

Attending ISFAC and Community Events: FAQ for Give an Hour Volunteers

What is the Inter-Service Family Assistance Committee (ISFAC)?

- An ISFAC is a voluntary military-community cooperative or partnership organized to allow service providers to engage in networking and connect service and family members, veterans, and wounded warriors with local military and community resources.
- The primary goal of an ISFAC is to strengthen and develop family assistance delivery support programs and networks by leveraging the resources of all committee members and organizations in support of military families as they mobilize, deploy, or respond to natural disasters and increase community capacity and sustainment for years to come. It also promotes a sense of community spirit to support the families of military, veterans, and wounded warriors.
- The success of an ISFAC is highly dependent on the support of the governor, state legislators, and civic leaders. Other vital players include the regional headquarters for the Reserve components, commanders of installations in the given community whether active-duty, National Guard or Reserve, the Adjutant General (TAG), and the heads of each city, county, state, federal, and nongovernmental agencies within the community.
- You can learn more here: <http://www.jointservicesupport.org/Documents/ISFAC.pdf>

How is Give an Hour involved in Inter-Service Family Assistance Committee (ISFAC)?

- Give an Hour signed a Memorandum of Understanding with the National Guard and has committed to increasing awareness and provision of our services to areas across the nation in an effort to best support Guardsmen and families. We have a staff person dedicated to creating ways to serve, to train and recruit new volunteers, and to assist with community outreach.
- Volunteer GAH providers attend ISFAC meetings in their communities to inform the community leaders and members of Give an Hour services; engage in helpful conversation about the mental health of our service members, veterans, and loved ones; and provide information to Give an Hour staff about potential partnerships, needs, or discussions.
- By working together, Give an Hour staff and community volunteers are able to make a large impact on communities across the nation.

What will I do while I am at the meeting?

- Your role at the ISFAC event will vary based on your assigned time and date and the type of meeting. Tasks may include setting up display materials, giving a brief presentation on Give an Hour to the event attendees, answering questions, handing out materials, and gathering information.

- **Please be sure that you feel comfortable answering the following questions before attending.**
 - What is Give an Hour? What does it do?
 - How can I/my family member receive Give an Hour services?
 - Is there a cost to the program?
 - What if I can't find a provider in my area?
 - What are the current Give an Hour programs/partnerships?
 - How can a [MHP, civilian, volunteer] get involved with Give an Hour?

What are some important considerations when I represent Give an Hour in this role?

- Give an Hour works closely with its partners including the Veterans Administration, Department of Defense, mental health associations, USO, and many other organizations. At the event, please remember you are representing Give an Hour and our commitments and refrain from sharing personal opinions of the organizations discussed.
- Sometimes attendees begin to tell their stories and experiences to volunteers at the community event. If you begin to feel that the person needs immediate assistance and you are not qualified to assist them, direct them to the nearest hospital or mental health facility.
- Give an Hour staff are available to assist with questions you may not be able to answer. If you encounter a topic or question you are unsure of, please refer the individual to info@giveanhour.org or inform him/her that you will get back with a reply once you have spoken with staff.
- Please keep in mind that Give an Hour is a nonpolitical organization whose mission is to assist these soldiers and their families as they cope with the effects of deployment and combat. We do not take political stands and ask that you refrain from doing so when representing Give an Hour.