

APPENDIX A

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that ". . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . ." Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

**Service 10 – Army Community Service (ACS)
Directorate of Family and Morale, Welfare and Recreation (DFMWR)
Points of Contact: 301-677-5590/DSN 622-5590, Building 830
<http://www.ftmeademwr.com>**

Common Level of Support: Establish and maintain an Army Community Service (ACS) Program which will provide for the coordination, maintenance, and development of the Installation soldier and family social support system. Provide ACS programs for all authorized users to the Army standard.

ACS also has the Soldier and Family Assistance Center (SFAC) which provides direct services to the Soldiers attached to the Warrior Transition Unit (WTU) or Wounded Warriors.

Hours of Operation: Monday through Friday, 0730 to 1600

Receiver Responsibilities: Comply with AR 608-1, 608-18 and 608-75. Provide no less than 5 representatives to participate in the annual Army Family Action Planning Conference.

Patronage: Civilian ID card holders at Ft. Meade have access to nearly all FMWR facilities. Without exception, Active Duty Military have priority use of FMWR facilities and services as with the example below. Fitness Facilities, Pet Care, ODR Checkout, Arts & Crafts, Auto Crafts, Clubs, Golf Course, etc. are all available to all Civilian ID card holders. The primary FMWR services where Active Duty preference is apparent are:

ACS – Military and Civilian ID card holders and family members may utilize Army Community Services programs and family services.