

Fort Riley ACS Online Key Caller Quiz



Directions: After reviewing the online Key Caller Class, complete the quiz below, fill in your name – phone number – email address and click submit. You will then receive a return email within 2 business days with certificate of completion or instructions for retaking the quiz.

1. Phone trees are an FRG mission-essential activity.

True

False

2. Phone trees provide the FRG an opportunity to:

A. Introduce Families to the FRG

B. Assist Families by providing referrals

C. Monitor unit Families' well-being

D. All of the above

3. The primary purpose of an FRG phone tree is to provide timely and accurate information.

True

False

4. Family participation in the FRG is mandatory.

True

False

5. It is especially important during deployment and post-deployment phases that Key Callers periodically call to check on the Families assigned to them.

True

False

6. All Fort Riley Key Callers should register as a statutory volunteer and submit their volunteer hours monthly.

True

False

7. Scenario: One of your assigned Family members calls you on the 25th day of the month to tell you that they are financially broke and there is no food in the house for the children. Your proper course of action should be:
- A. Go to the commissary immediately and buy food for the Family.
 - B. Refer the Family to the local food pantry and/or Army Emergency Relief
 - C. Notify the FRG Leader that a Family needs assistance
 - D. Post a message on the FRG Facebook page that a Family needs assistance
 - E. Both B and C
8. FRG's increase Family readiness by:
- A. Providing official and accurate Command information
 - B. Offering mutual support among Family members
 - C. Advocating use of available community resources
 - D. Helping Families solve problems and issues
 - E. All of the above
9. If a spouse leaves the local area to live elsewhere during a deployment, it is no longer necessary that the FRG maintain communication with the Family member.
- True
 - False
10. Rumors that arise during times of deployment are the responsibility of the FRG Leader and Rear-Detachment Commander. Key Callers can do nothing to assist in controlling rumors.
- True
 - False
11. Key Callers may be asked to assist with a Family crisis that requires referrals and notification to the FRG Leader and/or Command. Situations that constitute a crisis include:
- A. Substance abuse
 - B. Death of a parent
 - C. Birth of a child
 - D. Financial problems
 - E. All of the above
12. Key Callers need to safeguard the Key Caller Roster Family roster given to them. This information is protected the Privacy Act. As such, addresses and telephone numbers cannot be shared with others without the Soldier or spouse's written consent.

- True
- False

13. The Virtual FRG system is funded and managed by the U.S. Army Community and Family Support Center and can be accessed by Families at www.armyfrg.org.

- True
- False

14. It is important that all FRG volunteers (including Key Callers) try to effectively manage the demands of the job and maintain the proper mindset for the tasks assigned. To accomplish this, one should:

- A. Know your limits, Say “no” if necessary or change expectations if need be.
- B. Not allow the problems or issues of others to overwhelm them.
- C. Take steps to maintain your their Family priorities as well as helping others.
- D. Be flexible. Expect the unexpected.
- E. All of the above

15. A situation that can wait 24 – 72 hours for a response without placing an individual or Family in jeopardy is a crisis and not an emergency.

- True
- False

Name: _____

Phone number: _____

Email address: _____

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