



**DEPARTMENTS OF THE ARMY AND AIR FORCE  
JOINT FORCE HEADQUARTERS WISCONSIN  
WISCONSIN NATIONAL GUARD  
2400 WRIGHT STREET  
POST OFFICE BOX 8111  
MADISON WISCONSIN 53708-8111**

November 10 2008

Department of Military Affairs

Personnel Officer/Supervisor

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

Dear Sir/Madam,

I am writing to inform you that \_\_\_\_\_ has volunteered to be a phone tree caller for the \_\_\_\_\_ Family Readiness Group of the Wisconsin National Guard Family Program. The Family Readiness Group is a volunteer network of family members and friends who combine efforts to maintain the morale of the immediate family of service members through means such as rapid communications, support groups, and social gatherings. The Family Readiness Group uses the phone tree to quickly relay messages to a family member that the service member has designated.

We attempt to construct our phone tree so that each caller is making no more than five phone calls. In order to expedite the delivery of the message to each recipient the length of the phone tree message is kept to a minimum, with each call typically five minutes or less. The projected length of time for a phone tree caller to complete their calls is twenty-five minutes.

Most phone tree calls are conducted during the evening hours; however, volunteers may on occasion be asked to make calls during business hours. Urgent messages include emergency situations/casualty notification. The goal is to inform families before a media release would occur. The caller completes non-urgent messages outside of typical workday hours. If this volunteer task would cause conflicts with the employee duties, then your employee could not qualify to be a phone tree caller.

The Wisconsin National Guard Family Program makes phone calling cards available to phone tree callers so there is no telephone expense to their employer. The employer is not liable in the event phone service is unavailable at the time a phone tree test is conducted.

Thank you for your consideration in allowing your employee to fulfill this important volunteer duty. The Point of contact should you have questions about the process is LTC Meg Blankschein in the State Family Program Office at 1-800-292-9464.

///SIGNED///

KENNETH A. KOON  
COL, FA, WIARNG  
Director, Manpower and Personnel