



Family Liaison Officer (FLO) Program

AFW2 Program

The Air Force Wounded Warrior Program is a Congressionally mandated and federally funded program that provides personalized care, services and advocacy to total force seriously wounded, ill and injured Airman, Caregivers and Families. Our programs focus on specific personal and family needs through personalized support and advocacy.

What is a FLO?

An Air Force representative appointed by the airman's unit Commander to assist the family of a seriously or very seriously ill/injured airman navigate the various agencies involved in recovery, rehabilitation and reintegration.

- A single focal point for the service member's family who will provide short term assistance and serve as the link between the family and the unit
- Integral to the delivery of services and timely information to injured/ill Airman and their families
- The FLO is not expected to be the expert, but rather to help the Airman's family navigate the various support agencies

FLO Assignment

- The overarching consideration for selecting a FLO should be on the basis of the individual's capacity to assist an Airman's family in need
- Assigned by the unit commander within 24 hours and relieved of all other duties
- Should hold grade of E-7/GS-9 or higher and same AFSC as member, when possible
- Initial period of assignment will be 30 days; may be extended as needed
- FLO (Unit Generated/Funded) orders should provide for a government vehicle, reimburse vicinity travel or rental car

❖ Reference AFI 34-1101

CAO: 18 Aug 22

FLO Responsibilities

- ✓ Check travel status & arrival time of the member/family
- ✓ Assist with lodging requirements, as needed
- ✓ Assist family with getting settled upon arrival
- ✓ Assist family with special accommodations, if needed
- ✓ Provide up-to-date progress reports to unit leadership

- ✓ Contact local Recovery Care Coordinator for additional support as needed
- ✓ Understand the nature of expertise various agencies can offer and refer to them for thorough answers for the family
- ✓ May coordinate assistance from unit volunteers or support agencies to meet the needs of the family

FLOs Should NOT

- ✓ Provide grief, bereavement or other types of counseling
- ✓ Be expected to provide transportation in their POV
- ✓ Provide personal or medical services such as helping the ill/injured Airman dress, wash, or change bandages
- ✓ Provide services such as housekeeping, cleaning, babysitting, cooking, or other household chores

QUESTIONS?

(800) 581-9437

afpc.dpfws.wiicell@us.af.mil

www.woundedwarrior.af.mil

