



## JOINT BASE ANDREWS MILITARY & FAMILY SUPPORT CENTER

316 FSS/FSG  
1191 MENOHER DRIVE  
JOINT BASE ANDREWS, MD 20762  
PHONE: (301) 981-7087/DSN: 858-7087  
FAX: (301) 981-9215

HOURS OF OPERATION  
MONDAY, TUESDAY, WEDNESDAY & FRIDAY  
0730-1600  
THURSDAY  
0730-1200

(CLOSED ON HOLIDAYS AND AFDW FAMILY DAYS)

*Military & Family Life Counselors (MFLC)*  
Ms. Christen Sneed at (301) 232-8465  
Ms. Carol-Ann Serkin at (301) 232- 8481

*Personal Financial Counselor (PFC)*  
Assist service members and their families manage finances, resolve financial issues, and set reach long term goals. To reach the PFC, contact Ms. Heather Warpath at (240) 222-2604

Joint Base Andrews Chapel  
(301) 981-2111

Family Advocacy  
(240) 857-9680 (JBA)  
(202) 404-3611 (JBAB)

Military OneSource (24/7)  
1-800-342-9647  
<https://www.militaryonesource.mil>



**Appointment Letters:** Commander recruits volunteer(s) to serve as unit Key Spouse. Officially appoints Key Spouse/Key Spouse Mentor in writing. Provides a copy of the signed appointment letter to Military & Family Support Center.

**Key Spouse Training:** Schedule Key Spouse Initial Training, Key Spouse Refresher Training, Key Spouse Mentor Training. *A copy of the signed appointment letter must be forwarded to the Military & Family Support Center before attending training.* Once all forms are on file with unit and training is completed the Key Spouse/Key Spouse Mentor can begin performing duties.

**NEW: Air Force Family Suicide Prevention Training is now available.** The Air Force Family Suicide Prevention Training will be a part of the Key Spouse Program Training curriculum and used in small group training sessions to meet the annual suicide prevention awareness training requirement for KSS/KSMs (with options being available both virtual and in-person/live classroom sessions). Training can also be accessed by interested family members in a virtual self-paced version and also in a small group discussion style. Website:

<https://www.resilience.af.mil/Programs/Equipping-Families/>

**Volunteer Tracking:** Complete and sign a *Department of Defense (DD) Form 2793, Volunteer Agreement for Appropriated Fund Activities & Non Appropriated Fund Instrumentalities*, for unit commanders to also sign and maintain on file in the unit *IAW DoDI 1100.21, Voluntary Services in the Department of Defense.* **Log volunteer hours on volunteer hour tracking log.**



# P&WL KEY SPOUSE PROGRAM

*Spouses Connecting Spouses*

## MISSION

The mission of the Key Spouse Program (KSP) is to provide information and resources to military spouses, supporting families in successfully navigating throughout the military lifecycle.

## VISION

The Air Force Family—empowered and resilient

## GUIDANCE

Air Force Instruction (AFI) 36-3009, Airman and Family Readiness Centers, paragraphs 3.9.2 – 3.9.2.7., provides guidance. In addition, The Key Spouse Guide provides further clarification on the roles and responsibilities of each KS team member.

## Follow Us:

Key Spouse Facebook Group:  
<https://www.facebook.com/groups/JBAKeySpouse/>

Key Spouse Website:  
<https://www.andrewsfss.com/key-spouse-program>



Joint Base Andrews Military & Family Support Center

## Key Spouse Program Overview

- Key Spouses are appointed by the unit commander to perform a vital communication role between the unit and its families.
- Key spouses attends initial training, annual training and continuing education training to meet the Key Spouse Program requirements.
- Key Spouses assist families in finding and utilizing the available base and community resources.
- Key Spouses protects sensitive information and unit rosters by using Privacy Act Cover Sheets and Confidentiality to safeguard military members and their families.
- Key Spouses advocate on behalf of unit families and highlight any trends; assist in addressing concerns of unit family members.
- Key Spouses support unit and family events.
- Key Spouses provide support to families of military members who are deployed.
- Key Spouses submits resignation letter to unit CC and Military & Family Support Center when necessary and when preparing to transition out of the position.

## Key Spouse Recognition and Contributions

Key Spouse utilize the Key Spouse Coin, when warranted and in-line with intent of the Key Spouse Program Coin, AFI 36-3009.

### Consideration for:

- *Volunteer Excellence Award*
- *Key Spouse of the Year Award*

### Key Spouse Guides

\*Key Spouse Guide

\*Key Spouse Mentor Guide

\*Commander, Key Spouse Guide

### Key Spouse Forms

- Key Spouse/Key Spouse Mentor Appointment Letter
  - DD Form 2793 Volunteer Agreement Form
- Key Spouse Statement of Consent
  - Key Spouse Statement of Understanding
- Key Spouse Resignation Letter
  - Communication log
  - Volunteer Tracking Log

### Key Spouse Tool-Kit

Website: <https://www.resilience.af.mil/Spouse-Resiliency>

Select: Program/ Key Spouse Toolkit

## Key Spouse Program Limitation

KSs serve in an official role and must protect personal information. KSs are prohibited from sharing Personally Identifiable Information (PII) obtained within their official KS duties with other unit spouses. KSs may not use personal contact information for personal gain. For example, personal contact information obtained on unit spouses/families or other key spouses cannot be used OR shared as a source for potential clients for a business or for a private organization (on or off the installation). -integration, and post-deployment challenges.

KSs are not expected to be subject matter experts, nor should they act as counselors. KSs should utilize referral resources such as *the A&FRC, Family Advocacy Program, Chaplains, Military One Source, and Military Family Life Counselors (MFLC)*.

KSs serve as an “official” unit representative, role model, and conduit of accurate information to unit spouses. When KSs are asked to step outside of this role, the program can lose credibility and focus. KSs should not assume the role of a babysitter, nurse, taxi-driver, social coordinator, or fundraiser. employment, small business and entrepreneurial efforts.

**Fundraising:** The KSP is *not* a private organization. It is an official unit readiness program as outlined in AFI-36-3009; thus, as an Appropriated Funds program, neither KSMs nor KSs are permitted to legally conduct fundraising activities.