

# THE COMMANDER'S KEY SUPPORT PROGRAM

## TOOLKIT



## WHY A TOOL KIT?

Whether you are starting a new Commander's Key Support Program (CKSP) from the ground up or working in an existing program, a toolkit will aid you as you work in support of Department of the Air Force (DAF) families. In this toolkit you will find customizable templates to help you get started. This toolkit is designed to keep your CKSP running smoothly and consistently with programs across the DAF, while having the flexibility to fit the Commander's vision for their unit program. Please tailor these templates to fit the needs of your individual unit.

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## TOOLS AND HOW TO USE

### 1. [Roles and Responsibilities](#)

The first thing you will want to do is meet with your Commander to find out their vision for the program. What are their expectations and priorities? Use this form as a guide to assist you and your Commander in determining your roles and responsibilities.

### 2. [Individual Contact Information Form \(from the leadership\)](#)

This form is intended to be used to gather contact information to create your contact roster. Ask your unit leadership to send this form out to the unit to collect spouse or family contacts.

### 3. [Individual Contact Information Form \(from the key support liaison\)](#)

This form is intended to be used to gather contact information directly from families to create your contact roster. Consider handing out this form at any unit events and/or emailing directly to spouses.

### 4. [Initial Contact Email Template](#)

Consider using this template to write a welcome email to all spouses in your unit. Simply copy and paste the content into a new email (***fill in your own information in any section that has bold or italicized text***). Welcoming all families as they are assigned to your unit will help build community and connection and will give new families access to needed resources upon arrival.

### 5. [Communication log](#)

Use this form to keep track of any communications you have with unit families or individuals you are supporting. It is also important to annotate if someone request no contact.

### 6. [Meet the Key Support Liaisons \(KSL\) and the Unit Leadership Team](#)

It is important to show up both in person and digitally so that families in your unit think of you as a resource and reach out in times of need. Use this form as an introduction to the KSL and leadership team.

### 7. [Business Card Template](#)

Customize your own business cards to hand out at unit events or functions. Current QR Code goes to AFPC Military and Family Readiness Page.

### 8. [Meeting Agenda](#)

Unit KSLs should meet regularly to share information, troubleshoot challenges, and ensure families in the unit are being taken care of. Use this agenda to help structure your meetings.

### 9. [Social Media Comm Plan](#)

This example is meant to serve as a location to plan and compile information sharing among your squadron spouses and families. It can be on social media, via email, text or on a website. **Be mindful of OPSEC and PII.** Examples of posts to plan ahead of time are squadron events, fun weekly recurring posts to promote interaction i.e. fun fact Friday, etc. In certain platforms, posts can be scheduled to post ahead of time.

## **HOW TO EDIT TEMPLATES**

**Create a new document** or email and simply copy and paste the content you want to use.

**Add in your personal touches.** Be sure to personalize **ALL BOLD** content. If the content is in a **HEADING**, be sure to edit any portion in **[brackets]**. Delete any of the *italicized* instructions at the top of each template that you do not want to appear on your final document. Ask your commander (CC), first sergeant, aka "shirt," or Senior Enlisted Leader (SEL) to get an image of your unit patch or logo to personalize your documents.

To **replace an image**, right click on the image and choose "replace image" or "change picture" then select your own image of a key support liaison, unit families, or squadron logo or patch.

To **insert new images**, choose insert > upload an image from your computer then choose the image from your files and place it where you want it - top left, right or center is best. To move the image a bit more freely you can choose format and place the image above or below the text. This will help keep the image from disrupting your content.

Be sure to **save your file** in a folder accessible to you and/or your KSL team and label it appropriately. For example: [802ndKSLQrtlyMeetingAgenda.docx](#) Some KSL teams like to create an email address specifically for their CKSP in order to stay organized and give multiple team members access.

### **Business Card Template and QR Code**

The business card template can be personalized and unit or commanders key support program logo added. The current QR code goes to the Air Force Personal Center Military and Family Readiness page. You can create your own QR code that goes to your unit page or location of your choice. If using Chrome Browser to create your QR code go to the attachment below for instructions. To create a QR code with an Apple product go to <https://education.apple.com/resource/250011714>

Once your card is personalized and you are ready to print go to Mailings at the top of your screen-Labels-Options-Label vendor Avery US letter-product number- go to **5371** business cards and paste your personalized information.



QR Code in Google  
Chrome.docx

## **ROLES AND RESPONSIBILITES OF KEY SUPPORT LIAISON**

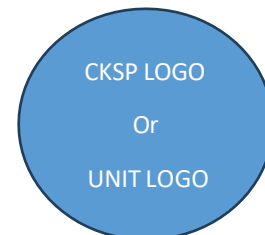
Unit:		Date:	
Commander/Leadership:			
<b>Duties of a Key Support Liaison for (UNIT)</b>			
1. Connect with incoming unit families to provide support. If yes explain	Yes	No	
2. Connect families to installation and community resources.	Yes	No	
3. Provide support during deployments. If yes explain	Yes	No	
4. Provide support during a crisis situation. If yes explain	Yes	No	
5. Assist with providing support to single Airman/Guardians. If yes explain	Yes	No	

Top 3 Priorities for **(UNIT)** Key Support Liaison *(add additional priorities as needed)*

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Key Support Liaison Signature

\_\_\_\_\_  
Commander/Leadership Signature



# INDIVIDUAL CONTACT INFORMATION FORM (FROM THE LEADERSHIP)

## **[INSERT YOUR UNIT HERE] CONTACT INFORMATION FORM**



The mission of the **UNIT** Commanders Key Support Program is to ensure that your families have access to the information and resources they need. You do not need to be married to the person you put on this form. Our Key Support Liaison (KSL) is happy to support anyone supporting you. With this information, our KSL will reach out, explain the program, and offer support. Even if your support person prefers no communication, it is still a priority for us to have their name and contact information for emergency purposes. By providing this information, you are empowering the team to best support your family regularly and/or in the event of an emergency.

Military Member's Name/Rank \_\_\_\_\_

\_\_\_Single \_\_\_Married Other \_\_\_\_\_

Name of spouse, significant other, or support person

\_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

Preferred Method of Contact: Phone | Email | Text

Do you have children? \_\_\_Yes \_\_\_No

Additional Information:

\_\_\_\_\_  
\_\_\_\_\_

Please indicate any special assistance your family may require.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*\*\*Note: The Privacy Act of 1974 prohibits the disclosure of a record about an individual from a system of records absent the written signature of consent from the individual. The information contained within this document will NOT be given others unless a need to know exists, or in event a "No" is identified below, your information will not be shared to others. A YES will allow the release of your information.**

**Yes \_\_\_No: Printed Name: \_\_\_\_\_; Signature: \_\_\_\_\_**

The information contained within this form is protected under the provisions of the

[Privacy Act of 1974, as amended, 5 U.S.C. § 552a](#)

*Unauthorized disclosure or misuse of this PERSONAL INFORMATION may result in criminal and/or civil penalties. This worksheet will be maintained for 2 years by the UNIT Key Support Liaison then destroyed*

## INDIVIDUAL CONTACT INFORMATION FORM (FROM THE KSL)

### [INSERT YOUR UNIT HERE] CONTACT INFORMATION FORM



The mission of the **UNIT** Commanders Key Support Program is to ensure that you and your family have access to the information and resources you need. You do not need to be married to be part of our program. Our KSL is happy to support anyone supporting military members. With this information, our KSL will reach out, explain the program, and offer support. Even if you prefer no communication, it is still a priority for us to have your name and contact information for emergency purposes. By giving us this information, you are empowering the team to best support your family regularly and/or in the event of an emergency.

Military Member's Name/Rank \_\_\_\_\_

\_\_\_Single    \_\_\_Married    Other \_\_\_\_\_

Name of spouse, significant other, or support person  
\_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

Preferred Method of Contact: Phone | Email |

Text Do you have children? \_\_\_Yes \_\_\_No  
Additional Information:

\_\_\_\_\_

If you have any additional information you think we should be made aware of or any comments you would like to leave with the Key Support Liaison please do so below.

\_\_\_\_\_

Would you like information about becoming a Key Support Liaison? Yes | No

**\*\*\*\*Note: The Privacy Act of 1974 prohibits the disclosure of a record about an individual from a system of records absent the written signature of consent from the individual. The information contained within this document will NOT be given others unless a need to know exists, or in event a "No" is identified below, your information will not be shared to others. A YES will allow the release of your information.**

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## **KEY SUPPORT LIAISON INITIAL CONTACT EMAIL TEMPLATE**

Hello **Spouse's name**,

Welcome to the **unit name** family! My name is **insert name** and I will be your Key Support Liaison (KSL). As your KSL, I can help connect you to resources and information that you may need while you are here. I am also your go-to person within the unit, so please feel free to reach out with any questions or concerns you may have. Issues I can help you navigate include (but are not limited to): childcare, education, healthcare, housing, employment, etc.

To get you started, please check out the resources we have attached for you. **Consider including a welcome packet with basic information about the unit and the base, a Meet Your KSLs and Unit Leadership Team Flier, and a quick reference guide with commonly used local resources and Facebook groups.**

We also recommend you join our social media via the links below to stay connected. **Add any spouse Facebook, Instagram, Twitter, GroupMe, etc links here.**

I will reach out to you occasionally to check in and to offer resources and information. If you prefer not to be contacted by our KSL team or if you prefer a specific kind or amount of contact, please reply to this email, and let me know. We will keep your information on file for emergency use only and will happily respect your request.

I am looking forward to meeting you and your family! Please feel free to reach out if there is anything I can do for you!

Respectfully,

**Your Name**

**[Unit name]**

**Key Support Liaison**

**210-456-7890**

## **COMMUNICATION LOG**

\_\_\_\_\_  
**Key Support Liaison**

\_\_\_\_\_  
**Unit**

\_\_\_\_\_  
**Unit Commander**

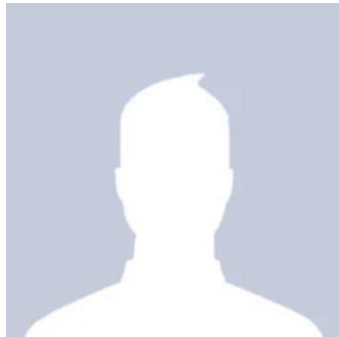
\_\_\_\_\_  
**Unit First Sergeant**

<i>Name</i>	<i>Contact</i>	<i>Date</i>	<i>Time</i>	<i>Length</i>	<i>Purpose, outcome, follow up</i>

*No personally identifiable information (PII) data should be documented in writing nor maintained on this document.*

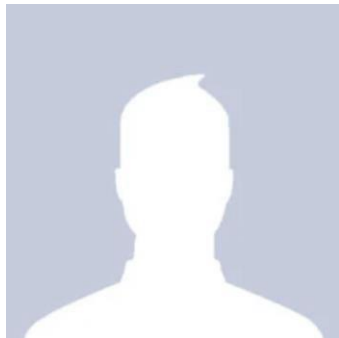


## MEET THE [UNIT NAME] KEY SUPPORT LIAISONS



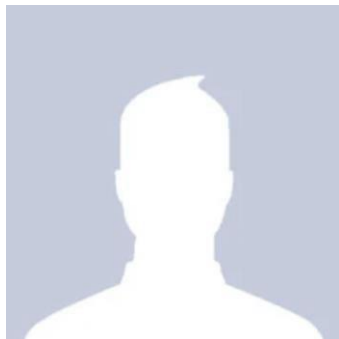
Replace these prompt paragraphs with a small 2-3 sentence bio about each key support liaison. They should say a little bit about themselves, their family and friends, and/or things they like to do. Be sure to include the reason they became a key support liaison.

**Jane Doe**  
[Unit] Key Support Mentor  
janedoe@gmail.com  
123-456-7890



To replace these placeholder images with an image of your unit KSLs, right click on the image and choose "replace" then you will be prompted to select an image from your computer.

**John Doe**  
[Unit] Key Support Liaison  
johndoe@gmail.com  
123-456-7890



Families are more likely to come to you if they know a little bit about you. Consider adding personal information here to help families feel more comfortable reaching out to your KSL.

**Jennifer Doe**  
[Unit] Key Support Liaison  
J.Doe@gmail.com  
123-456-7890

### ***Reasons you might reach out to your key support liaison***

**Information and Resources** - help finding resources for childcare, education, support, etc

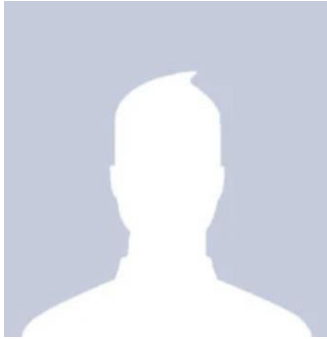
**Communication** - letting leadership know of any issues you may be having

**Connection** - meeting new friends, finding support during TDY's, deployments, etc

**Emergency Support** - if you don't know who to turn to, call your key support liaison

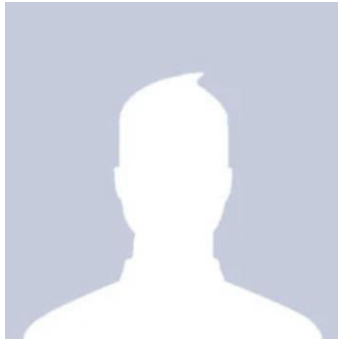
[www.facebook.com/yourspousepagehere](http://www.facebook.com/yourspousepagehere)  
[@YourInstagramHandleIFApplicable](https://www.instagram.com/YourInstagramHandleIFApplicable)

## MEET THE [UNIT NAME] LEADERSHIP TEAM



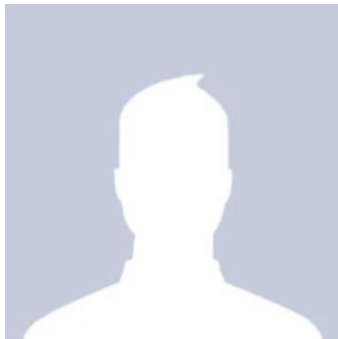
Replace these prompt paragraphs with a small 2-3 sentence bio about each member of your unit's leadership team to introduce them to your families. Spouses and families may feel more comfortable with their unit if they know the leadership supporting them.

**Col. John Doe** [Unit]  
Commander Office phone  
number



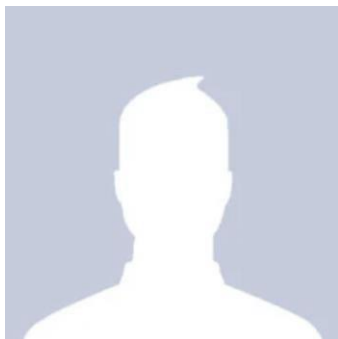
To replace these placeholder images with an image of your unit KSLs, right click on the image and choose "replace" then you will be prompted to select an image from your computer. If the images move after you have typed your personal information you can simply drag them up or down to space them properly.

**John Doe**  
[Unit] Senior Enlisted Leader (SEL)  
johndoe@gmail.com  
123-456-7890



Consider adding some friendly, personal information to make spouses feel more comfortable with unit leadership.

**John Doe Jr.**  
[Unit] First Sergeant  
johndoe@gmail.com  
123-456-7890



Here you could highlight any other service member in the unit who might support the CKSP. This could include the UPC, DO, flight chiefs, flight commanders, etc.

**John Doe III.**  
Other [Unit] Position  
johndoe@gmail.com  
123-456-7890

[www.facebook.com/yourunitpagehere](http://www.facebook.com/yourunitpagehere)  
[@YourInstagramHandleIFapplicable](#)



**KEY SUPPORT LIAISON**

Joe Thomas  
35<sup>th</sup> Security Forces Squadron  
Randolph Air Force Base  
Joethomas@gmail.com  
210-123-8910



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## **KEY SUPPORT LIAISON MEETING AGENDA**

### **[INSERT YOUR SQUADRON NAME HERE] KEY SUPPORT LIAISON MEETING AGENDA**

[INSERT DATE & TIME]

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#### **ATTENDANCE**

List the names of all in attendance; i.e. key support liaisons, commander, first sergeant, guests, etc. If leadership attends the meeting, ensure they have a few minutes to speak.

#### **PREVIOUS/UPCOMING MEETING**

Recap the previous meeting and determine a date, time and location for your next meeting.

#### **ROSTER MANAGEMENT**

Discuss how to stay aligned with the sponsorship program to ensure you are capturing all incoming spouses (even before their arrival). Review changes to the roster, shred old copies, and distribute new copies at each quarterly meeting.

#### **DEPLOYMENTS**

Collaborate with the first sergeant to track which members are deployed, their unit and rank, the dates, their spouse info (name, phone, email, children) and who will be responsible for keeping in contact and how often. The M&FRC Readiness NCO can also help you with deployment support.

#### **COMMUNICATION**

Discuss any specific issues or concerns from your contact roster. Collaborate on best course of action.

#### **SOCIAL MEDIA COMM PLAN**

Discuss upcoming content that will go on Facebook, Instagram, LinkedIn, or your website to support the community with information about squadron and base activities as well as general engagement ideas. ***Be very mindful of OPSEC and Personally Identifiable Information (PII) when sharing information.***

#### **UPCOMING EVENTS**

Discuss upcoming events, including logistics and a plan for execution. Determine who will be POC, event date, time, location and description.

#### **ACTION ITEMS**

Assign specific tasks to individual key support liaisons so it is clear who is accomplishing each task.

## KEY SUPPORT LIAISON SOCIAL MEDIA COMM PLAN

<b>SOCIAL MEDIA COMM PLAN EXAMPLE</b>				
<b>MONTH</b>	<b>DAY</b>	<b>TOPIC</b>	<b>CONTENT</b>	<b>KSL</b>
July	Sundays	On Tap This Week	Post information collected from base agencies like upcoming events and activities.	Stacy
	Fridays	Fun Fact Friday	Post a fun random fact to engage the community.	Kristy
	As Needed	Relevant Information That Pops Up	Back to School information, travel advisories, etc.	Bethany
	1st of the Month	Upcoming Squadron Event/Activity	Information specific to the unit regarding upcoming activities.	Scott
	July 4th	Independence Day	You can enter specific content in this section to allow the KSL to copy and paste the post.	Trinity
	July 8th	Fourth of July Event Follow Up Post (with pics)	Our squadron had an amazing time at our Fourth of July Bash last weekend. Thank you to all the volunteers who helped make the event a true success. Happy Fourth!!	Anitra
	As Needed	Information from M&FRC	Share updates from M&FRC and FSS event calendars. Use their content to keep things consistent.	Mark