



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT HOOD  
FORT HOOD, TEXAS 76544-5002

DEC 18 2018

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MEMORANDUM FOR Commanders, III Corps and Fort Hood

SUBJECT: III Corps and Fort Hood Better Opportunities for Single Soldiers (BOSS) Standard Operating Procedure (SOP)

1. REFERENCES:

- a. Department of the Army Circular 608-06-1, Better Opportunities for Single Soldiers Program, 17 OCT 06.
- b. Army Regulation 215-1, Family and Morale, Welfare and Recreation Activities and Nonappropriated Fund Instrumentalities, 31 JUL 07.
- c. III Corps Policy Letter CSM-02, Single Soldier Quarters Living Standards.

2. PURPOSE: To provide guidance, establish policy, and delineate responsibilities for the Fort Hood BOSS Program.

3. SCOPE: The Fort Hood BOSS Program is primarily for single and unaccompanied Soldiers of ALL ranks to include single and unaccompanied parents and geographical bachelors/bachelorettes. BOSS events are open to all authorized Directorate of Family and Morale, Welfare and Recreation (DFMWR) patrons.

4. BACKGROUND: The BOSS Program is a Department of the Army (DA) directed, installation managed, and Soldier operated, program seeking to improve the Quality of Life (QOL) for single and unaccompanied Soldiers. The program is an avenue for military and civilian leaders to engage and enhance the morale of single Soldiers. The BOSS Program consists of the following three core components:

- a. Quality of Life: Soldiers of III Corps and Fort Hood, through their respective representatives in the Fort Hood BOSS Program, can raise issues which affect their overall QOL, to include barracks, dining facilities, transportation, communication, and working conditions. The Fort Hood BOSS Program directs these issues to the appropriate personnel when the issue cannot be resolved at lower levels. Primary responsibility and assistance is tasked to the appropriate chain of command, assisted by the Fort Hood BOSS Program and installation services depending upon the nature of the issue. The QOL Issue DA Form 7380 is used to submit all installation formal QOL issues or concerns. This form is prepared in duplicate and sent to the Garrison Command Sergeant Major (CSM) and the Army Family Action (AFAP)

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Committee. The Installation BOSS President tracks the progress of each issue and provides updates to the Executive Council at all meetings. Resolved issues are reported to perspective unit representatives for dissemination throughout the installation.

b. Leisure and Recreation Activities: The Fort Hood BOSS Subcommittee members plan, coordinates, and execute recreation and leisure activities and events with guidance from the Executive BOSS Council, Installation BOSS Committee, and the DFMWR BOSS Advisor. Fundamental aspects of BOSS planning and execution include coordination, marketing, commercial sponsorship, resourcing, publicity, and funding.

c. Community Service: Soldiers of the Fort Hood BOSS Program may participate in, and/or contribute to, community service projects and programs. Soldiers may volunteer, offering up his/her own time, but it is highly encourage that the Fort Hood BOSS Program volunteer as a group, to enhance selected projects or programs benefiting Fort Hood and Central Texas. Additionally, all Commanders and NCO support channels are encouraged to allow Soldiers to participate within constraints of mission requirements. Significant volunteer service qualifies for individual or group recognition IAW Fort Hood's Volunteer Recognition Program.

## 5. RESPONSIBILITES:

a. III Corps and Fort Hood Commander:

(1) Conducts overall execution of the Fort Hood BOSS Program.

b. III Corps and Fort Hood Command Sergeant Major (CSM):

(1) Monitors execution of the Fort Hood BOSS Program

(2) Conducts quarterly BOSS reviews with Major Subordinate Command (MSC) CSMs in attendance.

(3) Provides mentorship and guidance as appropriate.

(4) Reports issues, concerns, or special requests to the Commanding General when appropriate.

(5) Utilizes NCO chain of concern/support channels to keep senior NCOs informed and encourages support and participation within subordinate commands.

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**c. Directorate of Family and Morale, Welfare and Recreation Director:**

- (1) Assists in overall execution and conduct of the Fort Hood BOSS Program.**
- (2) Funds the Fort Hood BOSS Program within DFMWR budget requirements.**

**d. Garrison CSM:**

- (1) Serves as Senior Enlisted Advisor for the Fort Hood BOSS Program.**
- (2) Briefs and coordinates Fort Hood BOSS activities, issues, and concerns to the III Corps and Fort Hood CSM, and III Corps and Fort Hood Commander as appropriate.**
- (3) Monitors Fort Hood BOSS activities and concerns, and meets with the DFMWR Advisor and staff on execution of events and resolutions to issues and concerns.**
- (4) Supports, Mentors and provides guidance to the DFMWR BOSS Advisor, Executive Council members, Installation BOSS Committees, and BOSS Representatives as appropriate.**
- (5) Attends DA BOSS Conferences when scheduled.**
- (6) Utilizes NCO support channel to inform and encourage support for the Fort Hood BOSS activities, issues, and concerns.**
- (7) Approves the Installation BOSS and Executive Representative meeting minutes.**
- (8) Meet with the DFMWR Advisor and BOSS President weekly.**

**e. DFMWR BOSS Advisor:**

- (1) Supervises, mentors, assists, and provide guidance to the BOSS Executive Council and Installation BOSS Committee members in the execution of their duties.**
- (2) Coordinates Fort Hood BOSS activities, issues, and addresses concerns with the DFMWR staff for execution of events or resolution of issues and concerns.**
- (3) Attends the DA BOSS Conference when scheduled.**

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(4) Prepares and maintains the annual Nonappropriated Fund (NAF) budget for the Fort Hood BOSS Program.

(5) Manages the financial planning and assessment in relation to coordination and execution of all Fort Hood BOSS activities.

(6) Assists the BOSS Committee with developing a marketing plan and obtaining commercial sponsorship for Fort Hood BOSS activities and events.

(7) Assists the Installation BOSS Committee in directing all QOL issues to the III Corps and Fort Hood chain of command and/or the DFMWR, as applicable.

f. Installation BOSS President:

(1) Assigned to appointment full time as a Soldier Skillout Utilization Program (S3UP) position.

(2) Rank is not an issue. Appointment is made based on leadership qualities, creative ideas, and BOSS Program knowledge.

(3) Appointment made upon successful completion of a term as Installation Vice President. Otherwise, appointment is by an interview process, consisting of a combined consensus of the DFMWR BOSS Advisor, out-going Installation BOSS President, and Garrison CSM.

(4) Ensures a record of all single Soldiers issues are maintained, traced, and reported (DA Form 7380).

(5) Plans, presides over, and facilitates installation-level BOSS meetings.

(6) Ensures meeting minutes, with attendance, are prepared and forwarded through the DFMWR BOSS Advisor and Senior Enlisted Advisor for approval.

(7) Supervises all installation BOSS committees.

(8) Provides information and education on the BOSS Program as requested.

(9) Assists with the Fort Hood BOSS budget preparation, submission, and execution.

(10) Ensures an installation ledger of the Fort Hood BOSS Program revenue and expenses is maintained.

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(11) Prepares and presents briefings to the DFMWR Advisor, III Corps and Garrison CSM, the Fort Hood Newcomers, and as needed or requested.

(12) Coordinates and maintains the Fort Hood BOSS Long Range Training Calendar, Fort Hood BOSS website, and the Fort Hood BOSS Facebook page.

(13) Keep the DFMWR Advisor updated at all times.

g. Installation BOSS Vice President:

(1) Assigned to appointment full time as a Soldier Skillout Utilization Program (S3UP) position.

(2) Rank is not an issue. Appointment is made based on leadership qualities, creative ideas, and BOSS Program knowledge.

(3) Appointment is by an interview process consisting of a combined consensus of the DFMWR BOSS Advisor, Installation BOSS President, and Garrison CSM.

(4) Serves as a member of the Executive BOSS Committee.

(5) Serves as a Chairperson of the BOSS Volunteer Committee.

(6) Provides information and education on the BOSS Program as requested.

(7) Assists with the Fort Hood BOSS budget preparation, submission, and execution.

(8) Prepares and present briefings to the DFMWR Advisor and Garrison CSM, the Fort Hood Newcomers, and as needed or requested.

(9) Assumes the duties of the Installation BOSS President in his/her absence.

h. Installation BOSS Secretary:

(1) Serves as a member of the Executive BOSS Committee.

(2) Assumes the duties of the Installation BOSS President or Vice President in his/her absence.

(3) Records and prepares minutes of BOSS Committee meetings.

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(4) Performs other duties and functions as directed by the Installation DFMWR Advisor, BOSS President or Vice President.

i. Installation BOSS Treasurer:

(1) Serves as a member of the Executive BOSS Committee.

(2) Maintains and verifies financial condition of the Fort Hood BOSS Program with the DFMWR BOSS Advisor.

(3) Prepares and renders financial reports at meetings, as needed.

(4) Serves as Chairperson for the Finance Committee.

(5) Responsible for cash controls at all events where monies are allowed.

(6) Performs other duties and function as directed by the Installation DFMWR Advisor, BOSS President or Vice President.

j. Unit Commanders:

(1) Appoint BOSS Representatives, primary and alternate, on additional duty orders.

(2) Provide sufficient time for BOSS Representatives to attend monthly BOSS Committee meetings, solicit ideas, and raise issues for presentation to Command.

(3) Ensure BOSS Representative attend Unit and Installation BOSS Committee meetings as scheduled.

(4) Allow single Soldiers to participate in scheduled Fort Hood BOSS activities within mission as scheduled.

(5) Include the BOSS Program as part of the Newcomer's Orientation.

(6) Encourage BOSS Representatives to sit on unit budget and training meetings and Family Support Group special event planning meetings.

k. Unit Command Sergeants Major and Unit First Sergeants:

(1) Serve as Senior Advisor to unit BOSS Committees and Programs.

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(2) Assist the Commander in subparagraph j. (iv.) above.

(3) Ensures the NCO support channel is knowledgeable, informed, and supportive of the BOSS Program.

(4) Ensures BOSS Representatives have sufficient time, during normal duty hours, to attend higher command level meetings, conduct unit meetings, brief leadership, research issues, and represent information in unit formations.

(5) Ensures that BOSS Representatives maintain and update a BOSS book and a unit BOSS board in their perspective Brigade/Battalions/Companies and Unit Barracks Buildings.

(6) Attend and advise over respective BOSS meetings.

I. Unit Primary and Alternate BOSS Representatives:

(1) Assigned to appointment to additional duty appointment orders, copy of which must be forwarded to Installation BOSS President for files. Orders include both Primary and Alternate BOSS representatives.

(2) Submit a Fort Hood BOSS Representative Memorandum for Record (MFR) Agreement Form.

(3) Attend monthly Installation BOSS Committee meetings.

(4) Attend other BOSS meetings from company through Brigade levels as directed by chain of command.

(5) Conduct unit BOSS meetings in accordance (IAW) Commanders guidance.

(6) Raise appropriate concerns, issues, and interest, from respective units at the appropriate higher command level BOSS meetings.

(7) Assist the Commander, CSM, and First Sergeant in planning, organizing, and conducting activities for single Soldiers.

(8) Obtain and disseminate information (Quality of Life, Recreation and Leisure, Community Service) to Soldiers and leaders in the respective units in a timely manner.

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(9) Assists the Fort Hood BOSS Program in recording volunteer service and related recognition programs.

(10) Coordinate issues and concerns with Repair and Utilities personnel and Dining Facility representatives.

(11) Maintain and update BOSS books and unit BOSS boards.

(12) Conduct annual BOSS training within respective units.

(13) Plan monthly, quarterly, and yearly BOSS calendars on training schedule.

(14) Participate in at least one BOSS event per month.

m. Overall Fort Hood BOSS Representative Responsibilities:

(1) BOSS Representatives are responsible and expected to perform their duties.

(2) BOSS Representatives are required to meet with his/her senior leaders to review BOSS information or concerns.

(3) BOSS Representatives set agendas for monthly unit BOSS meetings and record minutes during these meetings.

(4) BOSS Representatives participate in Fort Hood BOSS Committees.

6. MEETINGS: The Fort Hood BOSS Program conducts at least two meetings monthly:

a. Installation BOSS Representative meetings include: DFMWR Advisor, Installation President, Vice President, and ALL Unit BOSS Representatives. Meetings are held every first and third Thursday of each month, at 1500, at a location to be announced in advance. Your uniform will consist of appropriate civilian attire and a BOSS T-Shirt, if given one.

b. BOSS Executive Council meetings include: DFMWR Advisor, Installation BOSS President, Vice President, and all BOSS Executive Representatives. Meetings are held on every first Wednesday, or as scheduled, of each month, at 1500, at a location to be announced in advance.

(1) Submits minutes and agendas from own unit meetings to the BOSS President.

(2) Submits Representatives appointment orders and Fort Hood BOSS



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Representatives MFR Agreement Forms from his/ her subordinates unit BOSS Representatives to the BOSS President.

(3) Submit issues, concerns, or recommendations as necessary/appropriate to the BOSS President.

(4) Establishes and updates annual unit Fort Hood BOSS calendar.

(5) Forms committees, as necessary, for events and programs conducted under the auspices of the Fort Hood BOSS Program.

7. OTHER MEETINGS: MSC's and all other subordinate units located on Fort Hood conduct their own monthly single Soldiers meetings. Commanders, Command Sergeant Majors, and First Sergeants assist their BOSS Representative to plan and conduct meetings to meet the need, goal, and mission of their organization. Recommendations include:

a. Coordinates monthly Company level single Soldiers Meetings, attended by all single Soldiers within the unit, held three to five working days following the installation BOSS Committee Meeting. This affords the representatives a timely opportunity to disseminate information gathered at the Installation BOSS Committee meeting to single Soldiers within the unit, and provides him/her the opportunity to obtain issues or recommendations to present at the next Installation Committee or Executive Council meeting. Generally, the most vital level of command in the terms of the overall success of the Fort Hood BOSS Program is the Battery, Company, and Detachment. The majorities of the soldier issues pertain to subjects or matters originating and resolved at the Battery, Company, and Detachment levels. The Battery, Company, and Detachment level single Soldier programs often provide invaluable assistance to Commanders and First Sergeants in improving and maintaining a positive command climate posture through enhanced two-way communication and organizing small-scale activities to include: picnics outings, one-day trips, classes, etc., enhancing the overall well-being of soldiers.

b. Coordinates Brigade and Battalion level single soldier meeting, scheduled monthly, minimum quarterly, attend by subordinate unit BOSS representatives. It is recommended these meetings are held five to seven working days after the Installation BOSS Committee meeting. This affords each level of command discuss issues, business, etc., and provide the representative with information and guidance for presentation and/or voting at the Executive Council Meeting.

8. COORDINATING INSTRUCTIONS:

a. Quality of Life Issues or Concerns:

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(1) Generally, two basic tenants apply; the Fort Hood BOSS Program does not circumvent the proper chain of the chain of command to resolve issues or concerns raised by soldiers of BOSS representative and the spirit of non-attribution applies in resolving issues or concerns. This ensures that soldiers feel free to voice concerns without retribution and the chain of command is afforded appropriate need-to-know and integrity safeguards.

(2) The installation BOSS President keeps the III Corps and Garrison CSM informed about all BOSS issues (from receipt of the issues to its resolution), utilizing guidance and direction from the DFMWR.

(3) Resolved issues are addressed at the Executive Council Meeting or Installation Committee Meeting. Through experience, it is incumbent upon BOSS Representatives and Soldiers to learn and recognize the appropriate command level to submit issues for timely recognition.

(4) The Installation BOSS President and Executive Council brief appropriate BOSS issues and concerns to the Garrison CSM.

**b. Recreation and Leisure:**

(1) The Fort Hood BOSS Program works with DFMWR to support activities in the order to provide input on the types of activities most Soldiers' desire and to educate or inform Soldiers about events or activities throughout Fort Hood.

(2) The Fort Hood BOSS Program coordinates with the DFMWR Managers for appropriate support, advertising, and marketing of Fort Hood BOSS functions and/or events.

(3) The Fort Hood BOSS Program ensures Soldiers participating in BOSS trips, follow scheduled activities, and stays within the lodging coordinated through the program. Participants not following these standards are reported to their chain of command.

**c. Community Service:** The Installation BOSS President and the BOSS Executive Council coordinate all volunteers' assistance with the volunteer coordinator, Army Community Service (ACS), and with the DFMWR in order to:

(1) Keep soldiers informed of the myriad of opportunities to volunteer within and around the Fort Hood community.

(2) Jointly manage and record volunteer hours by event/program performed by

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single Soldiers, and the Fort Hood BOSS Program, in support of recognition and incentive programs. Single soldiers may participate in existing programs/projects or may develop new programs for volunteer or community service.

9. BOSS BOOKS AND BOSS BOARDS:

a. BOSS books contain the following information:

- (1) Additional Duty Orders for primary and alternate BOSS Representatives.
- (2) DA CIR 608-06-1, better opportunities for single soldiers program.
- (3) Fort Hood BOSS SOP.
- (4) III Corps and Fort Hood Policy letter CSM-02, Single Soldier Quarters Living Standards.
- (5) Other unit related policy letters and/or SOP's.
- (6) Minutes and agendas from previous BOSS meeting.
- (7) A list of unit Representatives, to include contact information.
- (8) A monthly calendar of Fort Hood BOSS events.

b. Unit BOSS Boards display the following:

- (1) A BOSS alert roster (to include Executive staff) and chain of command.
- (2) A photograph of the unit BOSS representative(s).
- (3) Fort Hood BOSS calendar of events to include BOSS meetings.
- (4) BOSS suggestion box or envelope.
- (5) Minutes and agendas from previous BOSS meeting.
- (6) Fort Hood BOSS Facebook page URL, Location of BOSS HQ, event flier, posters, pictures, etc.

10. FINANCIAL MANAGEMENT:

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a. The Fort Hood BOSS Program is authorized to use appropriated and NAF IAW AR 215-1 in order to support the program. Installation BOSS funds are managed by the DFMWR Supervisors as appropriate.

b. The executive BOSS Council, with guidance and assistance from the DFMWR BOSS Advisor, Senior Enlisted, and other DFMWR Supervisors as appropriate,

formulate a budget for the Fort Hood BOSS program. Consideration must be given to events planned, whether fund generating or non-profit, promotional items required, and the program's ability to accomplish additional fundraising.

c. Budgets are submitted to the Garrison CSM, Community Recreation Officer, and Deputy Director of DFMWR for review and funding in accordance with procedures directed by DA Community and Family Support Center and Headquarters, Forces command.

d. Units may establish their own informal single Soldier funds in accordance with DoD instruction 1000.15 Private Organizations on DoD Installations. This fund is not a unit BOSS account, but is a unit informal fund account most often used by unit family support/readiness groups.

11. The point of contact for this SOP is Tenesa L. Davis, DFMWR BOSS Advisor at 287-6116.



BYRON C. LARSEN  
CSM, USA  
Garrison Command Sergeant Major