

PERFORMANCE OF WORK STATEMENT
ARMY COMMUNITY SERVICE'S OUTREACH PROGRAM
SECTION C

C.1. GENERAL

The purpose of the Outreach Program is to operate a program of Outreach within the Army Community Service (ACS). ACS is a community oriented Social Service Program to assist eligible clients as set forth in Army Regulation (AR) 608-1: The Army Community Service Program (hereafter referred to as AR 608-1).

C.1.1. SCOPE OF WORK

The Outreach Program Contractor (hereafter referred to as "Contractor") shall implement the Outreach Program to assist eligible clients as set forth in AR 608-1 and act as the primary point of contact for the orchestration and execution of all Outreach Program efforts whether or not he/she is actually involved in the direct service delivery of each initiative.

C.1.1.1.

The Contractor shall provide Outreach for eligible clients as set forth in AR 608-1. The contractor shall provide the professional and administrative support and personnel to perform the service set forth in this Performance of Work Statement (PWS). This PWS consists of the following principle features:

C.1.1.2.

The contractor shall provide a Program Manager to work 40 hours each week, less 10 approved U.S. holidays and 10 days personal time, with prior approval of the COR.

C.1.1.3.

Services shall normally be 0800-1645, Monday through Friday, however, the nature of the service requires flexibility in work scheduling. Specific hours to be worked will be specified by the COR.

C.1.2. PERSONNEL

C.1.2.1.

Program Manager shall have the following, documented, knowledge, skills, abilities and other qualities:

C.1.2.1.1.

Knowledge of Department of the Army (DA) policy governing the ACS Outreach Program.

C.1.2.1.2.

Knowledge of a wide variety of social service agencies for referral of soldiers and family members.

C.1.2.1.3.

Basic knowledge of direct customer services offered by all other ACS programs; Consumer Affairs & Financial Assistance Program (CAFAP), Family Advocacy Program (FAP), Family Member Employment Assistance Program (FMEAP), Information & Referral Program (I&R), Installation Volunteer Program, and Relocation Assistance Program (RAP).

C.1.2.1.4.

Knowledge of methods and techniques of needs' assessment and problem analysis.

C.1.2.1.5.

Skill in designing, developing and presenting education, orientation, briefing and training materials for individuals and small and large groups.

C.1.2.1.6.

Skill in marketing programs and services to existing and potential clients.

C.1.2.1.7.

Skill writing articles for public information and dissemination (i.e., news articles, pamphlets, directories)

C.1.2.1.8.

Skill in planning, executing, and tracking resource, training, and promotional items inventory.

C.1.2.1.9.

Skill in public speaking before large and small groups.

C.1.2.1.10.

Skill in using a personal computer for word processing using windows based software.

C.1.2.1.11.

At least 2 years of specialized experience, since September 1989, providing services to military on DOD installations.

C.1.2.1.12

Completed training and certified in CPR and First Aid.

C.1.2.1.13

Completed Intercultural Communication training to develop skills in understanding cross-cultural communications.

C.1.3. SECURITY REQUIREMENTS

The contractor shall not have access to any documents or information with a higher security classification than "For Official Use Only".

C.1.4. CONFIDENTIALITY

Strict confidentiality shall be maintained regarding personal information of clients. Client records shall be maintained in a restricted file and locked during those times when staff authorized access is not present. Only general information should be released to Commanding Officers in referral cases, i.e. cooperation, progress, and failure to keep appointments. Information may be released to other military agencies pertaining to special problems, given with consent or request of the client.

C.1.5. QUALITY ASSURANCE

Contractor shall establish a quality assurance program to ensure that the requirements of the contract are accomplished as specified. Initial plan shall be presented to the COR within 30 working days of contract award for COR information and approval. Subsequent modification shall be made as required or to respond to concerns of the COR. Quality assurance will include the following as a minimum:

C.1.5.1.

A method of obtaining feedback from clients on a pre-determined basis.

C.1.5.2.

A means to ensure client confidentiality.

C.2. DEFINITIONS

<u>C.2.1.</u>	AAFES	Army Air Force Exchange Service
<u>C.2.2.</u>	ACS	Army Community Service
<u>C.2.3.</u>	ADAPCA	Army Drug and Alcohol Prevention & Control Activity
<u>C.2.4.</u>	AER	Army Emergency Relief
<u>C.2.5.</u>	AFAP	Army Family Action Plan
<u>C.2.6.</u>	AFTB	Army Family Team Building
<u>C.2.7.</u>	AGR	Active Guard & Reserve
<u>C.2.8.</u>	AIRS	Alliance of Information and Referral Systems
<u>C.2.9.</u>	AMAS	Army Materiel Acquisition System
<u>C.2.10.</u>	AMC	Army Material Command
<u>C.2.11.</u>	APF	Appropriated Fund
<u>C.2.12.</u>	AR	Army Regulation
<u>C.2.13.</u>	ARC	American Red Cross
<u>C.2.14.</u>	ARCOM	Army Reserve Command
<u>C.2.15.</u>	BFP	Baby's First Program
<u>C.2.16.</u>	CDS	Child Development Services

<u>C.2.17.</u>	CYS	Child & Youth Services
<u>C.2.18.</u>	CFSC	Community Family Support Center
<u>C.2.19.</u>	COR	Contracting Officers Representative
<u>C.2.20.</u>	CPO	Civilian Personnel Office
<u>C.2.21.</u>	DeCA	Defense Commissary Agency
<u>C.2.22.</u>	DODDS	Department of Defense Dependents Schools
<u>C.2.23.</u>	DPCA	Directorate of Personnel & Community Activities
<u>C.2.24.</u>	EFMP	Exceptional Family Member Program
<u>C.2.25.</u>	ERP	Employment Readiness Program
<u>C.2.26.</u>	FAP	Family Advocacy Program
<u>C.2.27.</u>	FM	Fort Monmouth
<u>C.2.28.</u>	FMBS	Financial Management Budget System
<u>C.2.29.</u>	FMFAP	Fort Monmouth Family Action Plan
<u>C.2.30.</u>	FMOWC	Fort Monmouth Officers Wives Club
<u>C.2.31.</u>	FRP	Financial Readiness Program
<u>C.2.32.</u>	FSP	Family Services Program
<u>C.2.33.</u>	FSG	Family Support Group
<u>C.2.34.</u>	GFP	Government Furnished Property
<u>C.2.35.</u>	I&R	Information & Referral
<u>C.2.36.</u>	IVC	Installation Volunteer Coordinator
<u>C.2.37.</u>	LES	Leave and Earnings Statement
<u>C.2.38.</u>	MACOM	Major Army Command
<u>C.2.39.</u>	MSC	Major Subordinate Command
<u>C.2.40.</u>	MTF	Medical Treatment Facility
<u>C.2.41.</u>	MUSARC	Major United States Army Reserve Command
<u>C.2.42.</u>	NAF	Non-Appropriate Facility
<u>C.2.43.</u>	NCOWC	Non-commissioned Officers' Wives Club
<u>C.2.44.</u>	NG	National Guard
<u>C.2.45.</u>	ORP	Outreach Program
<u>C.2.46.</u>	PACH	Patterson Army Community Hospital
<u>C.2.47.</u>	POM	Preparation for Overseas Movement
<u>C.2.48.</u>	PWS	Performance Work Statement
<u>C.2.49.</u>	RATF	Relocation Assistance Task Force
<u>C.2.508.</u>	RC	Reserve Component
<u>C.2.51.</u>	RRP	Relocation Readiness Program
<u>C.2.52.</u>	SITES	Standard Installation Topic Exchange Service
<u>C.2.53.</u>	SOP	Standard Operating Procedure
<u>C.2.54.</u>	STARC	State Area Command
<u>C.2.55.</u>	UDWP	Utility Deposit Waiver Program

C.3. GOVERNMENT FURNISHED PROPERTY (GFP)

C.3.1.

The Government will provide to the Program Manager for use in connection with this contract the following property:

C.3.1.1.

Building has sufficient office space for one program manager.

C.3.1.2.

Access to class A telephone, to be shared with other staff.

C.3.1.3.

Heat, light, and other essential utilities are provided.

C.3.1.4.

One computer for program implementation, as well as other equipment and supplies as needed and available.

C.3.1.5.

Standard U.S. Army and Government forms and regulations as required.

C.3.1.6.

Office furniture, to include desk, chair, filing cabinet, bookcase, and storage space.

C-4 CONTRACTOR FURNISHED PROPERTY

C.4.1.

The contractor shall not be required to furnish any property or materials relevant to this contract but shall be responsible for receiving, caring and accounting for and returning any government furnished property. The contractor shall familiarize him/herself with the proper care and use of government supplied property. The operation of any necessary equipment, to include training aides within the services to be delivered here under shall be at no additional expense to the government over and above the contract price.

C.5. SPECIFIC TASKS

C.5.1.

The program manager shall independently provide the Outreach Program.

C.5.2.

The program manager shall have responsibility for establishing and maintaining the Outreach Program in accordance with Army Regulation (AR) 608-1 as implemented by Fort Monmouth.

C.5.2.1

The program manager shall act as a Unit Service Coordinator to individual units as determined by COR.

C.5.2.1.1.

The program manager shall receive cross training in all other ACS program areas as determined by COR.

C.5.2.1.2.

The program manager shall provide program specific cross training to ACS contractors, volunteers and government employees as determined by COR.

C.5.2.2.

The program manager will pick up Assignment to Government Family Housing Orders, Guest House Registration, and Permission to Reside in off Post Housing from the One Stop Housing Office, Bldg 270.

C.5.2.3.

The program manager will pick up Utility Deposit Waiver Program lists from Army Community Service, Bldg 812.

C.5.2.4.

The program manager will maintain current information on Fort Monmouth Family Housing residents.

C.5.2.5.

The program manager will identify newcomers and provide information to Army Community Service Officer.

C.5.2.6.

The program manager shall compile and maintain appropriate information/materials for welcome visits.

C.5.2.7.

The program manager shall identify Fort Monmouth newcomers and conduct bi-weekly welcome visits to the Guest House.

C.5.2.8.

The program manager shall provide information, referral and follow-up services, listen and identify and report potential problems to the Army Community Service Officer.

C.5.2.9.

The program manager shall create, program and schedule programs that improve the quality of life.

C.5.2.10.

The program manager shall conduct and/or coordinate bi-weekly welcome visits in the housing areas.

C.5.2.11.

The program manager shall develop, update annually, and distribute the New Military Spouse Handbook.

C.5.2.12.

The program manager shall develop and implement specialized services for families.

C.5.2.13.

The program manager maintains and operates the Army Community Service Satellite Outreach Center, located at 809 Pinebrook Road, Eatontown, NJ.

C.6. APPLICABLE DOCUMENTS

<u>C.6.1.</u>	AR 25-50	Preparing and Managing Correspondence and Civilian Personnel to, From and Between Overseas Areas
<u>C.6.3.</u>	AR 210-1	Private Organizations on Department of the Army Installations
<u>C.6.4.</u>	AR 310-2	Dictionary of United States Army Terms
<u>C.6.5.</u>	AR 352-3	Education of Dependents in the US, Puerto Rico, Wake Island, Guam, American Samoa, and the Virgin Islands
<u>C.6.6.</u>	AR 600-240	Marriage in Overseas Commands
<u>C.6.7.</u>	AR 600-8-8	The Total Army Sponsorship Program
<u>C.6.8.</u>	AR 600-8-11	Reassignment
<u>C.6.9.</u>	AR 600-8-101	Personnel Processing (In-and-Out and Mobilization Processing)
<u>C.6.10.</u>	AR 600-29	Fund-Raising Within the Department of the Army
<u>C.6.11.</u>	AR 608-1	Army Community Service Program
<u>C.6.12.</u>	AR 608-3	Naturalization and Citizenship of Military Personnel and Dependents
<u>C.6.13.</u>	AR 608-11	Eligibility for Reduced Cost Commercial Air Fare for Unofficial Travel
<u>C.6.14.</u>	AR 614-30	Overseas Service
<u>C.6.15.</u>	AR 930-1	Army Use of USO Services
<u>C.6.16.</u>	AR 930-5	American National Red Cross Service Program and Army Utilization
<u>C.6.17.</u>	DA Cir 608-94-1	The Army Family Action Plan XI
<u>C.6.18.</u>	DA PAM 25-1-1	Installation Information Services
<u>C.6.19.</u>	DA PAM 55-2	It's Your Move
<u>C.6.20.</u>	DA PAM 352-5	The Army Family...A Partnership
<u>C.6.21.</u>	DA PAM 360-400	A series of pocket guides to overseas tours.
	through DA PAM 360-430	
<u>C.6.22.</u>	DA PAM 360-525	Family Assistance Handbook for Mobilization
<u>C.6.21.</u>	DA PAM 360-503	Voting Assistance Guide
<u>C.6.22.</u>	DA PAM 600-27	A Sense of Community
<u>C.6.23.</u>	DA PAM 608-37	Going Overseas
<u>C.6.24.</u>	DA PAM 608-42	Handbook on Information and Referral Service for ACS Centers
<u>C.6.25.</u>	DA PAM 608-43	A Guide to Family Member Predeployment Briefings
<u>C.6.26.</u>	DA PAM 608-44	Army Community Service Staff Handbook for Assisting Bicultural Military Families
<u>C.6.27.</u>	DA PAM 690-1	Working Overseas With the Department of the Army

<u>C.6.28.</u>	CECOM-P 25-50-1	Handy Reference Training Guide- Army Correspondence
<u>C.6.29.</u>	CECOM-P 25-50-2	Staff Procedures Guide
<u>C.6.30.</u>	CECOM-P 108-5	Guide for Preparing Effective Presentations
<u>C.6.31.</u>	CECOM-P 135-2	Reserve Component Training Support
<u>C.6.32.</u>	CECOM-R 350-3	Training in Government Facilities
<u>C.6.33.</u>	CECOM-R 600-6	Civilian Personnel Sponsor Program
<u>C.6.34.</u>	FM-P 210-1	Information for Visitors to Fort Monmouth
<u>C.6.35.</u>	FM-R 600-15	Fund Raising at Fort Monmouth
<u>C.6.36.</u>	FM-R 690-090.2	Clearing of Civilian Personnel
<u>C.6.37.</u>	FM Suppl 1 to AR 210-1	Private Organizations on Department of the Army Installations

C.7. DELIVERABLES

C.7.1.

The program manager shall provide Army Community Service Officer with newcomers lists on a monthly basis.

C.7.2.

The program manager shall provide bi-weekly guest house welcome visits to incoming families.

C.7.3.

The program manager shall provide an updated final draft of the New Military Spouse Handbook on an annual basis, if deemed necessary by COR.

C.7.4.

The program manager shall provide bi-weekly welcome visits to newcomers in military housing area.

C.7.5.

The program manager shall provide a monthly Outreach activity calendar.

C.7.6.

The program manager shall provide a completed DA FORM 5902-R per AR 608-1 to the COR by the 15th of next month.

C.7.6.1.

The program manager shall provide a completed DA FORM 5900-R per AR 608-1 to the COR by the 15th of next month.

C.7.6.2.

The program manager shall provide a completed DA FORM 5901-R per AR 608-1 to the COR by the 15th of next month.

C.7.7.

The program manager shall provide a weekly Significant Activities report by 12:00 p.m. on the following Monday.

C.7.8.

The program manager shall provide a monthly schedule of Outreach duties/work.

C.7.9.

The program manager shall provide an SOP for each component of the program within 60 days of award of contract.

END OF SECTION C