones
- Spouses may begin to feel confident with success in handling everything

KSL Role
- Ensure 100% contact with separated families. If no contact is requested by a family/spouse annotate and inform your leadership
- Encourage families to notify unit leadership when leaving the area for an extended time
- Share unit and installation happenings
- Participate and encourage attendance at Hearts Apart Activities

Phase 4: RE-DEPLOYMENT/RE-INTEGRATION
- The transition from the deployed environment (30 days prior to reintegration) to family and workplace
- Member will receive opportunities to prepare for return at deployed location (reintegration education and information)
- Family members receive opportunities for education & information on reintegration through base helping agencies to include M&FRC
- Members and spouses will have expectation about the return and may have differing expectations on roles & responsibilities, parenting, rest / relaxation, and intimacy.

KSL Role
- Educate spouses on reunion and re-integration process and/or provide resources on helping agencies to include M&FRC, Military Life Counselor, Chaplain and Family Advocacy Program
- Encourage open communication
- Encourage spouses/families to attend unit pre-union activities

Phase 5: REUNION/REINTEGRATION (POST-DEPLOYMENT)
- This stage can be the most difficult
- Members may be exhausted from their deployment
- Members and spouses may experience differences between homecoming expectations and homecoming realities (responsibilities, parenting, relaxation, intimacy)
- Communication is the key to reintegration
- Much work will need to be done to reestablish the expectations
- It is common for spouses to gain a greater sense of independence during deployment
- There may be tension when reestablishing roles and expectations

KSL Role
- Participate in welcome-home activities
- Encourage attendance at briefings
- Continue to provide resources when needed

A significant catastrophic event, either natural or man-made, has the potential to damage or destroy an Air Force or Space Force installation and surrounding communities and impact military members and their families. A catastrophic event could produce mass casualties and displace members and their families from their homes, schools and places of employment. Community services normally available could be disrupted or rendered incapable of supporting recovery. The M&FRC is a focal point for helping the installation community address, prepare for and respond to crisis situations.

A Wing CC may activate the Emergency Family Assistance Center (EFAC) in situations where the anticipated needs are beyond the capability of the agencies primarily tasked to provide immediate crisis intervention. The EFAC operates 24/7 and is staffed by (but not limited to) the M&FRC, Medical Group, Mental Health, Chaplain, finance, legal and volunteers.

Upon activation the EFAC activities are coordinated by the M&FRC. The EFAC is a consolidated staging area where members and their families can obtain disaster relief and support, to include information and referral related to medical, housing, financial assistance, counseling, spiritual support and crisis information updates.

Unit CCs should discuss the role of both the KSL and KSM in crisis response. This should include possible scenarios dealing with the possibility of power outages, cell phone outages, acts of nature or terrorism, mass casualty and evacuations. The Unit CKS Team should discuss and formulate a unit plan of action. The KSL may be inundated with calls from unit spouses/families searching for information. It is essential that rumors on injuries, fatalities or damages ARE NOT confirmed by the KSL or KSM. The installation Public Affairs office will coordinate with Wing leadership on the release of official information and statements.

STATEMENT OF CONSENT TO RELEASE PII & PRIVACY ACT INFORMATION

I,_____ ☐ AUTHORIZE   ☐ DO NOT AUTHORIZE my contact information (name, home phone number, mobile number, and personal email address) to be included in a Key Support Roster that will be given to other appointed Key Support Liaisons, Key Support Mentors, Commanders, First Sergeants, other installation leaders, and families.

I ☐ CONSENT and request ☐ DO NOT CONSENT the Military and Family Readiness Center disseminate and email this personal contact information about me, as described above, on the Key Support Roster, to private commercial email accounts when the receiving individual does not have access to an encrypted DAF email account.

_____ _____
Requesting Key Support Signature   Date

_____ ____
Requesting Key Support Printed Name   Unit

Language on document not to be changed
Document reviewed by AFPC/JA, Apr 2025

APPENDIX O - FUNDING

This outlines specific items, products, and services that can be purchased by two funding types—appropriated funding (APF) and non-appropriated funding (NAF) dependent on availability of funds.

See funding information on https://www.afpc.af.mil/Military-and-Family/Commanders-Key-Support-Program/

1) Appropriated Funds (APF)

Pens, Pencils, Magnets, Key Chains/Fobs/Plastic Tags, Jar Grip Openers, Wall Calendars, Mugs, and Note Pads
Purchase of low-cost items is authorized if items are imprinted with information promoting CKSP program awareness and publicize services.

Water Bottles, Tote Bags, and Buttons
Purchase of these items must convey information about the CKSP and be widely used.

Business Cards
Personalized business cards may be created and printed using government resources.

KSL/KSM Name Tags
Name tags imprinted with KSL/KSM name and title may be purchased.

Coins and Lapel Pins
Coins and pins may be purchased for recognition purposes.
Must follow guidance in M&FRC, DAFI 36-3009 and Budget Guidance & Procedures, DAFI 65-601V1.

2) Non-appropriated Funds (NAF)

KLS/KSM Uniform Shirts
Funding may be approved as part of the annual NAF budgeting process by the installation Non-appropriated Fund Council.

KLS Recognition Program
Funding for light refreshments at one annual event from Special Morale & Welfare (SM&W) Funds. Not to exceed $3 per person or $400, whichever is less.

KSL Orientation Program
Funding for light refreshments at one annual event from Special Morale & Welfare (SM&W) Funds. Not to exceed $3 per person or $400, whichever is less.

A person at acute risk for suicidal behavior most often will show warning signs, such as: threatening or talking of wanting to hurt or kill him/herself; looking for ways to kill him/herself by seeking access to firearms, pills, or other means; and/or talking or writing about death, dying or suicide. **If at risk behaviors are observed, seek help as soon as possible by contacting a mental health professional or calling 1-800-273-TALK (8255) for a referral.**

Website Resources:
https://suicidepreventionlifeline.org
http://www.dspo.mil/
https://afsp.org/

Warning Signs include:
- Increased substance (alcohol or drug) use
- Dramatic mood changes
- No reason to live
- No sense of purpose in life
- Anxiety/agitation/hopelessness
- Unable to sleep or sleeping all the time
- Feeling trapped (like there is no way out)
- Withdrawing from friends, family and society
- Rage, uncontrolled anger, seeking revenge, acting reckless, or engaging in risky activities, seemingly without thinking

A Key Support Liaison (KSL) should take immediate action to inform the appropriate authority if someone exhibits or discloses suicidal ideation. If a KSL receives a crisis call, it is vital to:
- Remain calm and focused
- Get the person's name, location and phone number
- Keep the caller on the phone while someone else calls the police
- Call or have someone else call 9-1-1
- Reassure the survivor that assistance is on the way
- Stay on the phone until help arrives
- Contact the commander/unit leadership
- Always take the threat of suicide seriously

APPENDIX Q - SEXUAL ASSAULT PREVENTION AND RESPONSE

The KSL should refer an adult victim/survivor of sexual assault to the installation Sexual Assault Response Coordinator (SARC) or a SAPR VA, via the installation Sexual Assault Prevention and Response (SAPR) office. The KSL may also provide the 24/7 SEXUAL ASSAULT HELPLINE number (877-995-5247) and website: https://safehelpline.org/

The Installation SARC serves as the installation's point of contact for integrating and coordinating sexual assault victim care services. Services may begin at the initial report of sexual assault and continue through disposition and resolution of issues related to the survivor's health and well-being. The SARC ensures the victim/survivor of sexual assault receive the appropriate responsive care.

If a victim/survivor wants to formally report the sexual assault to the SAPR Office, there are two options: Restricted and Unrestricted Reporting.

Restricted Reporting: This option is for victims/survivors of sexual assault who wish to confidentially disclose the assault to specifically identified individuals and receive medical treatment and services without triggering the official investigative process.

Eligible members who are sexually assaulted and desire restricted reporting under this policy must report the assault to a SARC, SAPR VA or healthcare personnel. At the discretion/request, appropriately trained healthcare personnel shall conduct a sexual assault forensic examination (SAFE), which may include the collection of evidence. In the absence of a DoD provider, the survivor will be referred to an appropriate civilian facility for a SAFE.

Unrestricted Reporting: Allows an eligible person who is sexually assaulted to access medical treatment and counseling and request an official investigation of the allegation using existing reporting channels (e.g. chain of command, law enforcement, health care personnel, the SARC). When a sexual assault is reported through Unrestricted Reporting, a SARC shall be notified as soon as possible, respond, assign a VA, and offer the victim/survivor medical care (a SAFE) and support/advocacy services.

Resource for help, support and victim/survivor support: To find help near your base or installation: The DoD Safe Helpline is 24/7, secure, worldwide and confidential. Call 877-995-5247 or visit: https://safehelpline.org/

PLEASE NOTE: Eligible members include Active Duty, Reserve, National Guard, Active-Duty dependents, age 18 or older, who are eligible for treatment in the military healthcare system (non-FAP), Coast Guard when attached to the DOD and DAF civilian employees.
OCONUS only: DoD contractors and their US citizen employees.