

HQ AFPC/DPPTF – Family Matters Operations
 DSN 665-4448
 Toll Free (866)299-0596

In the event of a small scale Authorized or Ordered Departure, the Family Support Center (FSC) should use the below checklist to support repatriated families in safe haven status.

TASK	DATE RECEIVED	DATE COMPLETED or N/A
When DPPTF calls/emails regarding an evacuated/repatriated family that has selected a safe haven location near your FSC, respond immediately to the phone message/email.		
FSC Director Inform leadership.		
If DPPTF provides info on the family’s flight itinerary, prepare to meet the family at the airport. Consider the children’s ages (car seats), length of travel (water, snacks).		
If DPPTF provides info on local extended family, contact the family immediately. Will they meet the family at the airport? Should the FSC go if they are picking them up? Does the family have any special needs? Let them know that you are the families liaison to the AF/base and are responsible for completing the Repatriation Processing Form, DD 2585, which allows the family to draw entitlements/\$\$\$. Tell them that the form must be completed w/in 48 hours of arrival.		
Upon receipt of the entitlements message from DPPTF - immediately provide a copy of the message to the base finance office and suggest they review the Joint Federal Travel Regulation (JFTR) on safe haven entitlements. Also provide a copy to the family.		
Complete the DD 2585 http://web1.whs.osd.mil/icdhome/DDEFORMS.HTM with the family within 48 hrs of arrival (you should be able to fill in much of the form based on the info provided by DPPTF). Immediately fax the form to DSN 665-2586, comm. (210)565-2596. <i>Note: Some families will have a completed form with them when they arrive.</i>		
Email DPPTF – peggy.rayfield@randolph.af.mil , jiri.crowder@randolph.af.mil , deborah.laskiewicz@ranodolph.af.mil upon family’s safe arrival. Include all three individuals on ALL		

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correspondence, cc MAJCOM and appropriate base leadership.		
Invite the family to tour the FSC and introduce services - Readiness (email, morale calls/calling cards, waiting spouses, family separation info guides/pamphlets, Relo/Family Services, CFP, PFMP, I&R.		
<p>Mandatory weekly family updates are due Fridays, NLT 1200 to DPPTF for the duration of safe haven status (up to 180 days) – again email: peggy.rayfield@randolph.af.mil, jiri.crowder@randolph.af.mil, deborah.laskiewicz@ranodolph.af.mil AFTER THE FIRST MONTH OF WEEKLY UPDATES, if the FSC feels that the family does not need frequent contact, the FSC can request bi-weekly contact. FSC must go through MAJCOM for approval, then to DPPTF. Bi-weekly contact after the first month is dependent on circumstances and not a given. Bi-weekly contact is the minimum contact allowed.</p>		

FREQUENTLY ASKED QUESTIONS

My family is too far to comfortably commute to the FSC...

Much of what you need to accomplish with your family can be done via phone/fax. If your family is met at the airport by extended family and they reside far from your FSC, fax the DD 2585 to them for completion. Mail them family separation materials. Coordinate/liaison base finance support by phone/fax.

My family’s busy and doesn’t have time to fill out the DD 2585...

Families must complete the DD 2585 48 hrs after repatriation (entry into U.S.). It is mandatory. Some families have the completed form with them, others need assistance obtaining a form and filling it out. If your family drags their feet, let them know that it is mandatory and that benefits cannot begin without it.

My finance office doesn’t seem supportive of my family...

Base finance offices are often baffled by safe haven families. They don’t often encounter this situation. You must be sure to let them know this is a priority customer and that the entitlements message, JFTR and family’s orders are all they need to get started. If this doesn’t work, immediately let DPPTF know the situation. We cannot let families wait to receive entitlements.

My family doesn’t need any help...

This is unlikely but if your family says that they don’t want your assistance you need to let them know that it is your responsibility to contact them at least once a week. If they prefer email contact, that’s fine. If, after the first month, you feel there is no longer a need for weekly contact you can request bi-weekly contact through your MAJCOM.

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My family travels around all the time...

Many families travel while in safe haven status. This is not a problem as long as they know that their per diem reflects the safe haven location stated on their order. Also, it is required that the FSC have a location/phone number or POC for the family at all times. We MUST be able to reach the family in the event of an emergency – it is the FSCs responsibility to have a way to contact the family at all times.

My family's never home...

Sometimes it's difficult to reach your family. If you can't reach them let us know in your weekly update.

EXAMPLE OF A WEEKLY UPDATE:

From

To

Subject: KUWAIT - SMITH FAMILY

I just spoke to Mrs Smith this afternoon and she is doing great! She received her entitlements on Tuesday, 4 March and she received what she was expecting. Her daughters are both going to Mexico for Spring break (13-18 March). Mrs Smith will have contact with them while they are away to include emergency contact numbers in Mexico.

In May, Mrs Smith will be moving out of the house that she is currently residing in because the Landlord will not reduce the rent payment. If she is not allowed to return to her spouse by May, she will be looking for a new residence.

I will continue to contact her weekly, and Mrs Smith is aware to contact me if she needs anything at anytime.

CONTACTS

HQ AFPC/DPPTF, Family Matters Operations, will contact you directly with a “cc” to your MAJCOM when a repatriation/safe haven family is headed near your base. We welcome your questions and recommend that you contact this office immediately with questions or concerns. Do not wait to elevate issues with finance, TMO, or other service agencies.

Respond immediately to:

peggy.rayfield@randolph.af.mil, DSN 665-4448, Toll free (866)299-0596

jiri.crowder@randolph.af.mil, DSN 665-3281, Toll free (866)299-0596

deborah.laskiewicz@randolph.af.mil DSN 665-4638