

Team,

A crucial part of taking care of Soldiers, Civilians and their Family Members within USAREC involves the utilization of USAREC's Soldier and Family Assistance Branch Programs.

As we strive to provide the best possible services to our Soldiers, Civilians and our families, it is vital that we get feedback from those individuals who utilize the programs.

I urge you to consider taking the Soldier and Family Assistance Program needs assessment survey. Your input is vital in accessing our successes and to ensure continuous improvement to USAREC Family programs in order to best serve the needs of those we support.

The survey is completely voluntary. However, by participating, you provide input on any new programs and services needed, suggest changes to our key processes to improve service delivery of current programs as well as feedback on our customer service.

Rating the command's Quality of Life programs allows us to identify areas that need improvement. Help us by clicking on the link below and sharing your thoughts, ideas and concerns in regards to the Soldier and Family Assistance Program. The 2013 USAREC Soldier & Family Assistance Survey is available at the following link:

<http://survey.usaac.army.mil/surveys/H7GSAG>

Additionally, USAREC Soldier and Family Assistance Branch has established an Interactive Customer Evaluations (ICE) for your continuous and immediate input. ICE allows for SFAB to receive immediate feedback which will allow SFAB to take immediate corrective action to fix any issues or concerns. It also allows you to let our Commanders know when you receive outstanding customer service, to ensure we recognize those who go above and beyond to support you and your Family's needs.

Your comments go directly to your Brigade. You can access the USAREC SFAB ICE site at the following link:

http://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=1159&dep

Please share your feedback along with your great idea or any concerns. We can't make things better if we don't know what's wrong. That's where you come in! Let your voices be heard.

Thank you in advance.

Strength Starts Here.

MG Allen W. Batschelet
Commanding General