REPLY TO
ATTENTION OF

DAIM-ZA

OCT 2 4 2006

MEMORANDUM FOR

Commander, US Army Corps of Engineers (CEMP), 441 G St NW,
   Washington, DC 20314
Headquarters, Installation Management Agency, 2511 Jefferson Highway, Arlington,
   VA 22202

SUBJECT: Army Standard for Army Community Service Center

1. Enclosed is the approved Army Standard for Army Community Service Center. This standard establishes the minimum mandatory features for Army Community Service Centers (ACSC's). It applies for all government constructed ACSC's on all active Army installations. Implementation of this Standard is effective immediately. The Army Standard for Army Community Service Centers will be posted on the Installation Design Standards web site. Deviations from this Army Standard are strictly prohibited without authority of HQDA.

2. The proponent for this Standard is the Army Facilities Standardization Committee, which has the authority to grant exceptions to the Standard. Waivers from the Army Standard must be approved through the installation management chain of command in accordance with AR 415-15. The Army Standard for Army Community Service Center will be reviewed periodically, and updated as needed.

3. The co-chairs for the Facilities Design Team (FDT) for ACSCs are Marilyn L. Scott, Huntsville–USACE; 256-895-1495, marilyn.l.scott@hnd01.usace.army.mil and Ms. Karen Crowley, IMSE-MWD-A, crowleyk@forscom.army.mil; 404-464-2998.

4. The FDT POC at the USACE Center of Standardization for ACSCs is Mr. Albert Young, CECW-EIV, 202-761-7419, albert.young@hq02.usace.army.mil. The OACSIM POC of this action is Mr. Keith Painter, CFSC-FP,703-681-7404, keith.painter@cfsc.army.mil.

Encl

ROBERT WILSON
Lieutenant General, GS
Assistant Chief of Staff
   for Installation Management

The Army Standard for Army Community Service Centers

The standard Army Community Service Center supports the needs of DOD personnel and their family members. The following data is provided in consideration to space utilization/population and DOD guidelines (UFC 4-730-01).

Military Population	square meters	square feet	Facility Size Classification
Up to 1,000	See Note	See Note	Ex-Small Facility
1,001 to 3,500	383	4,130	Small Facility
3,501 to 10,000	1,012	10,896	Medium Facility
10,001 TO 15,000	1,599	17,215	Large Facility
15,001 and over	2,131	22,939	Ex-Large Facility

(Note : This requirement should be accommodated in other facilities.)

The following guidelines provide space utilization with consideration to population and local staffing.

Facility Size Classification	Served Population	Staffing
Small Facility	1,001-3,500	Up to 14
Medium Facility	3,501-10,000	Up to 28
Large Facility	10,001-40,000	Up to 47
Extra Large Facility	40,000 +	Up to 67

Item	Criteria
Classroom	Must be located near an entrance and easily accessible from the lobby - the classrooms maximum capacities are attainable by using movable partitions. Classrooms sizes must have the ability to support a max of 70 students. The classrooms provide very basic teaching requirements and are equipped for wiring of student computers.
Administrative/ Program/ Support/ Offices	Must group all program office(s) of similar function in the same general area. The Victim Advocacy Program and Family Advocacy program(s) must be grouped together near the rear of the facility and have access to an entrance to allow for privacy and discretion during and after counseling. Relocation Readiness Program must be located adjacent to the lending locker to allow benefit of making recommendations and ease of access to household items. The New Parent Support Program must allow the flexibility for providing classroom demonstration. In general terms army community service staff members may be dual-tasked with oversight of as many as two or more programs offices. As a minimum the following offices must be identified and included in every size facility – each program office must function as a separate office with the exception of Family Advocacy Program (FAP)/ Victim Advocacy Program (VAP) which has the option of maintaining one shared program office or option to function as two distinct program offices. All others require separate offices: Relocation Readiness Program (RRP), Deployment or Mobilization & Stability and Support Operations (SSO's), Copy /Graphics, Staff Office, Exceptional Family Member Program (EFMP), Financial Readiness Program (FRP), Administrative Assistant, Director's Office, Employment Readiness Program (ERP), Army Family Action Plan (AFAP), Army Family Team Building (AFTB), New Parent Support Program (NPS), Volunteer Office, Army Volunteer Coordinator (AVC), Army Emergency Relief (AER), and Information & Referral (I&R) Specialist.
Decompression Waiting Room	Must be located near the Family Advocacy Program/Victim Advocacy Program office(s). The decompression waiting room must offer seating ability and allow patrons ability to regain and retain composure both prior and after counseling.
Vending	Must provide vending machines in all the facilities. Vending machines must be located adjacent to the lobby positioned off a highly frequent-used path of the facility. For effective learning students need an opportunity for a break area separate from the classroom. Reference: Guidance for Break and vending area in the Army Standard for General Instruction Building (GIB).

Kitchen/Teaching Kitchen/ Break Area	Must provide residential size appliance(s) such as electric free-standing range & oven, and refrigerator positioned in a side-by-side arrangement. The teaching kitchen area must allow the flexibility of preparing and reheating small meals with use of commercial sized microwave. The kitchen/teaching kitchen must offer seating ability in the form of tables and chairs for the purposes of training and demonstrations.
File Room	Must have a centralized client file area where files can be accessed by staff and ultimately filed at the receptionist area.
Public Toilet(s)	Must have restrooms accessible to individuals with disabilities near the entry/lobby of the facility for use by patrons, and visitors. Toilets must be accessible from the classroom areas. Separate male and female toilet areas are required.
Janitor's Closet	Must have the ability to house basic common household cleaning supplies and small items such as brooms and or mops etc. The closet should be sized large enough to accommodate a mop sink.
Storage Area/ Secure Storage Area	Must have capability to store office equipment, classroom furnishings, household goods and electronic equipment etc. At minimum area approximately 1- 3% of overall building square footage must be dedicated for storage/ secure storage.
Conference Rooms	Must be located next to a classroom to allow flexibility of expanding the space. (using movable partitions) Reference: Guidance for movable partitions in the Army Standard for General Instruction Building (GIB). The maximum allowable number of conference rooms is four.
IT/Video Conference	Must have audio visual system with multimedia projection capability for communication purposes with CONUS and OCONUS military installations.
Staff Restroom(s)	Must have restrooms accessible to staff with disabilities. A maximum of two unisex toilets is required.
Lobby/ Front Desk/Security desk	Must have center counter for clerk to view/observe visitors. The configuration and functional relationship between the main entry and reception desk must be maintained.
Computer Resource and Display Area	Must have computer lab strategically located adjacent to the entry area. Minimum requirements: small facility must accommodate 4 computer workstations; medium facility must accommodate 6 computer workstations; both large and extra large facility space must accommodate 8 computer workstations. Must provide capabilities for telecommunication wiring.
Interview Room	Must be located near the lobby, the area will allow place to perform private screening prior to being referred to various program offices.
Lending Closet	Must afford the ability to house basic housekeeping items for temporary loan. Must be positioned near an entrance that would allow ease of loading and handling large items.

BACKGROUND

Applicability: These criteria upon approval apply to all MCA funded Army Community Service Centers. The standard Army Community Service Center estimated staffing may vary but generally staffing consist up to the following: Small: 14 members, Medium: 28 members, Large: 47 members, Extra Large: 67 members. Staffing totals represent a combination of both paid employees and volunteers. The configuration and functional relationships are mandatory and shall be retained.

General Design Philosophy: The Army Community Service Center (ACS) is a comprehensive social readiness program designed to assist the commander by identifying emerging readiness issues and provide comprehensive, coordinated and responsive services which promote self reliance, resiliency and stability of soldiers, retirees, civilian employees and their families.

The size of the installation Army Community Service Center will be essentially based on the population served. The staff size quite often will depend on the degree of support available for local civilian community and complexity and scope of services provided by the installation. The standard layout for the army community service center utilizes a traditional layout approach. Reference the UFC guide for Family Community Service Centers. In this approach, staff members meet with customers in dedicated offices.

GUIDANCE

ACS Master Planning: The Army Community Service Center (ACSC) must be easily accessible both by military personnel and military personnel family members and reservist. Locations must be near the installations gate or other high activity or population centers such as the commissary, or retail exchanges. The ACSC will be sited a minimum of 45 meters (150') from the installation perimeter and 25 meters (82') from trash containers, roadways and parking lots. If these standoff distances are not provided, the Army Community Service Center will be hardened as described in the "DoD Antiterrorism Minimum Construction Standards for Buildings". Reference: UFC 4-010-01 Unified Facilities Criteria - DOD Antiterrorism Minimum Construction Standards for Buildings.

Accessibility: The Amy Community Service Center shall be designed in compliance with the Americans with Disabilities Act (ADA) Accessibility Guidelines for Buildings and Facilities.

Signage: As a minimum the facility must be identified as a "Community Service Center". The installation or community name or geographic location of the facility may be used for public identification purposes. Location of sign is a site-adapt issue. According to the approved Army Installation Design Guide Standards, building number will not be displayed/located on the outside of the building.

Interior Color Scheme: Interior colors will be low maintenance neutrals to mitigate visual clutter and provide backdrop for colorful artwork.

Antiterrorism /Force Protection: The most current guidance has been incorporated into the site layout and standard design. To protect the facility and its occupants, consider a natural approach without degrading the visual surroundings as a method of protection. Reference: UFC 4-010-01 Unified Facilities Criteria - DoD Antiterrorism Minimum Construction Standards for Buildings.

HVAC: HVAC units will provide heating and air conditioning for the entire facility excluding the mechanical and elect rooms which require only heating. A system w/zoning flexibility must be provided.

Classrooms: Accreditation requirements for classrooms are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following sections are applicable: ACS 33000.1;33000.2;41000.4-41000.9;43000.4-43000.6;43000.8-43000.10;44000.2; 44000.3;45000.1-45000.4;50000.15;50000.16;50000.22;FAP 42002.3-42002.7;EFMP 10000.13;10000.14;AFTB 10000.8;10000.10;10000.11.

Administrative/ Program/ Support/ Offices: Accreditation requirements for offices are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following sections are applicable ACS 11000.1-11000.3;12000.1;43000.2;44000.1;44000.3;45000.3;45000.5-45000.11;FAP 42001.4;42001.9;EFMP 10000.1;10000.6-10000.11;10000.14;10000.15;AFAP 10000.1;AFTB 10000.1;10000.2.

Decompression Waiting Room: Accreditation requirements for the decompression waiting room are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following section is applicable Reference: FAP 42001.9.

File Room: Accreditation requirements for the file room are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following section is applicable Reference: ACS 23000.2.

Public Toilet(s): Accreditation requirements for public toilets are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following section is applicable: Reference: EFMP 50000.1.

Storage Area/ Secure Storage Area: Accreditation requirements for storage area are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following sections are applicable: ACS 50000.21; AFAP 10000.10; AFTB 10000.12.

Conference Rooms: Accreditation requirements for conference rooms are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following sections are applicable: ACS 22000.2; 43000.1; 50000.20; FAP 42001.2; EFMP 10000.2; 10000.3; 10000.12; AFAP 10000.11; AFTB 10000.7.

Staff Restroom(s): Accreditation requirements for staff restrooms are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following section is applicable Reference: EFMP 50000.1.

Lobby/ Front Desk/Security desk: Accreditation requirements for lobby/ front desk/ security desk are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following sections are applicable: ACS 34000.3; 35000.1; 44000.5; AFAP 10000.9; AFTB 10000.13.

Computer Resource and Display Area: Accreditation requirements are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following section is applicable Reference: ACS 43000.3; 444000.4.

Lending Closet: Accreditation requirements are found in DA Form 7419-R Army Community Service – Accreditation Checklist. The following section is applicable Reference: ACS 43000.7.

Additional guidance is provided in the Standard Design Package.