



Operation: Care & Comfort  
[www.occ-usa.org](http://www.occ-usa.org)

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## Adopt a Military Family Program 2017

For the 13th year, Operation: Care and Comfort (OCC) is conducting its "Adopt a Military Family" program to assist military families throughout the year and holiday season.

We have found that military families are not eager to come forward to ask for assistance, even during the holidays. Often, a military Family Readiness Group (FRG) leader will learn of a military family in their unit who could use some support, but restrictive solicitation guidelines prevent them from asking for help. Through this grassroots program, this military liaison can contact us to request help for this family. This is one time assistance, with our desire to offer help as soon as possible.

With the partnership of civilian families, companies, churches and organizations, hundreds of military families have been adopted and supported. This effort is coordinated by military personnel, FRG leaders, Ombudsmen, VSOs, and SOS coordinators, who serve as the liaison between the military/vet and the donor. To protect the privacy of the family and donor, they do not meet. **IF MEETING THE FAMILY IS VITAL TO YOUR PARTICIPATION, WE SUGGEST THAT YOU CONSIDER ANOTHER ORGANIZATION TO WORK WITH.**

These military families do not like to ask for assistance. It is often through a fellow service member that the FRG leader will hear of a family that may be struggling. Many are single parents, or have a loved one serving overseas. Others have recently returned from deployment and are seeking work. Some need assistance with an unpaid bill or two, while others need a tree and all the trimmings. The civilian family or organization, paired with the military liaison, work together to see that their needs are met. Once in a while, when needs are great, more than one civilian family may be asked to help the military family. Again, all of these efforts are coordinated. Here's how this works:

A Family Readiness Group Leader or military liaison contacts me about a military family in need. I ask a civilian family, company or organization on the "Adopt a Military Family" stand by list to help, by giving a few details about the family in need. It is their job to make sure that this family truly needs assistance. **At no time are names, addresses, and other personal information given about the military family to the civilian family, without consent from the military family.** Once the civilian family decides to adopt this military family, the family readiness group leader and civilian families are introduced via email. They will then work together to meet the family's needs, determine whether or not additional support is needed, etc. The FRG leader will meet the civilian family to gather all purchased items, etc. and they will then arrange delivery to the military family. Again, the military and civilian families will never meet. Operation: Care and Comfort will check back with the FRG leader to "close the case."

**Once a donor is teamed with a FRG leader or other military liaison, that liaison owns the case.** It is their job to follow through and notify Operation: Care and Comfort if the civilian family is not following through, or if additional assistance is needed. Military liaisons should not submit a family if they are not able to actively work with the donors.

We raise funds throughout the year to purchase commissary gift cards, bags of groceries, gasoline cards and other items to assist families. We already have groups and civilian families waiting to help. We are here to help, even at the last minute.

For those who wish to adopt a family or donate towards this worth cause, please contact me directly via email. Thank you, in advance!

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