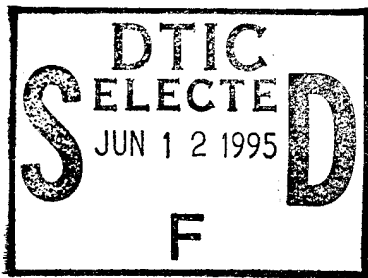


FAMILY STRESS AND ADAPTATION
DURING A U.S. ARMY EUROPE PEACEKEEPING DEPLOYMENT¹

Amy B. Adler, Ph.D.², Paul T. Bartone, Ph.D., & Mark A. Vaitkus, Ph.D.³

U.S. Army Medical Research Unit - Europe
Unit 29218
APO AE 09102



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²Dr. Adler is also with the University of Maryland - European Division.

³Dr. Vaitkus is now with the U.S. Military Academy at West Point, NY.

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EXECUTIVE SUMMARY

Problem

Missions that involve deploying newly constituted, task-force organized units that draw soldiers from a wide geographical area are becoming more common. Such deployments have major implications for the type of support families of deployed soldiers receive. Solid information on community and unit strategies for support of family members coping with deployment is needed to assist policy makers, community planners, and unit leaders.

Purpose

The purpose of this study was (1) to assess the impact of a 6-month peacekeeping deployment on family members, (2) to identify the strategies used by different communities in providing support, and (3) to assess the relative effectiveness of such strategies.

Approach

A multi-level research project was conducted to document the experiences of spouses of soldiers deployed from U.S. bases in Germany in support of Operation Provide Promise, a United Nations' peacekeeping operation in the former Yugoslavia. Soldiers were deployed for six months as part of the 502nd Mobile Army Surgical Hospital (MASH) and Joint Task Force (JTF) stationed near Zagreb, Croatia in Camp Pleso. A total of 66 spouses were surveyed and 39 spouses were interviewed about their experiences with the deployment. The survey included demographic information, health measures (psychological well-being scale, depression scale and symptom scale), and stress and coping indicators (stressors, coping mechanisms, social support, and homecoming issues). Interview topics included background information, feelings about the deployment, stressors, adjustments, the rear detachment, and

family support services. Data were gathered from spouses in the two larger affected communities, as well as from spouses who were the only ones in their communities affected by the deployment. Informal observations of community activities and interviews with key leaders were also conducted.

Findings

Results from interview and survey data indicate that families were experiencing a loss of social and emotional support. Those with children reported additional strain associated with temporary absence of one parent. Psychological symptoms were most strongly related to boredom, the separation itself, and financial problems. Spouses expressed the greatest concern about soldiers' safety and uncertainty about the future of the deployed soldier's unit. In addition, a significant minority reported visiting their spouses in Croatia, and a majority reported that the deployment was a good learning experience. Those who felt that the Army provided enough family support reported fewer psychological symptoms.

Respondents varied in their perception of Army community responsiveness. In some communities, respondents were particularly frustrated by what was perceived as a lack of acknowledgment of their situation from their rear detachment and from the media. The relative success of rear detachments in providing support depended on the particular community. Communities that were in the midst of the drawdown appeared to be less successful in providing consistent and satisfactory support. In addition, some families in outlying areas received no or very limited contact from family support services. Still, most received and appreciated the newsletter that was developed for all the family members by the

spouses from one of the larger communities with the help of that community's rear detachment.

The success of family support services in a given community seemed to depend on a combined military and family initiative. A lack of clear role identification and communication among the various rear detachments, however, compounded the difficulty in providing effective support.

Recommendations

1. Coordinate support for families

- a. Structure support as part of the initial Preparation for Overseas Movement (POM) to get an up-to-date, accurate listing of addresses and phone numbers.
- b. Assign Family Support Coordinator at Task Force level to oversee and ensure family support services.
- c. Insure that spouses know, regardless of community or unit, who is responsible for family support and who they can go to in case of problems.
- d. Identify communities "at risk." There is variable family support across communities, and this has direct implications for psychological symptoms among family members. Geographical outliers and communities under duress are particularly at risk.

II. Address Family Support Group Needs

- a. Start early, use pre-established structure where possible.
- b. Respond to social-emotional needs, not just informational needs.
- c. Receive active support from rear detachment.
- d. Support newsletter effort (especially helpful way to reach outliers).

e. Facilitate grassroot efforts for outliers and newly attached, don't ignore units that seem "fine."

f. Address lack of family support group participation through active outreach via alternative efforts (phone contact, newsletters, rotating locations of support meetings, having a mobile support leader).

g. Given the amount of traveling families do, consider helping with travel arrangements, keeping track of travel for the Chain of Concern, and integrating mid-deployment visits with spouses into reunion education.

III. Address Stressors of Most Concern

a. Safety issues: emphasize providing accurate information on mission, develop effective telephone tree, respond to media reports.

b. Unit uncertainty/changes: emphasize providing timely information, make sure spouses are not cut off from information provided by the deployed soldier's unit.

c. Identify people at risk for adjustment problems including those who are bored, feeling troubled about the separation itself, experiencing financial problems, and spouses of junior enlisted soldiers.

ABSTRACT

Increasing U.S. involvement in United Nations sponsored peacekeeping operations calls for small, specially-configured units quite different from traditional combat units. A U.S. Army peacekeeping task force that was recently deployed from Germany to provide medical support to United Nations forces in the former Yugoslavia (United Nations Protection Force or UNPROFOR) exemplifies this new trend. One consequence of drawing soldiers from units scattered across Germany for this special purpose task force is that family members left behind are similarly scattered. Using both survey and interview methods, we sought to identify sources of stress for spouses, and organizational and personal variables associated with healthy adjustment. Organizational variables found to be important in healthy adjustment include community responsiveness and recognition of the family's special situation. Personal resources in the areas of self-concept, coping skills, and social support were also associated with healthy adjustment. These findings provide directions for policy makers and unit leaders concerned with ensuring healthy adaptation of military families to future peacekeeping deployments.

FAMILY STRESS AND ADAPTATION DURING A PEACEKEEPING DEPLOYMENT

A Peacekeeping Deployment

U.S. military forces are increasingly involved in United Nations' sponsored peacekeeping operations around the globe. These missions frequently call for small, specially-configured units quite different from traditional combat units that are deployed intact from single locations. A U.S. Army peacekeeping task force that was recently deployed from Germany to provide medical support to United Nations forces in the former Yugoslavia as part of Operation Provide Promise exemplifies this new trend.

Research was conducted with this task force because of the unique nature of the deployment. During this deployment the U.S. military was under the command of the United Nations for the first time since the Korean war. In addition, the unit was formed with soldiers drawn from all over U.S. bases in Germany, signalling the trend in deployments to come. As the drawdown progresses, it is much less likely that soldiers will be deployed as a preexisting unit. Operation Provide Promise provided the opportunity to learn about the types of problems which result from this kind of unit construction, and what aspects of community and individual responses are related to successful or unsuccessful adjustment.

In the fall of 1992, a U.S. Army Mobile Army Surgical Hospital (MASH) unit was established in Camp Pleso, just outside of Zagreb, Croatia, in support of Operation Provide Promise, a United Nations' peacekeeping operation in the former Yugoslavia. The U.S. soldiers were part of the 212th Mobile Army Surgical Hospital (MASH), a hospital unit from U.S. Army Europe (USAREUR). During that time, a pilot project was done with the

deployed soldiers (Powers, Vaitkus, & Martin, 1993). When the soldiers of the 502nd MASH began a six-month deployment to replace the previous unit, a more in-depth and longer term research project was conducted. Research with the 502nd MASH and Joint Task Force (JTF) began in the spring of 1993 during the predeployment period. Observations, interviews and surveys were conducted throughout the deployment. The results of this research have been reported elsewhere (e.g., Bartone, Vaitkus & Adler, 1993; Bartone, Vaitkus & Adler, 1994). The research project presented here examines the family and community response to the deployment, and serves as a companion piece to the research on the 502nd MASH and JTF.

The deployment of the 502nd MASH and JTF not only placed the soldiers in the position of not knowing many others in their unit, but it also left their families in an equivalent situation. One consequence of drawing soldiers from units scattered across Germany for a special purpose task force is that family members left behind are similarly scattered. Some found themselves to be one of several families in their community affected by the deployment. Others found themselves to be the only ones in theirs, resulting in a wide range of "community readiness" to handle the support needs of the families. The present study sought to identify sources of stress on spouses, and organizational and personal variables associated with healthy adjustment to stressors particular to such a deployment.

Military Families and Deployment

Previous research on military deployments and family adjustment has been summarized elsewhere (Kaslow, 1993; Segal & Harris, 1993; Van Vranken, Jellen, Knudson, Marlowe & Segal, 1984). In general, deployment has been associated with spouses having fears about

the safety of their soldier spouses, strain resulting from the additional roles they must fill at home, and increased emotional difficulties such as depression. In addition to identifying variables at the individual (spouse) level, some work has also been done on community responses during war-related deployments. A selected review of the relevant literature is provided here.

Recent survey research on family adjustment to soldier deployment as part of Operations Desert Shield and Storm concluded that organizational climate is related to stressful events during deployment, the provision of rear detachment services, and the development of family support groups. These, in turn, are related to psychological well-being and symptomatology among spouses (Rosen, Teitelbaum, & Westhuis, 1993). Therefore, during a war-related deployment, community response, and family support groups in particular, appear to be helpful in the adjustment of spouses.

Based on a survey designed to identify spouses who had multiple problems in response to deployment and who had unrealistic expectations for what the Army would be able to do to help, Rosen, Westhuis and Teitelbaum (1994) grouped spouses into nine different types or clusters depending on their responses to soldier deployment to Operations Desert Shield and Storm. Despite the expectation that younger age would be related to poorer adjustment, no clear relationship between age and coping was not found. Similarly, while officer rank was somewhat associated with fewer difficulties, there were also many spouses of officers who were experiencing significant difficulties. Such a finding runs counter to the stereotype that the during deployment, wives of younger enlisted personnel are the ones who will experience difficulty (e.g., Lewis, 1986).

Information from research on family adjustment to separation during conflicts such as Operations Desert Shield and Storm can be adapted to the experience of military families adjusting to other deployment-related separations. While war-related deployments certainly carry their own unique set of stressors, peacetime and peacekeeping deployments can also be quite stressful. Only a handful of studies have directly examined the effects of peacetime and peacekeeping deployments on family adaptation.

Bartone, Harris, Segal and Segal (1993) studied the reactions of Army wives whose husbands were deployed as part of a peacekeeping force in the Sinai. Results from interviews emphasized that there were a variety of responses to the deployment. Many wives, while holding initially positive views toward the military, were less than enthusiastic about the deployment and worried about their spouses' safety. Although the mission was officially for peacekeeping, the spouses reported worrying that the nature of the mission could and would change. Fears of infidelity and boredom were also mentioned, but some spouses reported hoping that the separation would be beneficial to their marriages. During the deployment itself, many spouses reported changing as a result of the separation. Most reported increased independence and anticipated that the changes would have a positive effect on their marriages. However, after reunion, these changes were not as easily incorporated into the marital relationship as they had hoped, and some of those wives and children had a higher incidence of physical symptoms, perhaps an indicator of resulting stress. Thus, the qualitative data from this study suggest highly individual modes of adjustment to a peacekeeping deployment that include both positive and negative outcomes.

In terms of coping, most wives in the Bartone et al. (1993) study reported using strategies that focused on problem solving while focusing less attention on their feelings of loneliness, fear, and anger. Wives tended to use support provided by their husbands' units the most. The rear detachment, telephone chains, and chaplains were all important sources of support provided by the unit. In terms of other support sources, however, wives reported not knowing of many resources despite having been mailed a packet with information about the military community's resources prior to deployment. Wives were also reluctant to use existent resources because of their perception that the Army services did not truly care or that their requests could somehow harm their husbands' careers. Thus, ironically, despite the preference for problem-focused coping and the importance the wives placed on military support, military services appeared to be underutilized. Lack of knowledge of existing resources has also been documented elsewhere (Van Vranken & Benson, 1978).

Armfield (1993) identifies the deployment experience as being stressful prior to, during and after the deployment. In the pre-deployment phase, some evidence suggests that there is increased conflict between spouses as a way to prepare for the upcoming separation. Furthermore, Nice (1993) found that both before and during the deployment of Navy personnel, wives experienced an increase in depression. Mozon (cited in Armfield, 1993) reported that wives with deployment experience coped better during and after deployment, although Armfield (1993), in her study of Navy wives during a six-month deployment, did not find such a relationship once she controlled for age. In terms of post-deployment, adjustment problems have also been associated with the reunion phase.

Rabb, Baumer and Wieseler (1993) make specific recommendations for effective family support and stress management programs across the different phases of the deployment process. During the pre-deployment phase, suggested strategies include mobilization briefings, children's support groups, counseling, and command consultation. During the deployment phase, stress-management seminars, telephone outreach and counseling could also be useful. Finally, during the reunification and sustainment phase, reunion seminars, unit debriefings, and follow-up telephone calls are recommended.

Although brief, the foregoing review introduces important issues that are addressed in the present study. Understanding the breadth and type of individual differences appears to be key in developing a picture of how it is families adjust and who appears to be most at risk for difficulties. Given the importance of problem-focused strategies in coping, understanding the breadth and type of responses at the community level may also identify those communities at risk and those communities that effectively address family member issues. Therefore, this study examines the kinds of military community and individual adjustments evident in a peacekeeping deployment. After a thorough examination of the data, policy recommendations will be discussed.

METHOD

Identification of the Sample

In April 1993, close to 300 U.S. soldiers from several different units in Germany deployed to Zagreb, Croatia for six months as part of a special task force in support of the United Nations Protection Force's (UNPROFOR's) peacekeeping and humanitarian assistance mission in the former Yugoslavia. In the first phase of the study researchers observed a

predeployment family briefing in one of the larger communities. In order to place survey and interview responses in a larger context, key military personnel in the rear detachments of several units were interviewed, relevant information disseminated by the two large military communities was collected (including deployment packets, newsletters and fliers), and family support group meetings were observed in two of the larger affected communities. Follow-up contacts with the key rear detachment personnel occurred throughout the deployment.

A list of 126 spouses was compiled based on mailing lists from two basic sources. The rear detachment of the initial home of the 502nd MASH had a mailing list obtained during the final Preparation for Overseas Movement (POM) before deployment. An additional list used for cross-checking was obtained from the rear detachment of the new home of the 502nd. The original lists included many wrong addresses and names of people who did not deploy, while omitting some names of people who did. The lists were also checked against rosters of deployed soldiers and individual rear detachments were contacted for additional information. Besides developing a mailing list, the research team was introduced in family support group meetings before the survey or interviews were begun. A small paragraph introducing and describing the research was also sent to every family member included on the mailing list as part of the rear detachment's regular newsletter. Another small notice was included in the newsletter during the time of the second mailing of the survey.

Survey

Procedure

In July 1993 family members were mailed a questionnaire asking about their experiences with the deployment (N=126). A second copy of the questionnaire was mailed a month later

to those who had not yet returned the first. More than half ($n=66$ or 52%) of the spouses completed and returned their questionnaires. Follow-up phone calls were attempted for every spouse who did not return either questionnaire in order to increase the response rate.

The questionnaire consisted of several health, stress and coping scales. Health scales included measures of physical well-being (Bartone, Ursano, Wright & Ingraham., 1989), psychological well-being (Bradburn, 1969), and depressive symptomatology (Mirowsky & Ross, 1982). Stress scales included measures of daily hassles, reactions of children, and anticipated family reunion issues. Coping scales included personal hardiness (Maddi & Kobasa, 1984), utilization of community resources, coping style (Billings & Moos, 1981), and social support. The survey is reproduced in Appendix A.

Survey Questions

Demographic Information

The first part of the questionnaire consisted of two pages requesting basic information including age, military service history, employment situation, housing situation, number and ages of children, and spouse's age and rank.

Health Measures

1. Bradburn's Psychological Wellbeing Scale (Well-being) - a 10-item scale asking the frequency of positive and negative feelings on a 5-point scale from never to very often.
2. Depression Scale (Center for Epidemiologic Studies - Depression Scale or CES-D) - an 11-item short form of the CES-D scale in which respondents indicate the number of days they have experienced a depressive symptom in the past week.

3. American Soldier Symptom Scale (Symptom Scale) - a 20-item list of depression, anxiety and somatic symptoms on which respondents indicate the extent to which they have experienced them from none to very often.

Stress Measures

1. Daily Hassles - Respondents are presented with 30 different stressors and asked the degree to which, if at all, they are concerned by such stressors. The list includes a range of worries from financial to family concerns.
2. Family Reunion Concerns - Respondents are asked the degree to which they agree or disagree with 15 anticipated family reunion issues.

Coping Measures

1. Hardiness Scale - a 35-item revision of the Hardiness Scale. Questions assess three areas of personal resiliency: to what extent are stressors experienced as a challenge, to what extent respondents are committed to coping with the stressors, and to what extent respondents believe events to be within their control. Items are scored on a 4-point scale from not at all true to completely true. People high in hardiness have been shown to adjust more successfully to stressful events (Bartone et al., 1989). For the purposes of analysis, hardiness scores were calculated using the 15-item short form (Bartone, 1994). Reliability for the short form was high (Cronbach's Alpha = .78).
2. Coping Scale - Respondents describe the most important problem they have faced since deployment and are asked whether or not they used a list of 21 different coping behaviors.

3. Social Support - Respondents are asked a series of questions about their involvement with family support group activities, what if any community agencies they have used since the deployment, and the degree of support they feel is available to them.

Interviews

Procedure

About a third of the spouses ($n = 39$) were selected for in-depth interviews based on a random sample stratified by three socio-geographic areas. Two of the three areas included large military communities that supplied the majority of the medical personnel for the deployment. One of these communities (community A) was in the midst of a drawdown-related closure. The third socio-geographic group was comprised of families dispersed across outlying areas in Germany (Outliers).

Interviews were arranged by telephone call. Family members were called, introduced to the study and asked for their participation in an interview. Almost all spouses who were called agreed to be interviewed. Of 45 telephone calls, 5 declined because of inconvenience (e.g., new baby, job demands), and 1 declined because she believed it was a waste of time. The interviews were conducted in a location most convenient for the spouse. For the spouses in communities A and B, that meant either meeting the interviewer at an office site provided by the local rear detachment, or being interviewed at home. For spouses in the outlying communities, interviews were conducted in neutral locations such as a local park, at a cafeteria during lunch hour, at the researchers' office, or in the home, depending on what was most convenient for the spouse. For the spouses who lived in the States (and in one case in a distant location in Germany), telephone interviews were scheduled ($n = 5$). On

average, each interview lasted one hour (ranging from 30 minutes to 2 hours). The interviews were conducted by a four member research team. A small proportion of the interviews were conducted with two team members present; the majority were conducted with only one team member present.

Interview Questions

The interview consisted of basic demographic questions about employment, education, history of deployments and other separations. The interview then focused on feelings about the deployment, household adjustments or stressful experiences since the deployment, the use of coping strategies, feelings about the support provided families by the military (including the rear detachment, family support groups and newsletter), reactions of children in the household, the image respondents have of conditions in Camp Pleso, and suggestions for improving deployment experiences for families. The interview questions are reproduced in Appendix B.

RESULTS

Survey Results

Demographics

The entire set of frequencies are presented in a separate appendix. To facilitate understanding and interpretation of the findings, additional summary analyses have been included in this report.

The demographic composition of the survey respondents is seen in Charts 1 and 2. Note that the respondents represent a slightly more educated population than the Army norm, perhaps a function of the group that was deployed (primarily medical personnel). This skew in the survey population is also seen by the rather high ranks of the deployed spouses. Interestingly, a full 23% of respondents have some sort of service history of their own. This sizeable minority represents an emerging trend in the military. While such a group may be at an advantage in terms of knowledge of military systems, it is important to remember and acknowledge their own support needs, as was clearly evident in the interview responses cited previously.

Chart 3 identifies the location and housing characteristics of the sample. In sum, 42% of the sample had been in their present location for less than a year. In addition, despite encouragement from the command to have powers of attorney prepared, 17% of the spouses reported that they did not have a power of attorney for their deployed spouse.

Chart 4 describes the distance of the sample from Army services. About 92% of the sample reported living within 10 miles of an Army post.

CHART 1: DEMOGRAPHICS
DESCRIPTION OF FAMILY MEMBERS SURVEYED

GENDER: 9% Male, 91% Female

RACE: 14% African-American 73% White
9% Hispanic 5% Other

AGE: 12% under 25, 48% 25 to 34,
37% 35 to 44, 3% over 44

EDUCATION: 5% some high school
12% high school degree
39% some college
32% college degree
12% graduate degree

CHILDREN IN HOUSEHOLD: 29% none 29% one 26% two
12% three 3% four

PREGNANT: 6%

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CHART 2: DEMOGRAPHICS (CONT)
DESCRIPTION OF FAMILY MEMBERS SURVEYED

SPOUSE'S RANK:
18% Private to Corporal/Specialist
23% Sergeant to Staff Sergeant
14% Sergeant First Class to Sergeant Major
2% Warrant Officer
23% Second Lieutenant to Captain
21% Major to Colonel

RESPONDENT'S MILITARY STATUS:
9% Active Duty
6% Guard/Reserve
18% Former Military
67% No Service History

RESPONDENT'S EMPLOYMENT STATUS:
63% Employed for pay 37% Not employed for pay

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CHART 3: LOCATION & HOUSING
DESCRIPTION OF FAMILY MEMBERS

LOCATION:
9% Community A 36% Community B 55% Outliers

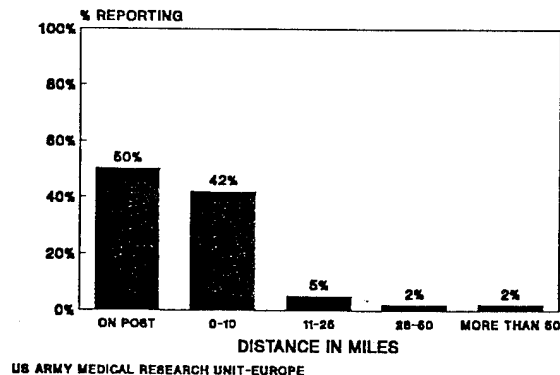
HOUSING:
51% On-post (Government Housing)
28% Off-post (Government Housing)
20% Economy

LENGTH OF TIME AT CURRENT LOCATION:
21% 6 months or less 22% 2 to 5 years
21% 7 to 12 months 2% more than 5 years
35% 1 to 2 years

92% Have a vehicle for daily transport
83% Have a power of attorney
9% Moved since spouse deployed

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CHART 4: ACCESS TO SERVICES
DISTANCE TO MILITARY INSTALLATION



Health

It was relatively common for spouses to report symptoms of depression and emotional reactivity. Spouses reported feeling impatient (reported by 89.4%), lonely and isolated (66.7%), and having sleep problems (57.6%), and appetite loss (36.4%).

Given that families are under deployment-related stress, the relationship between family support provided by the Army and depression was explored. Chart 5 graphs that relationship. Those respondents who felt that the Army was providing enough support reported having fewer days of depression than those who were not sure or who felt dissatisfied with the Army's support. This corroborates the interview finding that Army support, or perception of that support, is an important part of family adjustment.

From the interviews, it became clear that community A was more consistently successful in meeting family support needs than either community B or the outlying communities, and these community differences were found in the survey as well, Chi Square (4, $N=66$) = 10.97, $p < .05$ (Chart 6). Respondents from community A are fully satisfied with the family support they receive from the Army. Respondents from both community B and the outlying communities report variable levels of satisfaction. More than half of both groups are not sure that the Army is providing what they need in terms of family support.

Respondents most satisfied with family support reported fewer symptoms (Chart 5). Similarly, respondents from the most satisfied community (community A, as determined by Chart 6) reported fewer days of depression than those in other communities, $F(2, 63) = 2.36$, $p = .10$ (Chart 7), and fewer overall number of symptoms (Chart 8). Of course this data needs to be interpreted cautiously because of the small number of community A respondents, but the results are in the direction expected based on interview results.

CHART 5: FAMILY SUPPORT AND HEALTH DEPRESSION SCALE

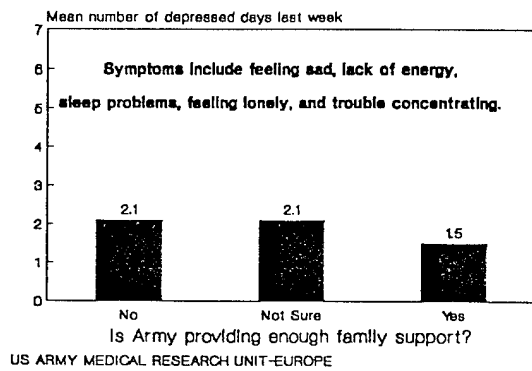


CHART 6: PERCEPTION OF ARMY RESPONSIVENESS

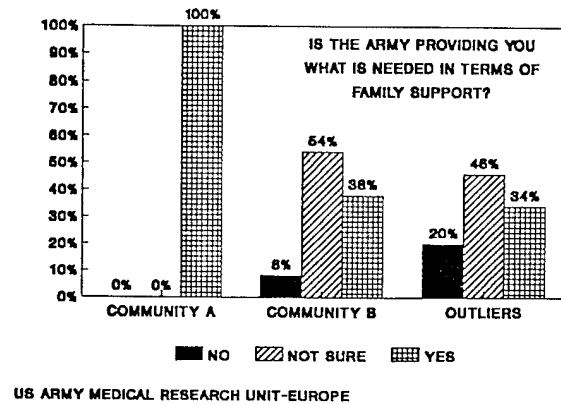


CHART 7: LOCATION AND HEALTH DEPRESSION SCALE

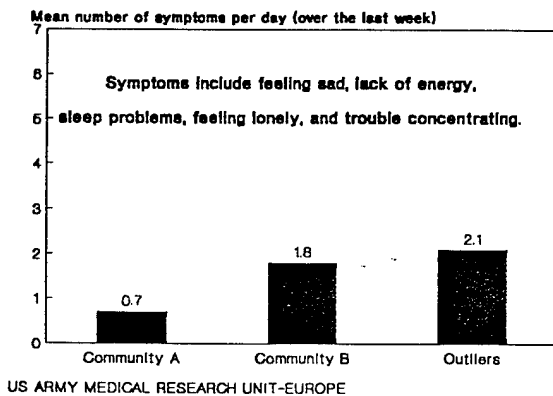
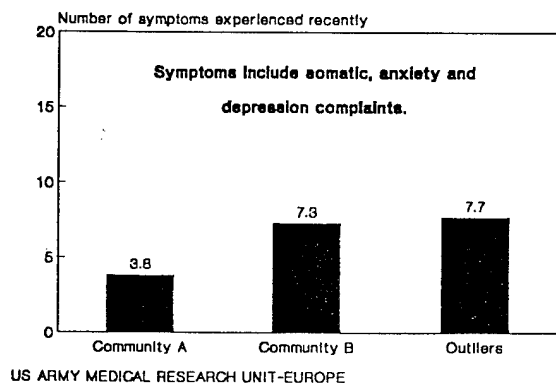


CHART 8: LOCATION AND HEALTH SYMPTOM SCALE TOTAL



A brief look at the correlations between number of symptoms and stressors identifies a strong relationship between symptoms and boredom, concerns about being alone, difficulty handling the separation, safety concerns, financial problems, getting household tasks done, and problems with the spouse's unit leadership (Chart 9). These stressors may have been exacerbated by or the result of the deployment.

Stressors

In terms of stressors that were reported by respondents, the most frequent were related to concerns for their spouses' safety and about the uncertain job situation (Chart 10). More than 45% of respondents expressed high or very high concern about their spouses' safety. Given the perceived lack of media coverage and breakdown in the Chain of Concern, such worries may have been intensified unnecessarily. In the context of the military drawdown, many families were also stressed by the lack of certainty about their future: where they would live, where the unit would be based, and how they would be affected by the Army drawdown. In addition, many of those with children reported being overwhelmed by the demands of de facto single parenthood (reported as at least a moderate concern by 31.9%).

CHART 9: CORRELATIONS
STRESSORS AND SYMPTOM SCALE SCORE

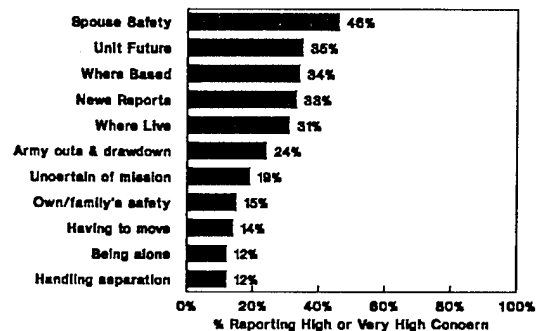
SIGNIFICANT CORRELATIONS BETWEEN SPECIFIC STRESSORS
AND REPORTED TOTAL SYMPTOM SCALE SCORE (INCLUDING
SOMATIC, ANXIETY AND DEPRESSION COMPLAINTS):

B STRESSOR

- .68 BOREDOM
- .64 CONCERNS ABOUT BEING ALONE
- .62 TROUBLE HANDLING SEPARATION FROM SPOUSE
- .41 FINANCIAL PROBLEMS
- .38 CONCERNS ABOUT MY OWN/FAMILY'S SAFETY
- .38 GETTING DAILY HOUSEHOLD TASKS DONE
- .35 CONCERNS ABOUT MY SPOUSE'S SAFETY
- .33 PROBLEMS WITH MY SPOUSE'S UNIT LEADERSHIP
- .33 NEWS REPORTS ABOUT TROUBLE IN FORMER YUGOSLAVIA
- .31 PROBLEMS RELATED TO LIVING IN EUROPE

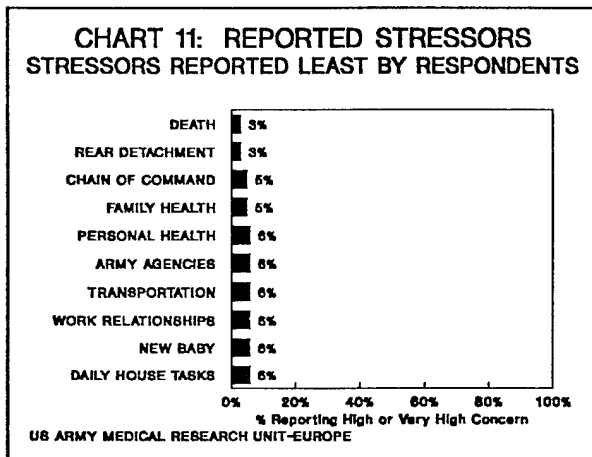
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CHART 10: REPORTED STRESSORS
STRESSORS REPORTED MOST BY RESPONDENTS



Few people reported having experienced a major health problems (including a death in the family), stress with the rear detachment or other Army agencies (Chart 11). On the coping questionnaire, respondents were asked to write in the most important problem that they had faced since the deployment. Only a handful of respondents answered this open-

ended question on the coping questionnaire. The most important problems identified were health and car problems, and difficulties with children and the emotions around the deployment itself (Chart 12).

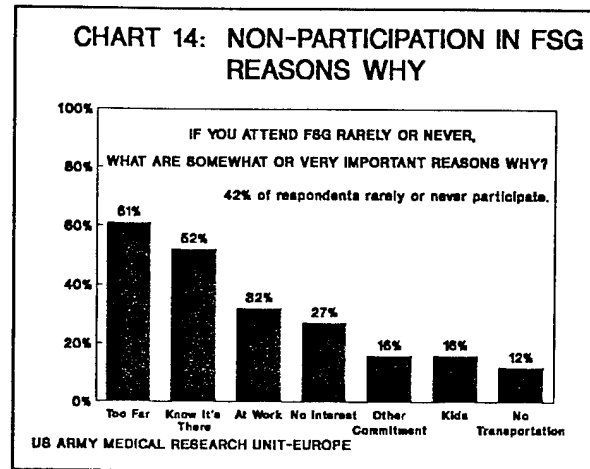
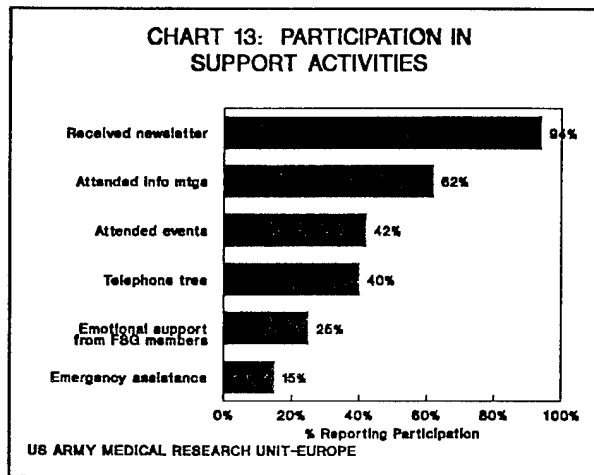


- CHART 12: MOST IMPORTANT PROBLEM FACED SINCE DEPLOYMENT: OPEN-ENDED QUESTION**
1. HEALTH PROBLEMS - illness or death in family, personal illness, miscarriage (n=8)
 2. CAR PROBLEMS - maintenance, accident, breakdown, car registration (n=7)
 3. CHILDREN - school problems, discipline, being alone with children (n=5)
 4. DEPLOYMENT - missed spouse, fear, being alone and responsible (n=4)
 5. FINANCIAL - tax problems, late on rent, finances (n=3)
 6. MOVE - moving, storage, delivery problems (n=2)
 7. HOUSEHOLD - broken appliances, support facilities (n=2)
 8. CONTACT - lack of contact, stressful phone calls with spouse (n=2)
 9. JOB - new job (n=1)
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Coping

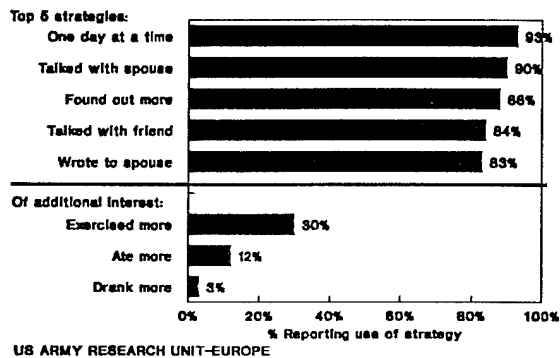
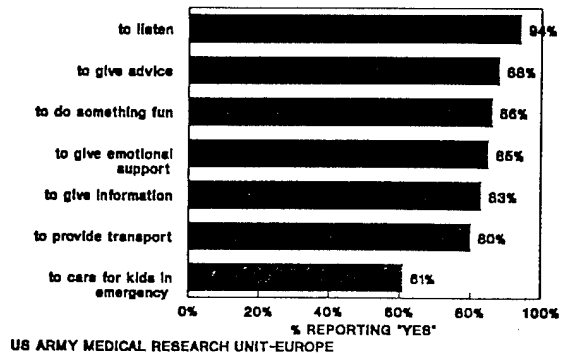
Chart 13 describes the types of family support activities in which respondents engaged. Almost all received the newsletter while far fewer actively engaged in Army events or programs. This set of results confirms the importance of a newsletter. It reached a wide range of affected family members and, as was seen in the interviews, was an effective way of communicating support and information, and breaking through the sense of isolation.

Respondents who did not participate in FSGs were asked why they did not. Chart 14 summarizes their answers, including their written responses to the category of "other" reasons. The primary reason for non-participation was that the FSGs are too far away. This was true for many outliers, as well as the smaller number of people in the U.S.. Over half of the respondents also said that it was enough to know the FSGs were there.



The most commonly used coping strategies are identified in Chart 15. Note that three additional strategies of clinical interest were endorsed by a minority of respondents (increases in exercise, eating and alcohol intake).

Besides coping strategy, social supports are also critical in successful adjustment to stressors. Almost all respondents reported having someone available to listen to them, but a substantial minority (14% to 20%) did not have someone available for social interactions, emotional, informative, or instrumental support (Chart 16). Almost 40% of them did not have someone available to care for their children in an emergency. Having someone available to give advice and to give information were both significantly related to a lower number of symptoms as measured by the Symptom Scale, $F(2, 62) = 3.51, p < .05$, and $F(2, 61) = 3.81, p < .03$.

CHART 15: COPING STRATEGIES FOR MOST IMPORTANT PROBLEM**CHART 16: AVAILABLE SUPPORTS IS THERE SOMEONE YOU CAN CONTACT . . .**

Other ways to cope involved travel in order to access supports or for fun. Chart 17 identifies the percentage of respondents whose spouse visited them (47%) and who visited their spouse in Croatia (11%). Such visits are a new dimension to deployment and while reviewed positively during the interviews, they can create particular challenges. Interview responses helped identify some of those challenges, especially high expectations, feelings of displacement, and difficulties in readjusting after the visit. Many respondents also took advantage of the time and traveled around Europe or visited with family. A small number (8%) chose to move back to the U.S. Interview responses indicate that this choice was influenced by personal health status, needing help with young children, school plans, and PCS plans.

The majority of respondents acknowledged that family changes had occurred during the deployment (Chart 18). They reported having communicated with their spouse about the changes, that their spouse was proud of what they had done, and that they coped better than they expected. The deployment was generally perceived as an opportunity. Respondents reported having learned new things, having become more independent, and almost half

reported that the separation had been good for their marriage. It appears that the deployment, despite being a major stressor, afforded families a challenge that had the potential to be a growth experience.

CHART 17: TRAVEL & CONTACT WITH SPOUSE DURING DEPLOYMENT

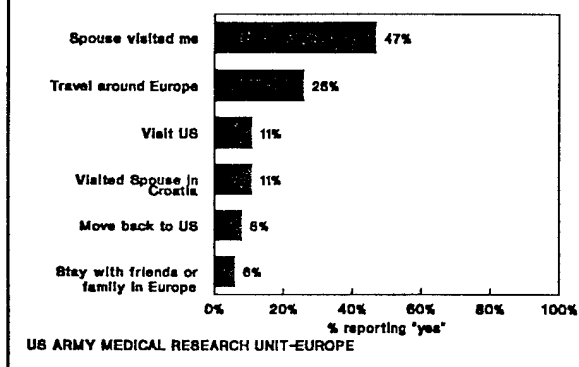
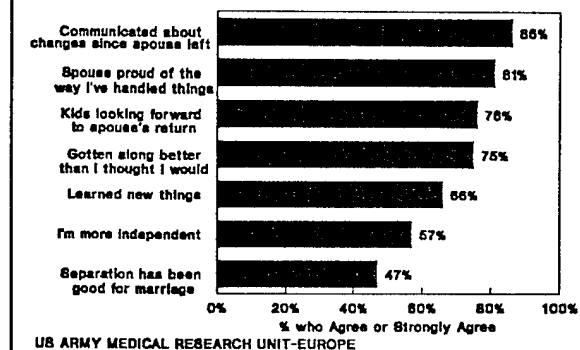


CHART 18: QUESTIONS ABOUT REUNION ITEMS MOST ENDORSED



Spouses also differed on their amount of personal resiliency or hardiness. Hardiness is conceptualized as a trait variable and so was not expected to vary systematically by location. Indeed, no significant differences were found by location, providing support for the interpretation that it is a basically stable characteristic. The commitment subscale negatively correlate with general symptomatology ($r = -.26$, $p < .05$) and overall stress level ($r = -.25$, $p < .05$), however, indicating that the more committed the respondent, the fewer the number of overall general symptoms. In addition, the control subscale was significantly higher for those sure that the Army was providing adequate support ($M = 2.12$, $SD = .43$) than for those who were unsure ($M = 1.85$, $SD = .46$), $F(2,64) = 3.06$, $p = .05$.

Family Survey Remarks/Suggestions

After the survey's structured questions, respondents were asked what they thought was needed in terms of family support if they were not satisfied. They were also asked about unresolved concerns they had about the deployment. Results demonstrate that there were several recurring themes. These themes were also reflected in the interviews. Key areas of concern included the way in which the family support was structured, uncertainty about the future, the situation in Camp Pleso itself (alcohol use and infidelity). Note that the code numbers do not relate to the code numbers provided in the interview quotes.

001

'The biggest problem is knowing what will happen with the unit, once my husband returns. The unit is to return in one month and we still don't know!! There are many many families whose lives are up in the air and no one is giving guidance/info, very poor planning!!'

005

'Get more information. I got NONE.'

006

'Yes, the uncertainty of when they'll be back. They keep changing the dates and what happens next when they return. How soon after they're back will one know when they leave again back to CONUS since the hospital is closing. This "wait and see" with me is a problem. Will we be here 3 months, 6 or 9. Tell the soldiers something and be rid of the serious problem we have with RUMORS. Have a meeting and tell us something. We don't want to hear anymore maybe's, not sure, etc. You people expect answers from the lower enlisted soldiers and this works both ways. We expect answers also. Respect us as we are to respect you.'

007

'I want to say too that this hospital has the worst FSG I have ever encountered. I have just now started to receive notices on meetings being held. Now my husband is returning and quite frankly I have no use for them.'

008

'My pregnancy with my husband's deployed. I wanted him here to take care of our sons [while] I recover from my pregnancy. He is sadly missed.'

011

'Spouse and I are currently separated, working on divorce.'

012

'No. Since I am in the U.S. No Army installation is concerned with any problems because my spouse is not stationed here. I do not think this questionnaire is applicable to me. My husband deployed from Germany to Croatia. He was never stationed here at [CONUS location] where I am. Thank you.'

020

'I got a tel. no. to 502nd from an acquaintance - why not from family support group? Nobody knows anything, not even rear detachment.'

021

'I cried and cried in the months before my husband's departure, worrying about what I couldn't and wouldn't be able to handle. For weeks, we went back and forth. . . he was deploying, not deploying. He had equipment and gear inspections every few days. All the uncertainty prior to the departure was worse than the deployment itself.

And now again I fear we're facing a seemingly endless time ahead until the 502nd goes wherever it's going, the augmentees are assigned a new place of work, 3rd CSH [Combat Support Hospital] really closes, PCS orders really happen to go elsewhere because of the drawdown OR our regular PCS date of Feb. 95 comes!!

I wish decisions would just be made and done. If we could only know what we'll be doing and when, we would have some peace of mind and much less tension and stress and anxiety. Thank you.'

022

'Make deploying soldiers inform their families about the deployment. Some deployed, leaving their dysfunctional family units ill informed.'

'Abuse of alcohol at Camp Pleso. Strong command position and good sober rock models needed. Moderation is the key.'

023

'Although the 502nd MASH FSG tried to be helpful, here in community B it appeared to be more administrative. It was extremely difficult to get support for any social activities so spouses could get acquainted. This made it difficult to know each other in order to give each other support. Also, even though it wasn't their "job" none of the higher ranking spouses seemed to care about the support group and, thus, there was no role model for enlisted and junior grade spouses.'

024

'My husband came home on leave in July. It was very difficult for him to get his leave approved. Even on the night before he left there was still uncertainty as to his leave. His coming home for a week has made a big difference. All should be allowed leave without problems. We enjoyed the week very much, and now that we've reached the half way mark of his 6 mo. deployment, we are ready to face the last 3 mo. before he returns. The first 2 1/2 months were extremely difficult for me and my children as we dealt with school problems and problems with German neighbors. My husband did an unaccompanied tour to [Asia]. My children were much younger and I was 7 mo. pregnant when he left. That whole year was "a piece of cake" compared to the first 2 1/2 mo. of this deployment. If this survey had been sent out earlier, my comments/answers would have been far more negative. Problems continue to arise, but at least October doesn't seem so far away. I wish we could move back to the U.S. next summer. After enduring a 6 month deployment/separation a return to the US would give us something to look forward to, rather than another 18 months here with all the uncertainty and problems connected with the drawdown and overseas living. It would help get the family settled back into a normal family life.'

025

'My husband is deployed as an augmentee. So, why don't they alternate all augmentees?'

026

'1. Priority/special "drop in" child care for early evenings to attend to my career and official functions.
2. support groups/personnel at locations soldiers depart from - not where the unit departs from. The high number of augmentees as we create "ad hoc" units makes this critical.'

027

'No. This is a nice looking survey. Pleasing to the eye makes it easier to fill out. Seems very thorough. Will you be notifying anyone involved in the study of the results? I'd be interested! Thank you.'

028

'Where are we going to be stationed once they come back?'

029

'More money on the Telephone Fund. I didn't have enough communication with my husband. Also, I wished the deployment period was only 3 months instead of six.'

'A better management communication. My husband was told that he would be coming home for three weeks. Every third or fourth day would be a new arrival date for him. By the fourth expectant date I was in denial. My confidence in the Army's communication and leadership grew weaker each day. The emotional roller coaster was worse than the entire time he had been there. The incompetency was uncalled for. What was worse was when I talked to people who had already been there and told me that that was usual. I had no

support in this respect. Thank God my daughter, 18 months, did not understand about Daddy's arrival being delayed again. Please, try to remedy this so that other spouse's are not dragged through the mud like I was.'

030

'The FSG meeting are not successful, due to lack of participation. Yes, the entire deployment we have had to worry about what will happen when the unit returns. We don't know if we will be relocated in Europe or in the States.'

031

'Being one of the "lost sheep" without a FSG and being in a housing area where everyone's husband is home, other people tend to forget you are by yourself. I am active in the community in the wives club, etc, and yet after 3 months I have yet to be invited to dinner or to an outing by anyone. I attend all official functions. I guess I run out of steam after a while and cannot initiate everything. I think some initiation on the part of the other families in the area would be very nice. A phone call to see how we are doing or a lunch date would be appreciated. Generically speaking, all the institutional benefits (ACS, Red Cross etc) are there, but I guess I miss the personal touch and this a function of the people in the community. I guess it depends on your definition of family support. I have a good handle on the deployment and feel comfortable with the "game plan".'

032

'I haven't had many of the problems that many young wives have in coping with a deployed spouse because my children are older and I work full time. Because only a few soldiers have left [deployed from our outlying community], I don't think we have much support in [our outlying community].

033

Yes, that the majority of people (Army included) don't know or care that we have deployed soldiers if it doesn't affect them directly. Also, the fact that there are non-deployable soldiers in Germany in certain MOSs that have never been deployed, so that others who have been are taking up the slack for those that have a profile. My husband is the only one in his Dept. who went to Desert Shield/Desert Storm (for 7 1/2 months.) There is a LTC in his Dept. who has never been deployed in his entire military career, a MAJ who is on profile and was granted an extension in Germany at the time my husband was deployed, and an [officer] who was PCSing. I find it unfair that the burden of deployment for both the soldier and his family is not a shared responsibility. I also find it offensive that a LTC should not have the experiences of those he leads.

I work in where my husband is assigned and have frequent contact with the people in Administrative positions. I rarely am asked by the top brass how I am coping or what do I hear from my husband. They just assume all is well. Whoever is supposed to contact me officially has assigned that duty to a young private who calls me weekly, like clockwork. I have never been contacted directly by the commander for the purpose of checking on me. I

suppose they feel I'll let them know if I need them. Also, there is a certain feeling that the soldiers in the 502nd have it easier than those at home "doing the real work." For those who've never been deployed, they have no concept of the boredom or longing for home that sets in when there's no meaningful work to be done at their deployment site.'

034

'As an active-duty service member myself, I am very concerned about the future of 502nd MASH and how it will affect my wife's duties as well as my own. If we will have to relocate, it would be nice to know now so that arrangements can be made, since their expected return is only 2 months away. Instead, nobody seems to know or, if they do know, they're not telling. This is extremely frustrating.'

035

'Follow-up with spouses who have left the area. Spouses who don't have the unit Family Support Center.'

036

'It is very hard to deal with this deployment while being pregnant. A father should have some paternal rights too. It is important to share special times like that together.'

037

'Uncertainty of what happens when they return, i.e., where and what will they do for a job.'

038

'I don't see any support from my husband's company commander, and specially from the 1st sergeant (never heard anything from him). Thank God, that I don't need any support from them, but it will be nice if at least the people on top - 1st Sgt, company commander, will call to ask if everything is Okay. (unfortunately I only here [sic] from other commanders from other units, but not from my husband units. What a shame! So I think that your spouse units, should be more supported in communicating with spouses left behind (not only when they found you somewhere). I think 502nd MASH is doing a great job.'

039

'A NCO or officer who is responsible for the spouses of deployed soldiers, giving information and help. Fear for spouse's return. At the moment our marriage seems great, like always after months of separation. But when he returns there be again:

- Driving and Drinking
- spending days and nights with "friends"
- having affairs
- spending all our money "somewhere"
- taking out frustration on me
- constant fighting or arguing
- shall I go on?'

041

'Just bring them home soon!!!'

Survey Summary

Chart 19 and 20 provide a brief summary of the findings based on the survey of spouses. Family members were concerned about the deployment and the drawdown, and they engaged in a variety of coping strategies. Still, a significant minority did not have the types of emotional and instrumental support available that could help buffer the effects of stress. In addition, the perception of adequate family support was related to lower rates of symptomatology, and those communities with better functioning support services (FSGs, active rear detachments, effective Chains of Concern) had community members who reported fewer symptoms. The interview results, presented in the following pages, identify how to create an effective rear detachment and FSG; the survey data provide empirical support for the importance of such services.

CHART 19: FAMILY SURVEY RESULTS SUMMARY OF FINDINGS

- Demographic mix with 33% military service history. Half on-post, half off-post. 92% within 10 miles of post.
- Community differences in perception of Army meeting family support needs. Differences consistent with results from interviews.
- Most received newsletter, attended some type of meeting. Fewer took part in telephone tree. 58% participated in FSG, 25% received emotional support from FSG.
- Few community services reported being used, most services used were satisfactory. Significant minority unaware of FMAO and rear detachment.
- Stressors related to spouse safety and uncertain future about unit (e.g. drawdown-related changes).

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CHART 20: FAMILY SURVEY RESULTS SUMMARY OF FINDINGS (CONT)

- Most coping strategies were related to problem-solving and social support. Most have social supports they can contact, fewer report availability of childcare in emergency.
- 11% visited spouse in Croatia, 8% moved back to US.
- Majority view deployment as successful learning experience.
- Those feeling Army provides enough family support report fewer symptoms.
- Stress reactions most related to concerns about boredom, the separation itself, financial problems.

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Interview Results

Description of Sample

Interview participants came from the two primary communities and the outlying areas. A significant minority had a military service record and the majority had a child in the household. Their deployed spouses were primarily in medical or logistic specialties although several other specialties were represented. A break down of demographic data can be found in Tables 1 through 6.

Table 1

Gender of Interview Participants

Gender	Location			Total
	Community A	Community B	Outliers	
Female	11	10	15	36
Male	0	1	2	3
Total	11	11	17	39

Table 2

Service History of Interview Participants

Service History	Location			Total
	Community A	Community B	Outliers	
None	9	6	14	29
Current Active Duty	1	3	2	6
Former Active Duty	1	2	1	4

Table 3

Number of Children of Interview Participants

Children	Location			
	Community A	Community B	Outliers	Total
None	3	2	5	10
1	2	4	3	9
2	3 (1)	3 (1)	4 (1)	10(3)
3	2	1	1 (1)	4(1)
4	0	0	2	2

Note: Parentheses indicates children live in the States. In two cases, one of the children lives in the household while the siblings are in the States.

Table 4

Length of Marriage for Interview Participants

Years Married Total	Location			
	Community A	Community B	Outliers	
0-2	1	2	3	6
3-5	4	2	4	10
6-8	0	1	4	5
9-11	1	1	2	4
12-14	1	4	1	6
15-17	0	1	1	2
18-20	0	0	2	2
>20	1	0	0	1

Note: Missing data on three respondents.

Table 5

Deployed Spouse's Rank

Spouse's Rank Total	Location			
	Community A	Community B	Outliers	
E4	3	1	4	8
E5	1	0	2	3
E6	0	3	3	6
E7	1	2	2	5
E8	0	1	0	1
O1	0	0	1	1
O2	0	0	0	0
O3	4	1	1	6
O4	1	2	3	6
O5	1	0	1	2

Note: Missing data on one respondent.

Table 6

Deployed Spouse's Specialty

Specialty	Location			Total
	Community A	Community B	Outliers	
Medical	7	6	4	17
Administrative	1	0	3	4
Logistical	2	3	4	9
Military Police	0	0	3	3
Command	1	2	0	3
Other	0	0	3	3

Table 7

Interview Participants' Previous Separation Experience

Separation	Location			Total
	Community A	Community B	Outliers	
None	5	4	3	12
Move	2	2	5	9
Gulf War	3	1	5	9
Korea	1	2	2	5
Other	1	1	1	3

Note: Previous experience with separation may sum to more than the number interviewed because some families have been separated several times. Missing data on two respondents.

The results from the interview questions are presented in the following pages. All identifying information has been removed to protect the confidentiality of the respondents. Identification numbers have been used to indicate which community the spouse is from (A, B or O for Outliers). Single quotation marks are used when quotes have been slightly altered or paraphrased for readability. Throughout, an effort has been made to maintain the sense and spirit of each person's answer. Most of the responses are included in this document. Only responses that were highly redundant were edited out of this manuscript.

Interview Answers

I. "HOW DID YOU FEEL ABOUT THE DEPLOYMENT AT FIRST?"

Summary: Respondents were asked about their deployment experiences, how they felt when they first learned about the deployment, and how they felt about the deployment at the time of the interview. Family members had two basic reactions to the deployment. One was supporting the spouse's personal and career goals and work requirements. The other reaction was disapproving of the deployment at least in part because they were against U.S. involvement in the former Yugoslavia's problems. Some expressed fear. Most said that by the time of the interview they felt more comfortable with the deployment and looked forward to reunion. Recent news of the U.N. camp being on a list of targets identified by the Serbs led several respondents to comment that they felt scared and worried about their spouse's safety.

A1: 'I felt OK because it was important to him. He really wanted to do it, it's his job.'

A3: 'It's not our war, we shouldn't have to be over there. Saudi, at least I was with Mom at home; here, I don't know anybody, no family. [How do you feel now?] We have problems back in the States, I'm angry with our government. We can't afford to give to our own people.'

A6: 'I'm angry because my husband volunteered for it, he didn't consult [me]. Six months is too long. Three months would be OK but six months goes on and on and is too long.'

A8: 'I'm proud. One less person to cook and clean for.'

A12: 'I'm excited for him, I wish I could have gone. I didn't like the danger aspect, but I knew it was his job. He's not a bank teller. I just have to accept it. I was proud and scared. [How do you feel now?] Still proud. I was really scared last week when there was shelling real close. [How do you feel overall?] It's a really good experience. The separation hasn't been really horrible. I have talked to him.'

B2: 'I'm disappointed. I thought, here we go again, being a single parent. Now I'm frustrated because I'm overwhelmed and my husband is bored with nothing to do, he isn't needed now. He could do his work via computer from here.'

B4: 'I felt it might be good for the relationship to be apart for a while. Absence makes the heart grow fonder. But I'm aware and worried of the risk that the separation could be worse. [How do you feel now?] Not so bad, I don't miss him that much.'

B9: 'I had no problem, that's his job. I miss him, but I'm independent so I'm OK. My husband came home and told me he was going, he had volunteered for Saudi but didn't go, that was a disappointment for him.'

B11: 'I hated Germany and was afraid. It's ridiculous, we shouldn't be there. I'm glad my husband is part of the 502nd helping others of "us" down there, they're our forces.'

O1: 'My husband heard of the potential [deployment] and asked, "what if I volunteered to go [Jan 92]?" We really hoped he wouldn't and I was angry that he volunteered since one, I had already dealt with a one year separation, and two, he had promised, not when the kids are teenagers. My husband volunteered because of promotion goals, to stand out more when he goes in front of the board in '94. Now, I just deal with it, life goes on the same, we miss him but it goes on. Still, though, I'm not crazy about it.'

O2: 'He wants it for his career and promotion, I supported him in it, we're both ambitious for him. If he doesn't get [a promotion] out of this, we'll feel frustrated. [How do you feel now?] Fine. I miss him, but it's all going smoothly.'

O3: 'I couldn't believe they'd deploy him since he'd already been deployed and his Colonel had never been. [How do you feel now?] It's stressful.'

O4: 'I was very scared, worried about being alone with the kids, the unknown and worried about being bored. I fought more with my husband before he left. . . . I thought, "why didn't they pick a single soldier? Because they needed his rank." First I was told it was for only three months, then I was told it was for six. [How do you feel now?] I'm used to it, I have no choice.'

O6: 'There was not enough warning. Her unit gave her no chance to adjust. [1-2 days warning before POM in Wiesbaden]. I thought, "what if we had kids? Or I was TDY?" . . . I helped her, she borrowed some of my stuff.'

O7: 'I had to adjust to a change in PCS plans, I was not upset, more just aware of a change in expectations. It's a chance for personal growth, to gain independence. I was always with him, we married right after high school, there was no chance to be on my own. I knew what to do because of previous deployment.'

O9: 'He asked, "is it OK if I volunteer?" My first reaction was "Oh my God, how will I cope? What will I do for six months? I'll pack up and go home." Then, I thought about it and decided to stick it out since my home is here now. I'm glad I did. [How do you feel about it now?] It's hard at times, but I look at it positively so that I can be supportive of my husband.'

O10: 'I expected it, I knew she'd be going somewhere. It's better than some other places, they have an established base to work from. It's part of what the paycheck is for, but I wasn't happy or excited about it. [How do you feel about it now?] Ready for it to be over with, it makes life difficult with time.'

O11: 'COL came down to tell him and he left for community B two days later, two months before the deployment, I saw him on weekends. He couldn't tell me where he was going, he could only tell that he was going up to community B and so I didn't know about Croatia. Two weeks later he told me about Croatia. [How did you feel?] Sad, obviously, a little bit scared, and then you get used to the idea. The more you learn about it, the easier it gets. At first, it seemed dangerous, but then it didn't seem so dangerous, except now, lately, with the shelling in Zagreb, the retaliation by the Serbs and they listed 50 targets, one is the airport, where the MASH is. I talked with him last night, they're sandbagging.'

O12: 'I bawled. It was awful. It just seemed like everything was going well for us. [How do you feel about it now?] I'm ready for it to be over. It went pretty fast. I feel sorry for them. They're bored, not doing much, that's good and bad. There's no point to what they're doing.'

O14: 'Scared. I didn't want him to go, he wanted to do it. [I was] scared of being alone without him. I didn't think he'd be in danger but I didn't want him to miss his daughter. [How do you feel about it now?] Ready for it to be over, getting to the end, and I'm bothered by recent news of targets in Zagreb.'

II. "HOW HAVE THINGS CHANGED SINCE THE DEPLOYMENT? WHAT KINDS OF STRESSORS OR PROBLEMS HAVE YOU NOTICED?"

Summary: Respondents were asked about their current stressors, how their life had changed since the deployment, and their reactions and adaptation to the deployment. Stressors revolved around parenting (see also section IV on children) and feeling lonely. Self-perception seemed to moderate how respondents experienced the stressors. Those who perceived themselves as "independent" felt they could generally withstand the pressures of

the changes brought on by the deployment. In contrast, a few respondents also reported that being an "introvert" also helped them cope with the stressors. Other coping strategies are identified in section III.

Symptoms included feeling generally stressed, depressed, and anxious, reporting sleeping changes, eating changes, and physical symptoms such as headaches. Of course, it is important to note that many respondents did not report any symptoms or changes. Survey data in this area provide a systematic view of spouse reactions and symptomatology (see survey results on health).

A1: 'Sometimes it is lonely. And being responsible for kids and making dinner can get exhausting because there is no time out, and I can't NOT watch my son, which means dinner is sometimes at 9 p.m. It's especially bad if I've had a hard day's work. I have no free time, I could use a vacation. I don't have any problems. I see myself as having always been independent and my husband knows that even if he'd like me to notice more that he's gone, I don't.'

A3: 'I'm trying to care for three households. In the States, here, and for my husband [via care packages]. I haven't heard from him in a while and had problems at work and no one to talk to. I'm sleeping a lot more, and don't want to get up. I slept 48 hours, Friday through Sunday, I was up only 8 hours. I'm eating more and I munch a lot.'

A4: 'I'm concerned with how the children are coping, especially my youngest daughter. [How do you feel?] Some loneliness, feeling down, moodiness and I'm easily angered. I've had heart palpitations, sleep problems [early morning waking] and light headedness. I was usually in charge of finances so that's not a change, but I've had trouble getting pay stubs. I had a little mishap with the car and that was stressful, having to decide what to do, spending so much money and getting estimates to fix the car.'

A5: 'I'm losing my patience with the kids, my husband is not there to pick up the slack. I'm also feeling lonely, depressed, especially on weekends, Sundays. I'm eating less, and I'm having some sleepless nights. I got my driver's license but I'm not sure if the car will last until my husband gets back.'

A6: 'Weekends are especially difficult because it's just the kids, I'm in charge of things like the car lien and childrearing. I have to be the "bad" [parent] now. I miss having someone to do things with, I miss making plans, especially on weekends.'

A7: 'Being a single parent is very hard. My son has a history of ear infections. He will finally get tubes in his ears but only after [an active duty] doctor friend helped out. They [the medical system] didn't listen to the "spouse." The emotional support is missing. I'm unsure if I could handle being on my own without my husband.'

A8: 'I did not want to be a "single parent", I'm not happy with the idea. . . . I had numbness [neurological symptoms] diagnosed as a migraine. It's worse since we moved to Germany, it's been more frequent during the deployment. [How do you cope?] I cope by relaxing and taking deep breaths.'

A9: 'I spend more money shopping, I have lost weight, I found more things to do by myself and became more independent. I learned more about the bills, I didn't know all that before. The phone bills have been rather high, I don't get upset about it, or as much as I used to when he was away. I try to ignore it now. . . . I have full use of the car. [We've had a] problem with AT&T card, it's too expensive [\$35 for 6 minutes]. I have to wait to get hold of him, it's annoying to wait for him to call, it's very difficult. I won't go out if I think he will call.'

A10: 'It's lonely, especially when [taking] part [in church] activities has meant seeing couples and families. I'm always tired and eating more. During the day it is fine, but it's hardest at night, on weekends and holidays.'

A12: 'I'm taking care of things in terms of the house: yard, water heater, the car radio was stolen. Things he'd normally worry about. It's the extra responsibility. Not having someone to talk to is stressful, and having a second opinion is kind of nice. . . . His LES was wrong, now we owe money. The car is a problem. When he had leave, he fixed it.'

B1: 'I'm better at handling the separation than my husband. I'm not sleeping well, so I know I'm stressed out but I can't pinpoint it. I'm doing what I want, but I am eating more, especially at night. I'm easily blown away by little things. The first month was harder, I wished I was working then, but now I enjoy not working. . . I'm not cheerful, but on an even keel.'

B2: '[What's the hardest thing?] Being a single parent. There's no time to sleep, I'm exhausted. I don't get to do the activities on weekends that I hoped to do with my husband. And all the personal things have to slide, even household things can't be clean now like I wanted them to be. It's hanging over my head. I also have job stress, I'm in a new position and the new commander has been on leave and there's drawdown stress. [Many stressors about being assigned to separate places]. '[It's] much harder for a dual military couple. . . I've been depressed, especially at first, I lost weight and [again] after his leave time. I can deal with the system, [as an active duty soldier] I go to the head of the line.'

B4: 'I'm concerned about the impact on the marriage, I'm concerned that the deployment might make worse. . . .The stress of feeling I might be "deserting" other family members by

taking a trip to the US. . . I'm waking up at night, I eat less. Before he left, I had a "typical depression," anxiety, I couldn't concentrate.'

B5: 'I have decreased patience. I have single parent stress especially with 3 and 1/2 year old. There's no break, the weekends are lonelier, I'm not as busy so it's harder.'

B6: 'Life has not changed. I do the dishes and laundry, put puzzles together, rent movies more and record [things on the VCR], and read a lot of books. I go to the PX and Burger King and have lunch. And I got a dustbuster for cleaning carpets and shampooing, I crochet and knit. I had to get a driver's license. It's a little strange, being lonely. I don't go to bars but go with my daughter and have a piña colada. I need to do a test run to the German hospital. The younger one needs an eye and hearing test for the first grade. I can't find the German hospital. If I had a real emergency, I would not know where it is!'

B7: 'My kids listen more to my husband than to me. I never tell my husband what happens in the house. It would only worry him and there's nothing he could do from there to help anyway.'

B8: 'My in-laws are more stressed than me. Sometimes I get a little depressed. My husband and I shared in household duties. I get tired of doing it all.'

B10: 'We have a new baby. He was able to come home for the birth of our child. I work more, eat less, and get less sleep because of the new baby.'

B11: '[What's the hardest thing?] The single parent role, How do people [single parents] do this on a permanent basis? I know it's temporary, but what do they do? It's tough. Between working six days a week, keeping the kids from each other and friends. . . I hate Germany, I left a good job in the US, was apart from my dog for one month when we had to find an apartment. It may be harder for some younger wife.'

O1: 'Based on the previous deployment, I knew to expect: long nights, long weekends and that I'd get every complaint. No one else is there to share in the final decisions, I get every complaint from the kids, I have to cope with the problems of kids without a husband. The drawdown is a major stressor because of decreased medical services, decreased school quality. Also we've had a major conflict with the neighbors over noise, my husband is a peacekeeper, but there's no peace here. I have the children write their father once a week, it's part of a routine.'

O3: 'I've lost 12 lbs. . . . I took up smoking five hours after he left. I lost my household staff, translator, gardener, cook, grocery shopper, lawn boy, . . . he took good care of me. I thought it would be a snap to deal with the deployment. People aren't really aware it's a deployment, my experience isn't validated. In the local community newsletter was a phrase, "in case of deployment . . ." [anticipating a possible deployment] Is it only a "case" if it's your husband??! I'm on the newsletter committee and the woman who wrote the newsletter

knew my husband was deployed. People say unthinking things. . . And there was a strain on the relationship when he came for leave. He was upset that his clothes were moved out of the room [because of guests who had been visiting]. In some ways, my [adult] child's visit is also a stressor since I have to keep more scheduled, fix meals, etc.'

O4: 'I'm bored, with four kids, I can't go anywhere. I'm isolated with the kids. It's lonely. The weekends and holidays are especially hard. It's better when the kids are not in school, it keeps me busier and they can stay up late with me but during school they can't, although it's also boring for the kids. I can't do the things I had wanted to do with them. Not much change, but when I had the flu, it was very hard and my husband took leave early to help. I lost weight, sometimes I've had trouble falling asleep. The car is not running well and I don't like getting lost, so I don't drive much.'

O5: 'One of the children is potty training, and I have to remember she needs to go. Also, trying to give two a bath while the baby cries. I don't go out with them by myself. . . . Doing functions on my own is not the same. I talk with friends instead, I don't fix as many nutritious meals. I'm tired, I stay up late to use the bath.'

O9: 'Lack of contact by my husband's unit. I feel I'm just a number in the military, especially when seeking services [like at the doctor's]. It was especially hard in the first 6 months. We were newly married, it was a new base, new country. I had no job, no car, no money. There was a "no-care attitude" in his company. Sometimes I'm upset, lonely, especially nights. I had car trouble, but didn't feel I could call my husband's unit. I cried at work and someone there offered to help.'

O10: 'The biggest issue is time. Not enough time at home doing what needs to be done and more stress at work because of all the deployments. I have to juggle social events at work [his and her unit] and church. Spending time with my child gets in the way of other things like buying food. There's a parenting strain, there's no break for my kid. I have a shorter temper. I'm sleeping lighter than before, I wake up more easily in the early morning.'

O11: 'When I first came back from [the U.S.], it was a hard first week. Then I got adjusted, got into the swing of things and a schedule. If I get out with people, and have things planned, then it's not hard, but on weekends I'm more lonely, I sit around. Especially in the summer, everyone's out with the family. But it's up to me as to whether it gets to me or not. It goes in phases, some days are harder than others. I don't eat as well because I'm not cooking. I stayed up later for a while, now I go to bed earlier.'

O13: 'What's he doing, what are the dangers? I'm depressed, disinterested, tired, eating more, lonely. It got to the point that it was a chore to go to the store. People would call but I wouldn't want to go with them. I worry more when he's deployed. I sleep with something of his. . . . I've been taking anti-depressants since the deployment.'

O14: 'I had to go to ER with our infant alone. I thought my husband should have been there, so I wouldn't have to do it all. . . . At first, I cried at everything, I didn't sleep, I was taking Tylenol PM. I went to the US for a couple of months, it was good. I left before he did and didn't want to stay in Germany without him. Then I got tired of being home, not being in my own home. He was here on leave last week, after 3 and a half months alone. The heart grows fonder, it made us stronger. . . . I try to go out more. I leave the baby with a babysitter at least once a week. I go someplace every day. I make it a point to go some place.'

O16: 'I do everything for myself, except mow the lawn. I'm stable, low budget. I know how to budget my money. I'm not sleeping good, I have bad dreams sometimes, I have [vague fears] about my husband not returning.'

III. "WHAT HAVE YOU DONE TO COPE WITH THE STRESSORS AND CHANGES?"

Summary: Respondents referred to several different types of coping mechanisms, from social supports like church, family support groups, and family to personal strategies like keeping the separation in perspective, viewing it as a challenge, and relying on past experience.

A1: 'I used family support groups for social contacts and emotional support. I feel used to him going away a lot . . . The Chaplain was supportive in coping with a friend's death. [Also] It's my husband's job and he wants to do it, and I'm independent.'

A2: 'I have not had a problem coping. I'm prior military and I understand the military. Also, it is his second deployment.'

A3: 'I got a phone. The children stayed in the States. . . . I exercise, stay away from food. I don't turn to Army or community resources. I write my feelings down and read it but don't send it to him. I'm starting stress management classes here. [I have trouble with] anger control, I was told it was stress. We were going for marital counseling, and I've continued it. Stress management, it helps, we write things down, I will continue it.'

A5: 'I got a job to help some, to keep from going into a depression, sitting around thinking about it. I also have friends. I go out with a girlfriend on Saturday nights, it makes the week go by faster with this break in routine. Being in Europe, I have to stay strong. I've matured a lot since the last deployment. The kids provide a reason to keep it together. During the Saudi deployment, it was very difficult, there were so many uncertainties, I was

not so independent, we had financial problems. Now I feel stronger and know I can't so easily send the kids to my family, my son is in school.'

A6: 'I'm taking college classes. I was independent before we married and so now it's the same but in a way it's good to be married to share tasks, but bad because you get used to the help and then miss it more. I don't give up easily, I try not to think about it. It's what he wants.'

A7: 'I talk a lot. I go out once a week, usually Saturday. I go to [the local] market. I go out to dinner every 2 weeks with the Family Support Group women. It's fun. I didn't think of myself as an 'Army Wife'. I had thought of myself as a "nurse's wife." [What does being an Army wife mean?] It means I need to be more independent, but it's not as hard as I thought. I proved something to myself. . . . I keep track of the days on a calendar, I talk with friends on the playground in the evening, I send kids to daycare once or twice a week so I can have time for myself. Also, I've been shopping and spending some money.'

A8: 'I've been keeping a journal. . . . I got used to the idea [of deployment] because my husband didn't go in the fall and by the time the 502nd deployed, I was used to the idea. . . . I just deal with it as it comes. . . . I didn't get that upset about it, I'm proud of him. . . . Organizing [a family support group activity] makes me think about things other than kids. . . . My friendship with a neighbor is like a family for myself and kids. FSGs [Family Support Groups] and once a month dinner with wives from FSG is very nice and fun. I send kids to the babysitter, it's good to get out and away from the kids. The kids will keep me going, they help me focus. Also, before the deployment, I looked at the map, informed myself about Croatia and the war, who's fighting where and why. [Before he deployed I tried to] stay out of my husband's hair since he was focused on getting and buying things for himself. The family weekend in community B during his last weekend before deployment was important.'

A9: 'I got cats for company, so I would have someone to talk with and not go crazy. I take a quilting class, normally I would not go out. And I made one good friend. For me, it's unusual because I'm not into socializing. . . . It's not his fault, I realized his work schedule is so long, so I stopped getting angry because it would make him angry too.'

A10: 'On Father's Day, I chose to go with the FSG and was glad. The FSG was where I fitted in better without my husband. . . . I know how the military works. . . . I know it will pass. I trust it will all be alright, I know I'll be blessed. I use my experience of being on active duty. I go to movies with the kids and go shopping. I have resources, people I can go to for help. My relationship with my husband is strong. We don't have any big problems, so he can concentrate.'

A11: 'It's not so bad because we don't have children. I can take care of myself. I'm an introvert, I like being alone and can entertain myself. I don't use ACS [Army community

Services], I rely on family and friends as well. I don't use agencies. . . .I take off in my car and go exploring.'

B1: 'I see myself as independent. In comparison to the hassle with traveling from the airport to community B when I first got here, I feel like I can handle anything. Keeping busy is a big thing, I volunteer a lot. . . .I really like being alone, doing the finances and schedule my own way. I'm anticipating adjustment with my husband's return. I see myself as less affected by the separation than my husband who is very into family and leave time.'

B1: 'He had a previous deployment to Saudi. The FSG wasn't much help then either. Being former active duty helps somewhat but not much.'

B2: 'Running during lunch helps, thinking about how much worse it could have been. I visited my husband for a weekend. . . . I don't have friends who help, they don't understand my situation. . . .We had a previous separation but this is worse because our child is older and requires more attention.'

B4: '[I've used] medication to calm down during the roughest period. I went to the US for several weeks, then my husband came home, then to I went to Zagreb, so I was gone for most of the summer. I divided the time up psychologically into 6 week chunks, until school ended, the holiday, after school starts. Friends and the community B rear detachment commander said don't feel guilty about going to the US. I couldn't imagine staying here without him.'

B5: 'I gave my toddler to a friend to get a break. I go out for dinner, cook less, do what I feel like doing. I deal with it, I can't crawl into a space. Work helps.'

B9: 'I stay very busy, I'm very involved in the Church. Talking to other women, I check on ones I know. . . . I just returned from 4 days in Zagreb, took a bus, DM 150 roundtrip. I was told by my husband this was possible, that some wives were coming to Zagreb for a long weekend. My husband was home on leave recently, it was good at the time, but hard to say goodbye. I am difficult to reach by phone. The only reason [the interviewer] got me was I was home packing for Zagreb!. . .I have not made it to any [family support groups]. I am aware of them, but have had schedule conflicts. I have church visitation on Thursdays, I read the bible, I'm walking with the lord.'

B11: 'I tell myself "this is temporary." I'm anticipating his return with the calendar. I can handle things because I'm older, I've been married a long time and can handle things well. It's a temporary issue and I know what to expect. I told the boys, "I'll need your help." If they were younger, it would be much more difficult. It's a piece of cake in comparison to the two year separation [when he went to Korea].'

O2: 'I've moved into the guest bedroom. I sleep now on the single bed and the dog sleeps on other twin bed. That way I don't miss my husband so much and the dog is nearby. . . .

This doesn't feel any different than if it were a TDY, I'm not sure why. Six months isn't that long and we've seen each other twice. My dream to be in Europe, it interests me, fascinates me. . . . The weekly call from the SPC from my husband's unit is the best thing.'

O3: 'I have a good support network, although I have to initiate it. I'm very busy, went TDY, work a lot. . . . smoking, work, keeping busy, weekends are not busy, that can be nice but I can lose track of time, like just sit in a chair. I call friends up. . . .I see myself as independent and in between marriages I was single, on my own.'

O4: 'I don't do much, I rely on my neighbor who is moving in one week, I'm worried about that. I'm counting down the days. I leave the kids with the oldest and take off a few hours, have dinner with a friend or go to the PX. I don't know what I would do without my neighbor. We spend every day and weekend together. Also, my family is German and lives nearby, we spend time there.'

O5: 'People have kept up asking me if I need anything and offering to babysit. I got a babysitter twice a week to have peaceful time and get out of the house. I get a sitter, spend money on babysitting, but I can't go for coffees, or battalion functions. I talked with friends, some left, that's hard these past few weeks. It's OK when [family visits], I look forward to it, but it's also a stressor. . . . We have regular phone conversations but my husband is only half listening.'

O6: 'I stay very active and busy with exercise and softball, I spend about four hours a day in the gym. I am jealous, I would like to go on the deployment, I even volunteered but my specialty is needed here. . . . Uncle Sam calls, do your duty. It's a chance to save money, to work out more in the gym, not have to cook and clean and shop so much. We have church friends, we are church people, and when we're together, we tone each other down. I told my male friends, "she's gone, come over and keep me company." We'll have a lifetime together so what's a few months?'

O8: 'I go shopping, with the kids, especially after my husband had taken leave.'

O9: 'It's not as bad as for those with kids. I don't think I could cope if I had kids. I read, write letters, clean house, organize photos, go for walks, work. I'm proud of him, I keep a positive attitude. I was always independent and now even more so. I've grown really independent. I'm proud of him and want to be a good military wife.'

O10: 'I've been through this before, I relax the rules and standards. Go to bed and still be alive is the goal, anything beyond that is overkill. I don't have such high standards, going to bed at night and waking up in the morning, surviving is the goal. That means more fast food, less cleaning house, watch three TV programs, one is just for me, my quiet time. I send my child early to bed. We're both very independent.'

O11: 'We'd been planning on getting a dog, we got it. We had lots of company and planned to go to the States for a short visit. I left before he did, 3 weeks before. Now I don't cook. I'm used to it. Scheduling, getting out, having a dog, gets me out to see people, to say hi, get fresh air, even more than when my husband was with me. My mother came to visit, different people have stayed with me, a woman from work whose family PCSed stayed 3 weeks, another person stayed with me 3 weeks. At the time I'm like, "go home," but overall, it was good for me and I had breaks. I read a lot, my husband came home for a week, it broke up the time, it went faster. Going to live with my family helped a lot. Having family and friends, being busy. If I were in Germany alone, I'd go stir crazy. I have friends but it's not the same. They have their own lives, I felt like a third wheel, my life is stuck on hold. I got a part-time job, couple nights a week helped a lot. My belief in God has given me strength, he's given me strength.'

IV. "HOW HELPFUL WERE COMMUNITY RESOURCES? BRIEFINGS? REAR DETACHMENT? FAMILY SUPPORT GROUPS? NEWSLETTER?"

Summary: There was a wide range of opinions about the helpfulness of community resources. Some family members reported finding the rear detachment and the deployed spouse's unit very helpful. Others reported that they did not know who their rear detachment was, or if they did, they had been disappointed by them. Some reported having minimal or no contact with their spouse's unit. Those who reported minimal contact reported feeling unappreciated and frustrated. A key theme underlying reactions to unit and community support was whether or not the deployment and the family separation was adequately acknowledged, understood and appreciated by the community. Rear detachments in general received high marks when they were proactive and perceived as responsive.

More specifically, the predeployment briefing was generally found to be helpful. The commander of the MASH unit and the rear detachment commander of community A, the original location of the MASH unit, were frequently identified as having been helpful and supportive. Respondents found certain things particularly helpful: apparent availability of

the rear detachment, regular contact by the rear detachment, the rear detachment's anticipation of and responsiveness to family member needs, and communication from the commander. For example, the commander of the MASH periodically videotaped the unit and had the videotape sent to various communities to be viewed by family members. He also wrote small notes in the newsletter. These gestures were greatly appreciated. He also came to a few meetings and personally introduced himself to each spouse, letting family members know that he took them seriously. Still, confusion on policy of family visits occurred. The commander had made a point of saying that spouse visits were strongly discouraged and yet once the deployment was underway, visits occurred regularly. Even the commanders' wives visited without an official change in policy. This contradiction left some people feeling frustrated and misled while others took advantage of the opportunity to visit their spouse.

The newsletter was almost universally well received. Both working on it and reading it were touted as helpful and supportive. Although it did not bridge the gap that the outliers felt, it did offer a start. There was a controversy described by spouses, however, about the production of the newsletter. This controversy was substantiated by the rear detachment personnel as well. Community A began creating a newsletter and wanted to send it to all affected families. A community B contact was identified and asked to serve as something like a "special correspondent." When she sent an article to be included in the newsletter, the larger rear detachment command told her that community B should come up with their own newsletter. When one was subsequently produced, they were told it was not what was expected and that the larger rear detachment would take over the task, but they never did. In

the midst of all this, the correspondent from community B stopped sending information to the community A newsletter which community A newsletter writers interpreted as apathy (rather than a reflection of the mixed messages community B had been receiving). Eventually, the community B correspondent began making contributions again. Despite this bureaucratic glitch, the newsletter produced by community A for the deployed families was well accepted by almost everyone and served the function of somewhat unifying the spouses.

Family support group meetings were generally appreciated when they met both emotional and informational needs. Community A comments reflect the degree to which the meetings were appreciated for being so social. Community B comments reflect the general dissatisfaction with the more business-like family support group meetings and the less organized and accessible rear detachment. Outlier comments demonstrate the variability of their experience. Some outlier spouses had access to family support groups but were only moderately satisfied. Most outlier spouses had individual contact from either the JTF's spouse who headed the outlier chain of concern, and/or members of the deployed spouse's unit. Many outlier spouses reported, however, that they received no contact at all from their deployed spouse's unit. This lack of attention was cause for concern among the spouses. In many cases it was not the contact itself that was so critical but that the lack of contact indicated indifference, or that they had even been forgotten. Several spouses remarked that the occasional phone call from someone in the deployed spouse's unit helped them feel like someone remembered them and like their experience of the deployment was acknowledged.

In terms of general satisfaction with family support, each respondent's answer was coded as either generally satisfied, dissatisfied, or unsure. Based on their comments regarding

family support, community A participants were all satisfied with the support they received ($n = 10$). Four community B participants were satisfied and seven were not. Among the outliers, four were satisfied, ten were dissatisfied and two were unsure.

In terms of how many JTF or 502nd family members the respondents knew, degree of isolation from others in their situation varied depending on community. Among the spouses from community A, two of the spouses knew no other family members in their situation, two spouses knew three people in their situation, five reported they knew "several" others, and two reported they knew 15. Thus, most people in community A knew someone else in their situation. Some community B respondents knew several others, but some did not know any others. This is in contrast to the outliers, most of whom knew no one else in their situation, lending further support to the prediction that the outlier spouses are at great risk for isolation. Nine of the outlier spouses knew no one else in their situation, one spouse knew just one, three spouses knew three others in their situation, and all three Military Police (MP) spouses interviewed knew all of the MP spouses involved (at least five other spouses).

A1: '[How was the predeployment briefing?] It was very helpful to meet other family members of the 502nd, learn community information. But [MASH commander's] emphasis on NO spouse visits is being contradicted by the fact that spouses are now visiting. I have gone to all the FSG meetings. They are very helpful, and friendly, and I'm glad to be included. I wasn't sure if I would be included since my husband and is attached to the MASH [and not an original member], but I was. I like the newsletter, I have sent a message in every one. [What about the FSG do you like?] The nights out together, we talk and laugh, the social contact is good. I will miss it when the deployment ends. . . . I'm told when the mail is in. I got a phone call the first week, I feel cared about. I like the videos sent from [MASH commander]. I hope that if people need to know something, that [MASH commander] or someone else will bring all of us together to give information and not let rumors circulate as is happening now because of 502nd move. They [community A's rear detachment] want to know if you go away for more than 3-4 days, indicating they're serious about keeping in touch with you. I know several 502nd family members. I did not know they were 502nd until the first meeting [the predeployment briefing].'

A4: '[How was the predeployment briefing?] The predeployment briefing was very good. [The MASH commander's] slides helped decrease our feelings of uncertainty. There was an adequate range of presenters. It was the first time we got the chance to meet other spouses which was important. I have gone to all the FSG meetings. I've found them very helpful. I don't understand the spouses who don't want contact even with the chain of concern. The FSG doesn't worry about rank, it's relatively free of rank consciousness, especially since my husband doesn't tell me a lot more or gossip. The FSG has provided me social contact. I wish we could have meetings more than once a month. Our dinners are held every other week. The dinners are more special than the meetings themselves. The new XO [who joined mid-way in the deployment] came to an FSG meeting. The rear detachment will provide transportation if necessary. They go above and beyond what's expected. I'm confident the FSG and the Rear Detachment will help if I need it.'

A5: '[How are the FSGs?] I've gone to three, I've missed only one. They're nice, you don't worry about cooking, everyone brings food and it's fun. No one is snobbish, [the rear detachment commander's] wife goes and so we get information. [How is the Rear Detachment?] OK but the new XO came to an FSG and he didn't seem to know anything.'

A8: '[How was the predeployment briefing?] It was helpful to have the slides and meet [the MASH commander], especially since he was a new commander and we had questions about what he'd be like. I wish it [the briefing] had been sooner, especially for the new people. I have attended all the meetings, they're very helpful in terms of general support. I write the newsletter to help decrease rumors, disseminate information. We've included the JTF and augmentees. Volunteering for the newsletter keeps me involved. [How is the rear detachment?] Very helpful, they organize the dissemination of newsletter (copying and sending). They made a phone call to my husband when I needed to talk about the car.'

A9: 'The best thing is the newsletter. Yes, I get it, and I can write a funny note in it and get updated information every month. I've received a lot of calls from people trying to help and offer assistance. I don't need help, but it's nice and I appreciate others taking time to check on me.'

A10: 'As far as the predeployment briefing, I knew it all because I'm active duty, but the briefing seemed good. I attended one FSG meeting. I met lots of wives. They'd been calling on the chain of concern and so I got to meet them and fit in better for Father's Day. [I lives far away so] the FSG meetings are hard to attend. I talk with my husband a lot, I'm fine for then [when I talk with him].'

B1: '[How was the predeployment briefing?] I did not learn anything new, old stuff. It just identified people. [How are the FSGs?] I went to two, they're a waste of time. I'd rather go to my friends if I have questions. During the 2nd FSG meeting, nothing happened. They tried to organize a social with babysitting too but of 6 people, 4 were on the social committee and 2 came. The problem is due to a lack of leadership since [the MASH commander's] wife went to the US and the others didn't know what to do or what could

happen. They should make it less what the Army thinks it should be, and more what the family needs are. [Such as?] Emotional support, shopping sprees, pot luck, get to know each other earlier than what was done. 'How to get LES' is only part of it. There was not enough contact between the rear detachment leaders [the two leaders in community B]. [Did anyone contact you?] I met them in line at the bank, for example. You could ask a question but not go for coffee. [What do you think of the newsletter?] I really like it. I was going to add to the community A newsletter but I was told that the [overall rear detachment] commander wants two newsletters but the one community B did was 1 page, just straight information, not chatty, so I decided to send something in anyway. I've sent in two articles. I think community A has it better because they are a smaller, tighter group.'

B2: '[Have you gone to any FSGs?] I haven't gone to any, they're at the wrong time, I'm in rush picking up my son from the babysitter's. If later (like 7 pm) maybe I'd go. I would like the support, but I know the information from meetings because of my own job. So the newsletter from community B isn't helpful, . . . and I don't get the community A newsletter [had not even heard of it. wanted name to be added to list, we called and gave name]. No one from my husband's unit has contacted me, or called me to see if I'm OK or invited me out. No one from my unit has thought to check on me either. People do that for the wife of [someone else deployed from her unit] but not for active duty. People think if you are active duty, you don't need support, but it's even harder for me. [Someone she knows] got very sick, and no one told the rear detachment. She was in the hospital, she told her husband who got emergency leave and told my husband who told me and I went over to her house 24 hours later to get her 2 year old and 8 year old from home. A neighbor had taken in the 2 year old but the 8 year old was still there. . . Her husband had difficulty getting his leave extended and his wife's recovery was hurt, delayed. The people in Zagreb should have told the rear detachment here.'

B4: '[How was the predeployment briefing?] I knew the information already from my husband but I showed support by going. I did not go to FSG, I went to the US instead. I'm unsure how things have gone or who is responsible. Community A is better because there was an established and smaller group. I found out about a camping trip and went camping with the kids. I don't know if [the FSG] has been helpful for others of not, or if chain has worked or not. [Called rear detachment commander by wrong name].'

B8: 'The one person who has kept in touch with us is my husband's SFC. I've not heard from one single person here on anything FSG or otherwise. I heard that some of the officers' wives are going [to Zagreb]. If something was to happen to me, they wouldn't know. The very first [pre-deployment] meeting, I got some materials. I don't even know who is in the rear detachment, or who the family support area people are, I have not been called. I've been disappointed. [How was the predeployment briefing?] A waste of time. I already knew, I already had the APO address. Boring, useful only for new families. [Have you gone to the FSG?] No, it's a headache. One of the times my husband called and asked if I was going. I was very active in the FSG at Bragg, I enjoyed it, I want to be involved, to help. Like the Chain of concern, we don't do that here. I don't know what they do here. I

have yet to hear from anybody. I don't know who to call. I don't expect a call every week, but once in a while, it helps.'

B11: 'The initial FSGs were very informative, I really liked them. I've gone to most. They moved to Monday night so I could go, but I didn't get enough advance warning to go this week. I don't get the community A newsletter. I saw copy because my husband sent it from Croatia and I gave it to [community B Rear Detachment commander]. I have seen community B's newsletter. It's no big deal. I can't reach [the rear detachment commanders] easily, [one] somewhat easier. I see her at her work too. I would not rely on the rear because I know my way around the system and would seek help directly.'

O1: '[How was the predeployment briefing?] Yes. It was helpful and informative. [Have you gone to FSGs?] None. I'm in an outlying area, they're strangers. [How about the newsletter?] The newsletter is nice to get, but I don't know the people. [What about the chain of concern?] I don't know if I'm on a chain of concern. My husband's unit doesn't contact me although I have gone there to use the phone [to call my husband] but then I don't get privacy. I have gone to hail and farewells. A unit friend has offered to help with the car and stick shift. [Doesn't know any other spouses] I'm a friendly person, but I get my information from the newsletter and it's not convenient [to go to FSGs].'

O2: '[Did you go to a predeployment briefing?] There was none, I didn't know of any. [Have you gone to a FSG?] I don't know of any FSG but I did get a newsletter once from community A but I couldn't relate to much in it. SPC [from husband's unit] calls once a week to see how I'm doing. It's nice to get a call although it's not 100% necessary. Occasionally, someone from my husband's unit has called. But I stop by when I get the mail. I hope to have a goodbye party for one of the unit members.'

O3: '[Did you go to a predeployment briefing?] No, there are probably things I should know that I still don't know. But it's a good idea. [Have you gone to a FSG?] They're a good idea. I wish we had them here, especially since people have spouses in the field a lot. The newsletter is really nice to get. I know some people [in it]. [How is the rear detachment?] I use people in the hospital, I don't know about community B, community A, or anyone else. People from my husband's section have contacted me. One said, "we got your husband's replacement," which upset me, the way it was phrased. There is a need for a FSG or other services to help those wives with husbands in field or on deployment because need transportation or social contact. I don't see myself in exactly that position, but I would like a support group. I call the other spouse [from this area] because she doesn't do enough and can get stuck staying in home all the time. The same thing happens to me at times on the weekends so I just call her up to do things. I know one person in my community whose spouse deployed. We went to Zagreb together and one woman called her to find out about how dangerous Zagreb was because she was thinking of visiting. A SPC calls once a week to see how I'm doing. I really appreciate that call but I also wonder, why just a specialist? The SPC was told to call once and then he took it upon himself to do it once a week. . . . I didn't think of myself as an Army dependent until I got here [from CONUS]. I work in an

Army [setting] now and in a foreign country, and I'm more dependent on my husband who speaks German and now is deployed. . . .I found a family support checklist, my husband hadn't filled it out but it looked good. They had done everything on it. The last week, before the deployment, my husband stayed in community B but then stayed in [our community] and checked in [with community B] once a day [a 2 hour drive] which seemed dumb. The send off was good although my husband didn't go on that bus, he went later, so it was "anticlimactic". . . .It's hard because there's not as much news about his deployment as with the Gulf War. People's reactions don't validate what I'm going through. They minimize my experiences.

O4: 'I get the community A newsletter and enjoy it. I was asked by JTF commander's spouse if I wanted to go to an FSG but it was too far away. I would if it were closer. I did go to a wives meeting in the neighborhood. The commander's wife said she'd call but she hasn't. I don't know who the rear detachment is. I know the names of two people [in my husband's unit]. My husband's unit has not called me. My husband's unit did not tell me that mail hours have changed a few times so I made effort to get there and it was closed. I was upset and annoyed that the unit didn't contact me. [What did you do?] I didn't tell anyone what happened but I tried to complain out loud [to no one]. . . .The JTF commander's spouse calls me once a month just to check in. I appreciate the contact, that someone knows and cares that I'm here.'

O5: 'I've gotten the community A newsletter. I like it, I'm impressed. The JTF commander's spouse has contacted me about four times, she's been really good and once it was [another wife], it was really nice. [Have you gone to FSGs?] No, if there were some, I would check it out at first. The Battalion contacts me once in a while. When I see them, out on the street, people have come up and asked to watch the kids. People haven't forgotten. Some of it [the remembering] is from husband's impact on them. In June, a new command came in, so I'm asking if they're ok, instead of the reverse. . . . I don't know the rear detachment. I would call the JTF commander's spouse. . . .[A woman on the chain of concern] will come to visit too. [I Know] some names through husband and friends, now I recognize names in MASH minute.'

O6: 'I haven't been to any briefing, no FSGs, but I do get the 502nd newsletter, "It's a guy thing" not to read it, but I do look at the personals and "finger through it" when I have time. . . . Before she left, she pointed out a man, a SFC, from her unit who lives in the neighborhood. We bump into each other and he asks how I'm doing, but no one officially checks with me to see how I'm doing. I don't need to be checked up on, but [he agreed] that an occasional official call would be nice. [How many family members from the deployment do you know?] None. I know deployed people but not families, "am I the only husband in [this community?]" I did not get any calls from JTF commander's spouse, no chain of concern about Sarajevo, I heard from my wife about the move.'

O7: 'I attended the predeployment briefing in [our community]. It was good to see slides, the map and hear information. FSGs were begun just for this deployment, but they're open

to everyone. There is not a big show for activities, about five people, two to three of them have deployed spouses. I go, I've only missed two. [How do they help you?] It's nothing concrete, just social time, barbecues, outings, like to Fantasiland. [Who is the rear detachment?] The rear is [my husband's] company. I don't know of a rear for the 502nd or JTF. At the first briefing, I was introduced as the POC for the wives because I'd been through a deployment before. I wasn't asked but I knew it was expected. The first two weeks, I made a strong effort to contact spouses, even three without phones. Now, I don't try so hard, I have my career . . . I will not play "military wife" completely. But I still pick up the mail for people without cars. I stop by to see how they are, occasionally call to see, I feel somewhat responsible since my husband is the senior enlisted and I'm his wife.'

O8: 'I was informally invited to a FSG [in my area but from another unit] but I'm not sure if I truly invited since it was so informal. I would have gone if they had called me at home. I'm very sensitive to being not fully accepted. There are FSGs from my husband's unit but I'm bitter that when I first moved here, no one helped me, I was new and didn't have a car. They were in the middle of a deployment and probably didn't think I needed help but I did. I was also eager to volunteer but no one contacted me although my husband gave in my name and number. Now I feel cool toward [my husband's unit], but I gave something for a recent bake sale but I don't like the fact that no one in [my husband's unit] calls to see how I'm doing except for a neighbor, the wife of an E-5, who is supposed to call me and sees me because we're neighbors. But I wish there was more official contact. I feel resentful, people don't realize my husband is deployed. I'm not included with [my husband's unit] things or [the other unit's] activities. I like the newsletter but don't feel I should take time to contribute. They all know each other. [Thinks newsletter comes from community B]'

O9: [How was the predeployment briefing?] 'Very good. The MASH commander introduced himself to each wife and that made me feel important. I learned a lot. [Have you gone to FSGs?] At times, I can't make it but I have gone to a couple and would go back if I could but I have not been contacted by anyone in the FSG recently, earlier I had a couple of calls. "The FSG is not up to par." They mean well but are not that good. . . .A 1LT stopped by in July to me give my LES and ask if I was OK. That meant a lot to me and I wish it had happened more, that someone would contact me from the company. I do NOT feel acknowledged by them, people don't seem aware of my situation.'

O10: [Did you go to a predeployment briefing?] 'No. [Have you gone to a FSG?] There are no FSGs. I do get the newsletter, I thought it was from community B, but it sounded like community A. I don't know the people in the newsletter but I like getting it because I can sense if people are happy and that matters in terms of my wife's job. [Who is your rear detachment?] Rear detachment? Are they at community B? I have it on a piece of paper. My wife's unit is having a dinner this week for deployed spouses or soon-to-be deployed spouses. I'm going to that. I stay in touch with unit functions for her sake but support should come from my unit. [Do you know any other spouse?] None. But I did have two calls from JTF commander's spouse checking in, one was 6 weeks into the deployment and I

was surprised it took her that long. I also called a husband whose wife is friends with my wife and I passed on a message to him.'

011: 'My husband is the only person in [this outlying community], maybe there's one M.I. person. . . The main unit is in community B and so they tasked community B people with [my husband's job] so 2 guys, my husband and someone else, whose wife is German, went. There's a small detachment in [this outlying community]. They don't pass on information. His COL from community B and the COL's wife have called, him once and her twice. MAJ [in community B's unit] and the CPT's wife have called. Different people mean to call but they're in community B, practically they can't do anything. If I were in a bind, I could call them. I've been invited to unit functions through a SGT [here] but I haven't gone and they're not that wonderful, they're not worth the 2 hour drive. There are people near me, I don't feel forgotten about. At first people invited me over but then they slacked off. It's normal, people still ask about him. They say, "Oh, it's only been one month? That's fast." But not for me. As far as community B people, I'm not forgotten, but I haven't heard a lot. I wouldn't know what they could do for me, there's not much I need done. There is not regular contact, I don't expect them to do anything. They're nice and pleasant. They asked me how I was but that's not "regular contact". [What if they called once a week?] I'd think, "Oh, no, they're calling again." I'm a pretty independent person and I'm working but if I were newer and/or with kids, I'd need more support. JTF commander's spouse is in Frankfurt, I don't think there's much she could do. . . I'm in a unique situation, far from deploying people and from the unit. It's the first time I've ever lived alone. It's OK, I don't always need to have someone around, for a certain amount of time. I knew that about myself but it's nice to know I can do it, although I don't want to.'

012: [Have you had contact from your husband's unit?] 'When he first left, the [unit] called one time and one time after. They didn't do anything. [After a medical emergency,] luckily a friend was at the unit and he came from staff duty. He got in trouble later. . . I called my husband, I went to friend's house. . . my husband called his unit and a friend came and took me to the hospital. They kept sending me home for bed rest. My friend took [2 year old son] for a while and neighbor girl helped but it was too much for me alone. . . The doctor wouldn't let my husband come, it wasn't a life or death situation. But the unit looked at it that way and they [the 502nd in Zagreb] arranged for my husband to get leave. I got no help from my husband's unit here. They didn't do anything. [Do you have contact with other spouses in your situation?] Not at all because I don't know who they are. [Did you get any calls about the rumor?] My husband told me he heard about the move to Sarajevo but I did NOT get a phone call about it.'

013: 'I receive the newsletter [in US] from over there. Why bother sending it, I don't want to receive it, it makes me more lonely. I wish I had gone with him now [to Germany] and rented the house. We really miss each other a lot. If ever again, I'd move with him. Depressing for me to get newsletter.'

O14: [Have you gotten the newsletter?] 'I got a lot of them, "they gave me something to do." "I go to FSGs, all of them, other wives in [my husband's unit] whose husbands didn't go. I heard about things that have gone on, what people have done, infidelity. If hang out with people, rumors get started, I don't need it in my marriage, I want to prevent it. [I'll get a bad reputation if I hang out with certain wives from FSG].'

O14: 'Before the deployment, [my husband's unit] said, "we'll call you every month, take care of you", now it's like, "Susie who??" I expected to be disappointed, I knew it. They have jobs too. No one called. They did know I went home [to the U.S.] but not when I returned. [The wife in charge of the FSG] went to some class to learn how to take notes and do fundraisers. She said, "Is there anyone else who wants this job? I hate this job." And she's in charge for the whole unit! . . . The family support guy, he's really nice, and sees me and says hi. I don't have a phone, so I don't blame them [for not contacting me].'

O15: 'His unit did not call me. I've had NO contact from the military, I did not want contact. I don't know people in his unit, I've never been there. . . . I don't know of any [FSGs],. . . I would have wanted to go if had known about FSG meetings/dinner. I haven't gotten any newsletter, I did not know any existed. I don't know who to contact. [Did you get a call about the rumor?] No call about the rumor.'

O16: 'I did not go to any briefings, I'm not interested in the FSGs.' She was not clear exactly why but she said that she has her own social network, the FSG complains a lot and might be snobby. She has not been to a FSG. Her husband's unit hasn't had to do anything for her but someone from her husband's unit lives in her neighborhood and checks in with her regularly. She didn't know anything about the rear detachment in community A.'

V. "HOW ARE YOUR CHILDREN ADJUSTING?"

Summary: Participants reported that very young children were not apparently affected but most of the children who were at least three years old appeared to have changed in some way. Many got more difficult to handle, were easily upset, angry, and did not follow the directions of the remaining parent as easily. It was suggested by some respondents that their children listened more to their deployed husband.

In terms of successful coping strategies mentioned, several respondents reported that the farewell ceremony for the soldiers and their families prior to deployment was generally good for the children. The ceremony made leaving more concrete, can then talk about the fact

that "daddy left on a bus." Otherwise, it was hard for children to understand especially if they were young and so had poor sense of time. Several families used calendars to help children keep track of time.

A1: 'We did not tell our 8 year-old daughter until one week before because daughter had exams in school and we didn't want to distract her. The community B farewell was very good for our 3 year old son. He could see them leave in a bus. Now, he refers to it as, "Dad left on a bus." Son toilet trained without incident after deployment. Did not say goodbye to dad during father's home leave this week. I'm anticipating having to reintegrate my husband back into family. . . I spoke with my daughter's teachers about the deployment. [Daughter] will miss seeing father during his visit because of camp. She's OK with it. My husband missed her first Holy Communion, he sent flowers. She was disappointed that her father was not there when every other kid had both parents there. Also, we got a cat right after he left. He didn't want one. The cat distracts the kids and that's good.'

A4: 'My 5 year-old daughter began acting up during preparation time. More "fits of rage." A confrontation each day at home. I'm not sure if it's a stage she is going through or a reaction to the deployment. Maybe she's sensing the uneasiness? She called out "Daddy" today when being told to clean up her room. Oldest son [teenager] writes letters to his father. . . . Younger son won't talk about the deployment. Says he has nothing to talk about to his father...doesn't want to waste his father's time on the phone.'

A8: 'With the infant, there's no change. But I'm wondering what will happen during redeployment. My husband's not as involved with this child as with our older son. Our 3 year old was "down" after his father left. . . [he says] Dad is "camping", "went on a bus". There was more conflict and defiance in the first few weeks after my husband left. My son is anticipating when his father returns. My husband sends tapes of stories, my son listens and answers the tape recorder. The infant hears his father's voice and there is photo of his father where I breast feed.'

A10: 'No changes..."in own little world."

B5: 'They're more aggressive, more aches and pains, worries about fighting, missing birthdays, especially my daughter, my son is too young.'

B7: 'The little one wakes up in the night crying, she wants her Daddy. The little one doesn't want to go to school and sometimes says, "I hate the Army." The older kids don't listen as well to me. They mind their father better. The other two children are looking forward to starting school next week.'

B8: 'I told my son, Dad was going to be gone for six months. My son doesn't understand what six months is. He can't visualize it. So one weekend, I guess my husband had nothing to do, he sat down and drew up 8 1/2 x 11 calendars for each month. He marked the last day (OCT 11) with "daddy's home", drew a little airplane in. He sent it to me it and told me to put it up on wall in my son's room, have him mark off each passing day with an X. So he's doing that every day. Of course when my husband was here on leave, he stopped. He came to me yesterday, "Mom, I have to mark off my days!" It's very good for him, helps him visualize the time Dad will be gone. Not many fathers would think about doing that! I showed it to my friend at work and she cried. We told our son every day that Dad was leaving. My son won't sleep by himself since his Dad deployed. My husband doesn't like his son sleeping with me. . . . Every other day, I have to punish him now to get him to behave. When my husband was here, he would respond right away. He doesn't listen, I have to tell him ten times. He responds right away when his dad tells him.'

B11: 'They are "a lot more angry" with me and each other. They blame their father for the deployment. [They think,] since he's in the Army, he can do what he wants and he wanted to deploy [not true]. I told the kids to imagine MASH on TV.'

O1: 'Originally, I wanted to do outings with the boys once a week but that's unrealistic since the boys like to do different things and not always with mom. My youngest son asked in a letter (he doesn't talk about it usually), "have you been attacked yet?" Our 8 year old cried more and wanted his dad. Our 2nd son had never had a problem but his grades began slipping a few weeks before the deployment (6 weeks). He was told, you need to concentrate more. The oldest, his piano teacher noticed difference. All the kids were affected and it was noticed by some other adult. The 1st grader, began "play acting with puppets in the corner, Daddy's going to Croatia".'

O2: 'Our children are adults and don't seem to react much to the deployment although my husband's daughter has written him a lot which is unusual for her.'

O4: 'My daughters may enjoy the break from their father, who is strict. The 5 year old is challenging me more, testing me, talking back. The 15 month old reacted (crying at night) when his father left after leave.'

O10: 'He doesn't normally worry about his mother. He knows there are dangers but we looked at a map. . . . One, I make an effort to be routine and show I come back. [For example,] I do the "hand off" to the babysitter. He's frustrated more, he has been more stubborn, tends not to talk about deployment or his mother except three times he has said, "I wish mom were here, she'd enjoy [whatever they were doing]." Recently, my wife called to ask for two of my son's old things for two kids at the MASH. One was a workbook to learn English and other was dot-to-dot books to help a kid without a right hand. My son was asked to donate these books and he began crying about giving up a book but then it came out that he was also upset that kids were being shot and he wanted it to stop and he was worried that his mother could be shot too. He was also glad to contribute directly. . . . There is one

less parent. If you're upset with one, you can't go to the other. He sulks more. I try to accommodate him more, keep my anger in check.'

VI. "WHAT DO YOU THINK LIFE IS LIKE AT THE 502ND? ARE THERE ANY DANGERS THAT CONCERN YOU?"

Summary: Most family members expressed concern that their spouses were in danger of being victims of a sudden attack, like by snipers. This fear increased when news of a bombing near Zagreb led to the disclosure that a Serb group had identified 20 targets in Croatia and the airport where the MASH unit was located was one of the targets. Besides these fears, some family members had perceived life at the MASH as boring while a small minority was uncertain about what was going on or what their spouse even did. Several spouses commented that the deployment seemed like a vacation, with the deployed spouse engaging in recreational activities.

A1: '...some people are not busy but my husband is one of the busiest. He may be going into the sector or Sarajevo for his job. I'm concerned about it but I know that's his job and he'll go where they send him. It isn't clear that MASH commander said no spouses were allowed to visit but that JTF commander's wife "went several times, or at least once." If the policy changed, MASH commander should tell us.'

A3: [What is life like there, do you have an image?] 'None, I really don't want to know. The FSGs get news, and I have not seen the videos. My husband works with the Air Force. He likes it better than the Army, and they only have to stay for 90 days. He likes to go into town, and eat, he loves to eat. He wanted me to go meet him, but it's a waste, out of my price range, I would go back to States for that. DM 515 round trip, no individual room. [Do you have any particular fears?] Yes. I'm worried about the way they're bombing. I know it's Bosnia, but they're UN, Camp Pleso, and they're bombing the UN, I turned on the news at the wrong time and heard it.'

A4: 'I heard it's going well. They've found activities to keep them busy. They have excellent ideas like flower boxes and orchestra. I read the Army Times and try to stay informed. I read about rockets pointed towards Zagreb and that fighting is 30 miles away and that the situation could change rapidly. These "nag" at the back of my mind.'

A5: 'They're very busy, but enjoying it all the way, it's good training, there are no problems. [Any particular thing you're worried about?] ... of stepping on a mine. I was worried at first because they were told not to go alone, they must go anywhere with others. That made it scarier. Now my husband says it's safe and I'm not as worried. It seems like one of the best units in terms of training. I was not really upset when he left because I knew where he was going and when he'd be coming back.'

A7: 'There are no hot showers. They're living in 8 X 8 tents. My husband plays Dungeons & Dragons. He brought back books while on leave. Husband can go into Zagreb but I don't know if he needs a pass or not. I was "kind of nervous about it." If it were unsafe, command wouldn't let them do it.'

A8: 'There's some good and some not so good. There are "nuisances." They have to walk to eat, go to the bathroom, shower. . . .It's interesting to meet people from other nations. It can be boring but my husband is not bored. He plays sports. People are getting tired of UN white, being in tents when others are in buildings. . . . My husband would not take risks. If it's ok to do something, then it's OK. He wouldn't be allowed to do it otherwise.'

A9: 'They have movies, he told me during his visit, he has Croatian friends and he goes downtown. I only found out when he got home. They do fun stuff, he talks about rats and jeeps rides. My husband doesn't talk about what's happening especially if he's scared, he just says it's "hot". There is not as much as in the media as I would like. TV pays little attention to them compared to Macedonia, like this week they were on twice. They have washer- dryers, telephones, drinks. My husband has slides of his office and surroundings and barricades. They were my first sight, I haven't seen the videos. It's not that bad, they miss home and want to come back. They're doing enjoyable things now, not before. I don't know how safe they are, my husband does not discuss it with me. I'm worried, it changes, especially with news of bombing in the area, what kind of cover do they have? I don't know.'

A10: 'We supply them with medical supplies. They're not that busy, they're bored. [Husband sat in on interview. She did not mention what husband then addressed (i.e. drinking, infidelity) because she wasn't sure if husband wanted her to. They then discussed some of what was going on. Husband said that most of the people weren't professional and aren't as discrete as he expected them to be in terms of wild life (e.g. drinking, infidelity). From the top they are told not to tell about stories, but people hear rumors and that makes it worse. No one is accountable to watch the enlisted or bring the JTF together. The SFC is not interested in someone if they are not in the 502nd. He is counting the time before retirement. SGM doesn't have the support she'd need although she is professional. JTF is distracted by Macedonia too. People focused on where 502nd will be rather than on the present mission. It's too late now.]'

A11: 'I don't hear a lot, my husband tells me nothing, he shares nothing about his work, says it's boring, he does not want to burden me. I saw the videotape from MASH

commander, a great video, I would like to see in privacy of my own home. There were too many distractions when it was shown, the Stars and Stripes coverage has been very poor. I have a bone to pick with the Stars and Stripes, there's been no news. I find out more things from other spouses. It's not so positive for my husband, he had work, personal conflicts, he's not so happy, it's tough job working for docs. He's coming here this weekend, and I go for 4 days next week to Zagreb. I worry about safety because I watch CNN. I try not to watch it, I worry about kidnapping, and put it in God's hands.'

A12: 'There's a lot of drinking but my husband doesn't drink. Boredom: he's done a lot with nursing ed and parish council. He fills time so he doesn't have a lot of down time. The lack of privacy gets old. Patient-wise, they're getting children. They're not equipped with supplies. It's a morale boost to get to do something but I wonder why they're there. It's not that bad. They're living in tents, it's not fun, not much work. Fortunately, it's not high stress, it's a learning experience. It could be worse. . . .Safety is in the back of their minds. An artillery shell could hit them. I imagine that the Bosnians one night will shell. Or training accidents. I don't worry about his poor judgement. I always ask, "do you have your Kevlar on?" and he says, "no." There's a policy that spouses don't go down there. They played the political game, wouldn't approve going to coast. I was surprised MASH commander's wife went, that was his policy. I think of bizarre things, I'd be held hostage and couldn't get home. Things can shift, I don't want him to worry about my safety.'

B1: 'I think it is "plush," although sleeping in a tent might "get old." I really enjoyed my field experience as part of a Reserves field unit and so am "envious".'

B2: 'I heard they are bored, nothing to do. . . .They don't have it as good as other nations: they don't get extra pay, can't leave Zagreb, have old vehicles, and worse facilities, tents.'

B5: '...a joke, a waste of time. It's like hell over there. They want to help. If they really want to help, then send in ground troops, otherwise they should get out.'

B6: '[I get information from] FSG, . . . newspaper, AFN, sometimes Stars and Stripes. It's just flat boring, they had no laundry and laundry soap, no foot powder and inner soles. There are land mines, and my husband got drunk - that's dangerous.'

B8: 'My husband has a tendency not to tell me what's going on in the unit. He doesn't want to worry me. I didn't want my husband to come home for 7 days, and have my son have to readjust all over again. When he was home, he told me about Croatian incidents, that bikes were stolen at gun point, they shot at a soldier while he was running. . . . [with] those two incidents, I don't think it's safe.'

B9: 'I could see where it would be very boring. They are working, but not busy. I don't really understand why they are there! It's awful, no privacy, no real chairs, couch. [Do you have any fears?] No, he is safe.'

B11: 'It's a hot vacation away from home.'

O1: '...life is a snap. They go to concerts, my husband goes kyaking. I know that he went near the front lines because I heard that from the husband of someone else. I was mad my husband hadn't told me, he downplayed it. I'm glad it won't happen again.'

O2: Although I visited, I did not go to Camp Pleso, I was not allowed. And I saw photos my husband took, I sent him a disposable camera. The conditions aren't like home but are OK, they're not terribly unhappy. My husband doesn't quite fit in with the medical staff, he spends time running, exercising and takes trips to Zagreb every weekend. He has begun asserting himself with other people there and now people include him and ask him about going to Zagreb. He was a loner type and a bit lonely, and things are now better than expected, more social for him. [Do you have any fears?] I'm more concerned about incidents with the local population, I've heard that there have been some problems, my husband told me. His week of leave went well, there was no change after he left.'

O3: 'There's not enough to do, there are more people [with his specialty] than needed. There's the stress of being with the same people every day. There's infidelity, people tell me about 212th divorces. I don't want to hear it. I know the phrase and I hate it, "what goes TDY, stays TDY." What happens when you put smart people together without a lot to do? [Do you have any fears?] That he'll get killed. [How?] By a sniper, a crazy person acting [on their own]. [How was leave?] It was good to have leave time but it's not as "hassle free" as I thought. I expected it to be 100% perfect and when it wasn't, it was difficult. He went "home" [502nd] "severely depressed". I went through depression afterward too. My husband was upset when he was home that I had moved him out of his bedroom because we had guests. He felt put out and was hurt, although I hadn't thought about it.'

O4: 'They're just there. They don't do nothing. It's waste of time. If they should help the families, women and kids, I seen on TV, they aren't doing anything. Macedonia people are on TV and they get UN pay. Is JTF a part of UN or not? It's unfair that they don't get equal treatment. The guys are kept busy, like with barbecues and bands. I appreciate that. My husband doesn't like it and wants to go home. At first, I had a lot of fears about the unknown, now I know it's not bad. I wish there was more TV and news coverage, the kids want to see too. I wish it was a shorter deployment, 3 months, not 6 months. Or that they had a longer leave time, 2 weeks, and got pay for the trip home.'

O5: 'It's slightly boring, it's nice to get off work and watch a movie, walk into town, from my point of view. I'm romanticizing it a little bit, I know it's not real fun but it's not really bad either. I've seen pictures. They have airconditioning there and we don't. They're living in a tent, other than that it seems easy. They go to the ballet and the symphony. I pictured it right outside Zagreb but it isn't. . . In case someone decides to bomb them, they could pick out a group that's out eating, or put mines in a grassy area, or have a car wreck.'

O6: 'I'm surprised that I haven't heard more rumors about things. [Like what?] Infidelity. There doesn't seem to be so much compared with what happened during the Gulf War. They have clubs, restaurants, hotels, a beach. "I would have loved it." . . . She isn't strong. She's afraid a woman will take me from her.'

O7: 'The highlight is mail call, I don't envy them, I would be pretty sick of it. I've heard about infidelity, I know of two wives here [with husbands who are being unfaithful]. One knew of it before her husband left, the other doesn't know. It isn't the fault of the deployment if there are problems, there would be problems anyway. . . . Originally, I worried about mines, "stay off the grass" is what I heard. Now, I'm not so worried. It would be just as bad if he were here, he could have accident on Autobahn here.'

O8: 'It's not a vacation, he doesn't like to be away from his family. But it's not a hardship compared to Vietnam, they eat well, it's airconditioned. [Do you have fears?] Of them going into Sarajevo sectors.'

O9: 'There's some infidelity. It's happening here too. It makes me angry that husbands mess around while wives work so hard and vice versa. . . . They're bored, but that's good. It's desolate. There are bars, lots of drinking. My husband drinks some beer on weekends, and his days off.'

O10: The living situation is OK. They're dry and comfortable, the basic living is OK. It's not so bad but why don't they have beds? Any real Army commander [like an artillery commander] would have made sure they had beds, they do in Macedonia already. Also, I know they have to put up with no hot water but it could be worse. My wife said that on the way back from a UN news conference, the UN vehicle was pelted with rocks. I'm concerned about mobs. I got upset somewhat because it upsets her.'

O11: 'I don't hear anything. My husband doesn't tell me things. I have the idea that it's not a bad job, it's easier than here, life though is harder. The job is less stress and he checks out vehicle on weekends. He has interesting experiences, he's travelled on missions to places, gone downtown, to a lake nearby. It's better than expected. But seeing tiny areas within tent, I hope he comes home before it's cold, and the PX is nothing. I feel bad for them. It's tiring to go to all tents, and walking to meals. Yes, I was concerned about very recent shelling.'

O12: 'It's boring. It's fun at points, like they play basketball. My husband exaggerates about how bored he is and that's when he uses the phone card. In a way it's good, they're out of danger but he doesn't feel there is a purpose to being there and being away from their families. They're sitting here for what?? It's easy for me to get very negative. To find a point for this and more troops to sit there? I feel really bad for those going now, they'll miss Christmas. There's a point but they're not doing much.'

O13: 'At first they were in a tent city, and now they've moved into a building. It seems to be going fairly well. And they took a bunch to some other city for a banquet or basketball tournament and they met Croatian soldiers and saw a castle. He's going to do [some medical] training but he gets sick [just looking at] cat hair balls! It's lonely there, if he wasn't so in love with me, it would be easy to fall into the life, life is easy there in terms of boys and girls relationships. I don't try to think of it. I know it could happen and of course I worry about infidelity. I tell him, I don't want to know about it. It's been so long, he might change his mind about me. . . . When he was in Germany, I knew he was OK, we talked on the phone a lot. Now it's just letters and don't know how he's doing. I worry about him. On TV, all the things are on "Sareago" kids from the hospital. I don't know what he's doing, I hear about Muslims and who??? It's complicated.'

O14: 'Infidelity. My husband says it's boring. Some guys aren't ready to come back, they're having too much fun, I guess. It's positive for my husband, it made him want to finish his education. He's met new people and works with the Airforce. There are lots of positives. I'm worried about the Zagreb list [with the MASH as a target] but my husband made me feel better about it.'

O15: 'It's boring, I don't know anything else about what he said. . . he went some places on the weekend. [Do you have any fears?] That he might get shot. The Croatians might shoot him.'

O16: 'I only talk to my husband, I only know what he tells me. They are next to the airport. And I get the newsletter from the 502nd. He was telling me, at first he was working 2 jobs. Now he is bored, he wants to come back. [Do you have any fears?] Will I ever see him again? How will I tell the kids [if he dies]? I just ask the Lord to watch over him, I try to not focus on it because it depresses me, but he's not in a danger zone.'

VII. SPECIAL TOPICS

Rumors and Chain of Concern Activation

In August 1993, about four months into the deployment, the U.N. Commissioner for Refugees issued a press statement declaring that he was requesting that the U.S. MASH unit be moved from the relative safety of Zagreb, Croatia, to Sarajevo, the seat of heavy fighting in Bosnia-Herzegovnia. This press release was picked up and broadcast before the U.S. MASH unit could respond. The JTF/MASH was told by its command that this move would not occur. The MASH commander then activated the chain of concern (phone tree of spouses) to let them know that the rumor was false, and the JTF/MASH would not be moving. The tree was activated by the MASH commander calling the overall rear detachment commander (the 68th MED GROUP in another community). This information was also faxed to the rear detachments in communities A and B. The overall rear detachment commander was supposed to activate the three separate chains of concern: one for community A, one for community B, and one for the Outlying communities. Unfortunately, in the rush, the head of the Outlying communities (JTF commander spouse) was forgotten and so the Outlier chain was not activated for several days.

The interviews were conducted in the midst of this rumor. The community A interviews had been primarily completed while the community B and Outlier interviews were still in process. Thus it was difficult for us to get an accurate count of those who had been contacted by their chain of concern. Among the outliers who were asked after the chain had been "activated," 12 knew nothing of the rumor, 2 knew about it from their spouses, and one knew about it from AFN.

A12: 'I heard the Sarajevo rumor on AFN and got really worried and called [a family support group member in community A]. [Community A's rear detachment commander] also heard it on AFN and screamed because he didn't know. [He] gave copies of the FAX [from the MASH commander] at the bake sale [the next day].'

B6: 'AFN said they were going to Sarajevo, I heard that and got scared. [SGT with the rear detachment] said no, they aren't going, by phone, he called me. I heard through the Chain of concern. MASH commander's wife said so also, she personally called me. And I heard from my husband about Sarajevo as well. The UN said they're not going to do that, and I let others know, others not getting called. . . .'

O3: 'The adjutant called twice in the past week about the Sarajevo move. I was very upset and I know they discussed my reaction in morning report. For the second call, it was phrased to make it sound like my husband was going to Sarajevo although he wasn't. The person said, 'I'm calling regarding the 502nd's move to Sarajevo. . . .'

O4: 'I did get a call from JTF commander's wife about not moving to Sarajevo. I got calls in the morning after hearing the news and feeling very scared the night before. I heard the news on TV and wondered, did he already pack up and move?'

O5: 'My husband left Wednesday, I heard [the rumor about Sarajevo] Thursday night at dinner, then I called my husband that night. I heard it on the news first, it would take long time to do and is political. I worried that [another JTF spouse] called. I called her back and said don't worry about it. If I hadn't talked to my husband, I would have been more apprehensive.'

O8: 'My husband told me about the possible move to Sarajevo. [She did not know outcome, and thought it was still possible.] I did not see it on the news and no one called.'

O9: 'I did not know about Sarajevo, I wasn't contacted by anyone, I did NOT hear it from my husband or from the news.'

O10: 'I did hear from my wife about the potential move to Sarajevo, and I heard it on the news but no one contacted us from the chain of concern. I heard it wouldn't happen only after my wife went back from leave one week later. . . .'

O11: 'I heard it on AFN and we talked about it and [my husband] said it's not going to happen. I got NO calls about it. I think, by the time the Army would decide to do it, my husband would be home.'

O13: 'I heard on the news [in the U.S.] about the move to Sarajevo. It scared me, he didn't tell me, there was no phone call from anyone.'

Location Issues

Location B was in a unique situation, facing a closing of the hospital in the midst of being expected to support families of deployed soldiers. The unit in community B's location was also new, without much shared history, and had adopted a military-based focus in providing rear detachment support. Comments specifically oriented at describing Location B's experiences are found below.

A1: 'I was unsure if I'd be accepted or welcomed into the 502nd FSG. I was very glad that I was and also that I was not cut off by my husband's unit. I was aware that the FSG in community A is different from the FSG in community B. I've heard community B is not as supported as here, and not so interested [in helping]. I just heard about an [outlying area's] group. I hope everyone has the chance to get support who wants it. I'm not sure of what will happen with redeployment.'

A8: 'There is a rumor about an "us vs. them" feeling between community A and community B. The rumor is that community B thinks community A feels "snubbed" and community A thinks that community B feels "snubbed." I wanted to use the newsletter as a unifying element between community A and community B and for the outlying areas. At first, [community A's rear detachment commander] was unsure if it was OK to send the newsletter to community B, then he decided it was OK. There were rumors about whether community B should have its own newsletter. I found a POC at a goodbye party in community B who sent one article once, and that's all. I have received information from spouses in CONUS, and Frankfurt, etc. I know it is helpful to some (even though one wrote only to correct the spelling of her husband's name, at least she wrote). The FSG and phone chain and newsletter began at a very good time when the wife and former commander left community A. There was no sense of there being a right or wrong person to take over in community A. I heard that in community B, the MASH commander's wife has not taken over much tasks or given direction but she's been in US several months. The community B rear detachment commander is too busy, no one else takes the time.'

A12: 'I've heard in community B, support is nonexistent. [A friend in remote location] gets information from JTF commander's wife, we send everybody a newsletter. There is some tension between community B and community A. They were saying we weren't reaching out to them, but we had called and said in newsletter, "planning reception on OCT 13, just the 502nd." MASH commander's wife thought it was for community B people too. But it wasn't, we didn't know. The [commander husband and wife] are invited and it's just a couple of hours and community B is far away.'

B1: 'They tried to organize a social. There was a lack of leadership since the MASH commander's wife went to the US and other spouses didn't know what to do or what could

happen. . . They should make support less what the Army thinks it should be, and more what family needs are, like emotional support, shopping sprees, pot lucks. Get to know each other earlier than what was done. How to get your LES" is only part of it. . . . There was "no model for how to cope with deployment." Go to the States like the MASH commander's wife? [The next highest ranking officer's] wife didn't know what to do, there was not model of what to do.'

B2: 'Closure makes it difficult. Bank, post office, dining hall, medical facilities, why is it even closing? No one knows. [Told story of a U.S. child mistreated at a German Krankenhaus.] Every one is afraid to get sick. [The Germans] don't have good facilities, the German system is not good. They need a liaison to help with the German system. I recommended to the ER here that they tell the unit when a person is referred to the Krankenhaus.'

Dual Military Couples

A small proportion of spouses interviewed were dual military. They reported that while they have the advantage of "knowing the system" and being able to access information for themselves, they still generally feel under stress, if not under an extra amount of stress.

They cite the assumption made by others that they do not need help, and the requirements of being active duty, as additional stressors that they experience with a deployed spouse.

B2: 'It's much harder for a dual military couple, you have to do military things, yet you're a single parent. People don't realize how hard it is. You're still expected to stay late, look sharp.'

See also comments by: A10, B10, O6, and O10 all of whom are on active duty.

Communication

Overall, the communications system was very good. The mail service, in particular, received high praise from both soldiers and their families. It was very common to hear that it took longer to send a letter from Zagreb to Germany than from Germany to Zagreb. Most family members learned which days to mail letters in order to have their spouse receive it the next day. Some mail did arrive out of order or was lost altogether. There was also some confusion with the spouse's unit about when to pick up mail. Phone calls are difficult to arrange and are expensive. Despite orders to the contrary, several deployed spouses called home from military phones in their offices in Zagreb. Some families arranged set times for phone calls, others felt they had to wait by the phone, just in case their spouse would call. Calls from non-office phones were either arranged through AT&T cards or phone cards bought in Croatia. The AT&T calls were very expensive because the call was sent to Germany via the U.S. Phone card could be bought in 10 minute chunks. Some units, however, facilitated phone communication between spouse in Germany and spouse in Zagreb.

VIII. "ANY LAST COMMENTS? WHAT COULD BE DONE BETTER? WHAT WAS DONE WELL?"

Following the specific questions described above, spouses were asked what they wish had been done differently to make the deployment easier for them. They were also asked what things about the deployment they liked and would hope to keep. Their remarks spanned the spectrum of satisfaction. Some of the spouses were intensely dissatisfied with their

experiences and gave specific recommendations about family support that in fact reflect some of the overall findings of this study.

Summary of wishlist/recommendations:

1. Plan a party or acknowledgement for advance team.
2. Plan one or two family get-togethers before deploying.
3. Give free 10 minute phone calls per week.
4. Help families who want to fly back to CONUS
5. Give enlisted money or plane space to take leave.
6. The videos and contact with the MASH commander were very helpful.
7. Shorter deployment period.
8. Keep the leave time.
9. Invite school teachers to briefings on deployment.
10. Have mental health professionals be trained in deployment and reunion issues and have them provide services to the families.
11. Have more media coverage.
12. Link family members with special needs (e.g., spanish-speaking spouses with those who can speak spanish).

A2: 'Ensure spouses receive LES in a timely manner.'

A4: 'I wish that the FSG had more time to develop parallel to 502nd forming. However, because the wife of the COL before the MASH commander and her beliefs, the FSG had a slow start and had to rush to catch up once the deployment was decided. The MASH commander does an excellent job. He sends letters to the newsletter and informs us saying

he doesn't know about relocation. The videos are good. The MASH commander is a strong commander who reinforces that families are important and eliminates rumors, especially as compared with the Gulf War.'

A6: 'I feel that the deployment is 3 months too long, that now it seems to be going on and on. Some people get 3 weeks leave, others only one. Otherwise: No complaints.'

A7: 'You mean besides the fact we don't need to be there?' [Yet she is unsure of her real feelings] Let the country handle their own problem but maybe I'm not objective. A big concern - where will the 502nd go next? I want to stay in community A.'

A8: 'The halfway point seems like a good time to have leave, when the spouses are missed more.'

A9: 'I would have liked to go home to the whole family, but I would have had to give up housing here. I hate being here with no family and I can't go to school like I want here, it's too expensive compared to home. It's better mail service. I'm interested in Zagreb, I thought about going down to see him, but don't think we can afford it and he paid to come up here. I'm not going tonight to the FSG because what would I find out that I don't know anyway or didn't find out from my husband 2 weeks ago?'

A11: 'I would have liked to have been here from the beginning and had the predeployment briefing. . . .Duty first, families second, but that's OK, there is help out there, even AFN is helpful for some. Social workers, chaplain and psychologists need to do redeployment sessions, interviews, about reunion, like about the new friends you've made, how the children were handled, how to deal with after the honeymoon. Do it in both locations.'

A12: 'The things that were done right? 1) establish a rear detachment with [community A's rear detachment commander] as the resource person to dispel rumors, etc. 2) encourage us to set up a support group. They told us it was important and we took the ball and went with it. [We] got the chain and newsletter. 3) I wish [community A's rear detachment commander] came to more support group meetings.'

B1: 'Make the family more part of the FSG rather than let Army people do what they think an FSG should be. Provide an explanation when things change. Like with our LES - first picked up one place, then another, now back at first place, saying they'll be late but I just picked it up. Say why. Start the FSG before they were deployed, not for information part but to get to know each other and to understand the value of it, or what can be valuable. To know who people are, [like the rear detachment personnel]. In the first briefing, the spouses are in shock, things can't be absorbed, things don't "fit in." Get the deployment started and over with. The formal part is OK, it's good for the soldier to be recognized. I really like the social newsletter. The MASH commander is great because he's so honest, like saying he doesn't know where the 502nd will move to. An office to pick up LES, in Saudi, I had to search for it. The MASH videotape, I didn't see it but it's a good [idea].'

B4: 'The FSG needs to be done differently. I didn't want the responsibility of doing it but the green suiters are not doing a good job either especially because of rift between [community B hospital] and 502nd. Phones should be made available there, phones calls really help and people call using military lines anyway and probably feel guilty about it.'

B5: 'Give free 10 minute a week phone calls, help them go on leave to get home like with plane space or money. Help enlisted and younger soldiers with money, they lose money with phone and packages. Help families who want to go to CONUS fly back. Be more organized with dates of departure and return. The Army is losing its best people because of the way it treats them and their families. They say they care about families but then they move people without regard to kids' needs. They way Clinton is going, there won't be anyone left. The drawdown costs so much, its not well planned, what are they saying with "cuts"? With this deployment, it's someone else's civil war, we have no business being down there. They're trying to make a fortune off them since food at the PX costs so much. The leave is worth it, it costs money, it's too fast, some are depressed after, the next two weeks went slow.'

B6: 'I've heard about other kids who have anxiety attacks and became quiet. They should include American teachers in deployment briefings. I don't know when the FSG meeting is.'

B7: 'I need support - someone speaking Español to me. People calling would help. My mother can't come here. There is greater isolation here. At [CONUS installation] the FSG worked very hard and phoned every week. But here, I don't even know who is doing the FSG.' When interviewee was thanked she said, "It is no problem. I am glad to see you. You are the first ones to show any interest in me and my feelings!"

B8: 'The FSG needs to make more effort to contact families, just to talk, outreach is needed. Family Support isn't aware of problem cases because they don't call. Activities. Officers' wives are going down there for a weekend, I'd like to venture out. I would love to go there with a small group. One spouse I met the other day told me. I wish I would have known, I would have gone.'

B9: 'People with children have a harder time, how about a free night, child care is needed for parents to get some free time. Encourage women to reach out to their friends, provide some job opportunities.'

B11: 'My husband was part of the advance team, there was no party or acknowledgement of the deployment for them. It would have been nice. Also, 1-2 family get together before the deployment is a good way to get to know other wives.'

O1: 'Leave was the best thing that could have happened. I was afraid it would be worse afterward, but it was OK, it put time into perspective for the kids, now it's like, "hurry up and get back there and finish it." My biggest fear is that the German Krankenhaus won't treat them if downsizing. Don't have accompanied tours, keep the family in CONUS where during a deployment people have same language, family, culture, and support.'

O4: [Her husband warned her not to say anything that would get him in trouble.] 'Leave time was nice but too short, especially for kids and then there was depression afterwards. If I wasn't an outlier, I would be able to meet spouses who also wanted to meet people, who would be open to doing things together, I would have support.'

O5: 'They should have told him sooner [about the deployment], although it could have been harder, a prolonged agony. The powers that be took so long. [After visitors], I'm ready for it to calm down but got more stirred up until [relative] left. I won't anticipate seeing him until we get on the plane. He'll have to outprocess. The phone is key, a "wonderful invention."'. . . As one of the older people in community, it's not as hard. I know people. If were new, it would be very hard. When I first got here, it was very hard. It is summer, people come outside and we meet there. Chapel is an important place to meet people and make contact.'

O6: 'We "need more notice", telephone calls are good, so don't need much other contact.'

O7: 'Six months is too long, especially if you have young kids. Free phone calls? It would be nice, especially for those with financial problems. It's good that you can send mail for free. . . . [She described an incident in which she was harassed by a soldier in her husband's unit who did not deploy]. My husband called the next day and I told him what happened. He made me report it and he immediately contacted his company commander. I made a report. It was hard for my husband to be so far away. Many [members of my husband's company] have called since to see if I'm OK. I know I'm the subject of discussion but they are caring about me. . . .Also, I expect that there will be some adjustment problems. I'm more independent now, I don't cook, I eat when I'm hungry. We discussed it when I visited. I expect the readjustment to be hard, "rough."'

O8: 'The visit rejuvenated us, although it was hard afterwards. . . . "Don't let us fall through the cracks." For example, I did not know about the farewell ceremony in community B and I would have gone but I wasn't told by anyone. Make sure that everyone is doing well so that family members feel a part of this, that there is "someone like me out there."'

O9: 'I'm very displeased that there was so little support and acknowledgement. I would like a call from the company to say thanks. The 502nd contacts its soldiers more than here.'

O10: 'It is very important that the community that sends my wife has the responsibility for family support like her office is doing, "I'll never meet the people in community B." They expect me to call them if I have a problem. That's "pretty OK". We're stable and secure, we've been separated before and are "relatively" independent. I miss being able to "balance" an idea off of her. I don't need or expect a lot of checking but it's nice to know it's there and to be included. I have social contacts to her unit through church and they contact me to pass on information, like if she gets important-looking mail, they'll drop it by or tell me. There's no formal "checking up", it's more in context of information-giving.'

O11: 'It's gone better than I thought, with the week of leave and I got to visit him. and it's so easy to talk on the phone. All good surprises for me. I would like to know when he's coming home but there's no replacement person yet, will it be Army? It's not an Air Force person.'

O12: 'Don't take my husband, ha ha. ... it's been pretty easy, glad it's 6 months, went pretty quick for me. Six months and replaced makes it easier.'

O13: 'If ever again, contact me and get my opinion and inform me of where he'd be. I know they can't tell me too much. But say something, make an effort. When he was first there, I didn't hear anything or know where he was, it was a few weeks, I had no one to call. Get more information out ahead of time, so you know what's going on, contact wives over here, send them information instead of the newsletter every once in a while.'

O14: 'No one can take that hurt away. . . There is nothing I would have wanted them to do because of this [particular unit]. I wish they could get their dates straight, 11 different dates for when to leave and return. People say, "that's a deployment" but I don't understand that.'

O16: 'The Army is not caring about family values. Support groups can help. The Army needs to let husbands be with their family. When they finish their mission, the Army should let soldiers choose their next assignment. They don't think about the families involved, leaders just care about the next mission.'

Interview Summary

Chart 21 briefly summarizes the major findings from the interviews. The stressors and individual differences were consistent with results reported in previous studies. Spouses described difficulties and challenges in coping with the separation from the deployed soldier. Other findings, however, identified coping differences according to location. These group differences were consistent with the results from the survey. Furthermore, and the interview material allowed for an in depth analysis of those community responses were were considered effective and those that were not.

CHART 21: FAMILY INTERVIEW RESULTS SUMMARY OF STRESS FACTORS

- Loss of support (social, emotional & parenting)
- Lack of media attention
- Rear detachment support based on location:
Partial unit deployment & drawdown affected
rear detachment responsiveness
- Lack of rear detachment role clarity & communication
- Inconsistent contact with families; some received no
calls (most expressed an interest)
Chain of concern inconsistent
- Family Support Group (FSG) success dependent on
combined military & family initiative
- Outliers particularly challenged, whether hospital
or support unit attached to JTF

U.S. Army Medical Research Unit-Europe

DISCUSSION: INTERVIEW AND SURVEY

Adjustment to the stress of deployment was assessed at both the organizational and personal levels. At the organizational level, certain themes were apparent in the responses from the interviews. Among spouses in the large community slated for closure (Community B), there was dissatisfaction with the support groups, which were primarily run by military personnel. There was also a sense that their special situation was not adequately acknowledged by the rear detachment. This rear detachment was experiencing both the stress of closing down a hospital, and structural confusion as to who was responsible for the families of deployed soldiers. Part of the problem was clearly related to the fact that only one-third of the hospital staff was involved in the deployment.

In comparison, the second community with a sizeable number of spouses (Community A) developed an active partnership between the rear detachment and spouses. This cooperation was initiated by the rear detachment and was planned prior to the actual deployment. Spouses in this group reported general satisfaction with and an appreciation for the support provided by the rear detachment. The spouses specifically mentioned satisfaction with the emotional support provided by the family-run support group, and the sense that the rear detachment would try to help them if needed.

Among spouses from the outlying areas group, satisfaction with organizational services depended on the individual initiatives of deployed soldiers' units. The majority of outlier spouses, however, reported receiving no or little support. Other characteristics of relatively successful versus unsuccessful organizational responses were also identified. For example,

lack of information and clear organizational structure compounded the difficulties in meeting the support needs of families.

Besides community responsiveness, personal issues in adjustment were also assessed. In the interviews, spouses reported concerns centered around loss of emotional and social support, and loss of parenting support. In the survey, the two areas of most concern involved soldier safety and unit-related uncertainty. Spouses also reported experiencing distress symptoms indicative of depression and anxiety.

Second, characteristics associated with healthy adjustment were assessed. Resources in the areas of self-concept, coping skills, hardiness and social supports were all associated with healthy adjustment. The special challenges of deployment for dual military spouses were also examined.

The results from the survey highlight several areas to be addressed in future deployments. First of all, the stressors most often reported by family members are concerns about safety and job uncertainty. Appropriate and immediate feedback would help alleviate fears and contain rumors. Developing an effective Chain of Concern is part of that effort but as was evident in the interviews, a Chain requires an effective rear detachment. This rear detachment needs, in turn, to be coordinated with the other rear detachments so that boundaries can be respected and efforts streamlined. At the very least, family members should be clear who their rear detachment is and who they should approach in the event of a problem. This coordination was not consistently done in the deployment studied.

In addition, those spouses who report boredom, feeling troubled about the deployment, and financial problems can be targeted as particularly at risk for stress symptoms.

Traditionally, junior enlisted families are also at risk for greatest difficulty with deployment-related stress. This was confirmed in the survey data but the results from the interview clearly emphasize the importance of not overlooking those who appear to have it "together" on the outside. The interviews with active-duty spouses and officer's spouses demonstrate that they experienced significant stress, not least of which came from the feeling of being dismissed as not in "real" need. The theme of having their experience acknowledged and validated by those around them and by the unit or rear detachment was explicitly repeated across communities.

Besides identifying individuals at risk, this case study has also helped identify characteristics of communities at risk. Some communities meet family support needs better than others and this has direct implications for individual symptomatology. Outlying communities, in particular, may have difficulty meeting the family support needs of individuals. Family support groups are an important piece in the family support arena but given the problems of distance, alternative methods of support may need to be developed. For example, the use of phone contact across much of Germany was highly effective for those who lived in outlying communities. This contact occurred because of the individual effort and interest of the wife of the JTF commander and was not an institutionalized intervention. A formal designation of such a person would help insure that this role is not overlooked in the future. In addition, this volunteer needs to be fully supported by a rear detachment. Such support proved critical to the success of community A's newsletter which is another creative solution to the problem a large geographical area impeding family support. This newsletter provided an informal and social look at life at Camp Pleso, gave

the commander a forum through which he could reach the families directly, and helped connect family members from different communities. Another way to address the family support needs of outlying communities is to rotate locations of FSGs or use mobile leaders who can bring the family support initiative with them.

This deployment created several new challenges for rear detachments. Besides those already mentioned, the location of the deployment needs to be considered. A large proportion of deployed soldiers were able to take leave back in Germany and many spouses also visited the deployment site itself. Such contact was overwhelmingly viewed as positive but was not without conflict. Educating family members and soldiers about what to expect from mid-deployment visits could help them keep their expectations in check. These and other recommendations are presented in Chart 22.

Increasingly, families are expected to face the many stressors associated with U.N. peacekeeping deployments: both the stressors associated with any long-term separation, as well as those stressors associated with a unit that is potentially drawn together from a widely scattered area, especially when that "area" is not in the continental United States. These findings provide directions for those concerned with facilitating healthy adaptation of military families affected by future peacekeeping and/or humanitarian assistance missions.

Chart 22

Recommendations for Family Support During Peacekeeping Deployments

I. Coordinate support for families

- a. Get mailing list during pre-deployment training activities..
- b. Assign Family Support Coordinator at Task Force level to oversee services.
- c. Make sure that spouses know who is responsible for family support and to whom they can go in case of problems.

II. Address Family Support Group Needs

- a. Start early, use pre-established structure where possible.
- b. Respond to social-emotional needs, not just informational needs.
- c. Receive active support from rear detachment.
- d. Facilitate grassroots efforts for outliers and newly attached, don't ignore units that seem "fine."
- e. Address lack of family support group participation through active outreach via alternative efforts (phone contact, newsletters, rotating locations of support meetings, having a mobile support leader).
- f. Given the amount of traveling families do, consider helping with travel arrangements, keeping track of travel for the Chain of Concern, and integrating mid-deployment visits with spouses into reunion education.

III. Address Stressors of Most Concern

- a. Safety issues: emphasize providing accurate information on mission, develop effective telephone tree, respond to media reports.
 - b. Unit uncertainty/changes: emphasize providing timely information, make sure spouses are not cut off from information provided by the deployed soldier's unit.
 - c. Identify people at risk for adjustment problems including those who are bored, feeling troubled about the separation itself, experiencing financial problems, and spouses of junior enlisted soldiers.
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Appendix A

HUMAN DIMENSIONS IN MEDICAL PEACEKEEPING OPERATIONS SURVEY	
FAMILY SURVEY	
Walter Reed Army Institute of Research, U.S. Army Medical Research Unit - Europe	
Survey Approval Authority: US Army Research Institute; Survey Control Number: PERI-AO-93-28	

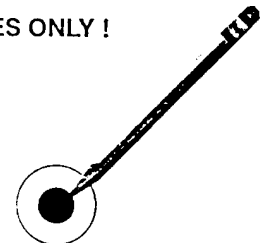
This survey will provide the Army with important information about experiences of families of soldiers deployed on U.S. Army medical peacekeeping operations

Privacy Act Information

- 1) Authority: 10 U.S.C. Sections 136 and 5 U.S.C. 552a; Executive Order 9397
- 2) Disclosure: I consent to the use of my answers by staff of the Walter Reed Army Institute of Research to compile statistics of group data. I understand that my name or any other data from which I could be recognized will not be available to anyone other than the professional staff conducting the study. I understand I have the right to withdraw my consent to participate in the study at any time.
- 3) Purpose: The U.S. Army Medical Research Unit - Europe is conducting a survey of soldiers to assess psychological and sociological factors associated with deployment on medical peacekeeping operations.
- 4) Uses: I understand the purpose of this study is to develop information to benefit soldiers and their units. I also understand that I may not directly benefit as a result of participating in this study.

ALL ANSWERS ARE CONFIDENTIAL, FOR RESEARCH PURPOSES ONLY !

- USE A #2 PENCIL.
- INDICATE YOUR ANSWER BY FILLING IN THE *CENTER* OF THE BUBBLE LIKE THIS:



SPOUSE RANK:

E	☐	1	☐
O	☐	2	☐
WO	☐	3	☐
		4	☐
		5	☐
		6	☐
		7	☐
		8	☐
		9	☐

YOUR EDUCATION:

SOME HIGH SCHOOL	☐
HIGH SCHOOL DIPLOMA	☐
GED	☐
SOME COLLEGE	☐
COLLEGE DEGREE	☐
GRADUATE DEGREE	☐

YOUR AGE:

	0	☐
1	1	☐
2	2	☐
3	3	☐
4	4	☐
5	5	☐
6	6	☐
7	7	☐
	8	☐
	9	☐

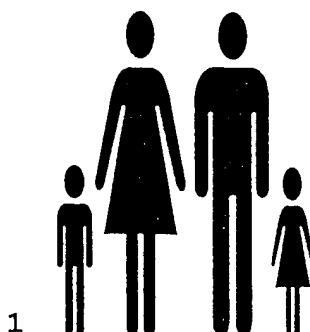
SEX: Male ☐ Female ☐

RACE:

BLACK	☐	WHITE	☐
HISPANIC	☐	OTHER	☐

DO YOU WORK FOR PAY?

YES, OUTSIDE THE HOME	☐
YES, IN THE HOME	☐
NO	☐



ARE YOU YOURSELF A SERVICE MEMBER?

YES, ACTIVE DUTY	☐
YES, GUARD/RESERVE	☐
FORMER MILITARY	☐
NO, NEVER	☐

Please provide your name and social security number. This information is STRICTLY CONFIDENTIAL for research purposes only.

NAME: _____ SOCIAL SEC.: _____

WHERE DO YOU CURRENTLY LIVE?

Nürnberg ☐
Landstuhl ☐
Other ☐

(specify): _____

NUMBER OF CHILDREN LIVING IN HOUSEHOLD?

none ☐ four ☐
one ☐ five ☐
two ☐ six or more ☐
three ☐

TYPE OF HOUSING?

On-post Government housing ☐
Off-post Government housing ☐
Economy housing ☐

ARE YOU CURRENTLY PREGNANT?

YES ☐
NO ☐
DOES NOT APPLY ☐

HOW FAR DO YOU LIVE FROM THE NEAREST MILITARY INSTALLATION?

10 miles (17 km) or less ☐
11-25 miles (18-42 km) ☐
26-50 miles (43-83 km) ☐
51-100 miles (84-167 km) ☐
101-200 miles (168-333 km) ☐
More than 200 miles (333 km) ☐
Don't know ☐
Not applicable (I live on post) ☐

Age of YOUNGEST child in household (in years)

0 ☐ 0 ☐
1 ☐ 1 ☐
2 ☐ 2 ☐
3 ☐ 3 ☐
4 ☐
5 ☐
6 ☐
7 ☐
8 ☐
9 ☐

Age of OLDEST child in household (in years)

0 ☐ 0 ☐
1 ☐ 1 ☐
2 ☐ 2 ☐
3 ☐ 3 ☐
4 ☐
5 ☐
6 ☐
7 ☐
8 ☐
9 ☐

DO YOU HAVE A VEHICLE FOR DAILY TRANSPORTATION?
DO YOU HAVE A "POWER OF ATTORNEY" FROM YOUR SPOUSE?
HAVE YOU MOVED SINCE YOUR SPOUSE DEPLOYED?

YES NO
☐ ☐
☐ ☐
☐ ☐

HOW LONG HAVE YOU LIVED IN:

CURRENT LOCATION

GERMANY

Less than one month
1-6 months
7-12 months
1-2 years
2-5 years
more than 5 years

☐
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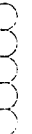
In YOUR life right now, how much trouble or concern is caused by:

1. FINANCIAL PROBLEMS
2. PERSONAL HEALTH PROBLEMS
3. HEALTH PROBLEMS OF FAMILY MEMBERS
4. NOT KNOWING WHERE 502ND (or spouse's unit) WILL BE BASED
5. ARMY DRAWDOWN & CUTS AFFECTING MY SPOUSE'S FUTURE
6. UNCERTAINTY ABOUT WHAT THE 502ND MISSION IS
7. CHANGES IN THE LEADERSHIP OF MY SPOUSE'S UNIT
8. TROUBLE GETTING NEEDED SERVICES FROM ARMY AGENCIES
9. CAR OR TRANSPORTATION PROBLEMS
10. MARITAL PROBLEMS
11. PROBLEMS WITH MY SPOUSE'S CHAIN OF COMMAND
12. DELAYS IN RECEIVING MAIL FROM SPOUSE
13. PROBLEMS WITH PEOPLE I WORK WITH
14. HAVING TO MOVE MY FAMILY AND/OR MYSELF
15. DEATH OF A CLOSE FRIEND OR RELATIVE
16. CHILDREN
17. A NEW BABY EXPECTED, OR RECENTLY ARRIVED
18. UNCERTAINTY ABOUT WHERE WE WILL LIVE
19. PROBLEMS RELATED TO LIVING IN EUROPE
20. CONCERNS ABOUT BEING ALONE
21. BOREDOM
22. CONCERNS ABOUT MARITAL INFIDELITY
23. UNCERTAINTY ABOUT FUTURE OF MY SPOUSE'S UNIT
24. PROBLEMS WITH MY SPOUSE'S UNIT LEADERSHIP
25. TROUBLE HANDLING SEPARATION FROM MY SPOUSE
26. THE REAR DETACHMENT
27. CONCERNS ABOUT MY SPOUSE'S SAFETY
28. CONCERNS ABOUT MY OWN/FAMILY'S SAFETY
29. GETTING DAILY HOUSEHOLD TASKS DONE
30. NEWS REPORTS ABOUT TROUBLE IN FORMER YUGOSLAVIA

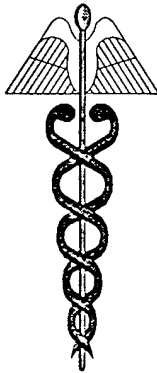
	DOES NOT APPLY	NONE	VERY LOW	LOW	MEDIUM	HIGH	VERY HIGH
ED							
RE							
ES							

How many days **DURING THE PAST WEEK** have you had each of the following **FEELINGS OR EXPERIENCES**?

1. FELT YOU COULDN'T GET GOING
2. FELT SAD
3. HAD TROUBLE GETTING TO SLEEP OR STAYING ASLEEP
4. FELT EVERYTHING WAS AN EFFORT
5. FELT LONELY
6. FELT YOU COULDN'T SHAKE THE BLUES
7. TROUBLE KEEPING YOUR MIND ON WHAT YOU WERE DOING
8. FELT HAPPY
9. FELT THAT PEOPLE DISLIKE ME
10. DID NOT FEEL LIKE EATING
11. FELT PEOPLE WERE UNFRIENDLY

NUMBER OF DAYS							
0	1	2	3	4	5	6	7
							
							

Here is a list of TROUBLES OR COMPLAINTS people sometimes have.
HOW OFTEN have you experienced each of these over the LAST FEW WEEKS?



1. COMMON COLD OR FLU
2. DIZZINESS
3. GENERAL ACHES OR PAINS
4. HANDS SWEAT AND FEEL WET AND CLAMMY
5. HEADACHES
6. MUSCLE TWITCHING OR TREMBLING
7. NERVOUS OR TENSE
8. RAPID HEART BEAT (NOT EXERCISING)
9. SHORTNESS OF BREATH (NOT EXERCISING)
10. SKIN RASHES
11. UPSET STOMACH
12. TROUBLE SLEEPING
13. DEPRESSED MOOD
14. DIFFICULTY CONCENTRATING
15. CRYING EASILY
16. LACK OF APPETITE/LOSS OF WEIGHT
17. TAKING MEDICATION TO SLEEP OR CALM DOWN
18. OVERLY TIRED/LACK OF ENERGY
19. LOSS OF INTEREST IN TV, NEWS, FRIENDS ETC.
20. FEELING LIFE IS POINTLESS

NONE	A LITTLE	OFTEN	VERY OFTEN
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
☐	☐	☐	☐
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The following questions concern HOW YOU'VE BEEN FEELING LATELY.
Mark your answer thinking about the LAST FEW WEEKS.

1. PARTICULARLY EXCITED OR INTERESTED IN SOMETHING?
2. BORED?
3. VERY LONELY OR REMOTE FROM OTHER PEOPLE?
4. ON TOP OF THE WORLD?
5. RESTLESS OR IMPATIENT?
6. DEPRESSED OR VERY UNHAPPY?
7. PLEASED ABOUT HAVING ACCOMPLISHED SOMETHING?
8. LIKE THINGS ARE GOING YOUR WAY?
9. UPSET BECAUSE SOMEONE CRITICIZED YOU?
10. PROUD BECAUSE SOMEONE COMPLIMENTED YOU?

NEVER	SELDOM	SOMETIMES	OFTEN	VERY OFTEN
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DESCRIBE YOUR HEALTH IN GENERAL: EXCELLENT ☐
GOOD ☐
FAIR ☐
POOR ☐

Following are questions about your spouse's return.
Please show how much you agree or disagree
with each statement.

1. I haven't thought much about what things will be like when my spouse returns.
2. The children are really looking forward to my spouse's return.
3. I am pretty much the same person I was when my spouse left.
4. I am not looking forward to having to change my routine when my spouse returns.
5. My spouse is proud of the way I've handled things while he/she was away.
6. I can't wait for my spouse to return so I can give him/her back
the responsibilities I took over when he/she left.....
7. It will take my spouse some time to adjust to the changes
in our household routine since he/she left.....
8. I have gotten along without my spouse better than I thought I would.
9. During my spouse's absence, I've learned how to do things I've never done before.
10. My spouse and I have communicated about what has changed
since he/she's been away.....
11. I am more independent now than I was when my spouse left.
12. I am looking forward to my spouse returning so he/she can discipline the children.
13. My spouse's being away has been good for our marriage.
14. Things have been easier with my spouse gone.
15. The children have had negative reactions to my spouse being gone.

STRONGLY DISAGREE	DISAGREE	DONT KNOW	AGREE	STRONGLY AGREE
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Think of the **MOST IMPORTANT PROBLEM YOU HAD TO FACE**
since your spouse deployed. What was that problem?

What you did about this problem ? (Check YES, NO, or Not Applicable)

1. TRIED TO FIND OUT MORE ABOUT THE SITUATION.
2. TALKED WITH MY SPOUSE ABOUT IT.
3. TALKED WITH OTHER RELATIVE ABOUT IT (NOT SPOUSE).
4. TALKED WITH A FRIEND ABOUT THE PROBLEM.
5. PRAYED FOR GUIDANCE AND/OR STRENGTH.
6. PREPARED FOR THE WORST.
7. DIDN'T WORRY ABOUT IT, FIGURED EVERYTHING WOULD WORK OUT.
8. TOOK IT OUT ON OTHER PEOPLE WHEN I FELT ANGRY OR DEPRESSED.
9. TRIED TO SEE THE POSITIVE SIDE OF THE SITUATION.
10. GOT BUSY WITH OTHER THINGS TO KEEP MY MIND OFF THE PROBLEM.
11. TOOK SOME POSITIVE ACTION.
12. CONSIDERED SEVERAL ALTERNATIVES FOR HANDLING IT.
13. DREW ON MY PAST EXPERIENCES, WAS IN A SIMILAR SITUATION BEFORE.
14. KEPT MY FEELINGS TO MYSELF.
15. TOOK THINGS A DAY AT A TIME, ONE STEP AT A TIME.
16. TRIED TO STEP BACK FROM THE SITUATION AND BE MORE OBJECTIVE.
17. TRIED TO REDUCE TENSION BY DRINKING MORE ALCOHOL THAN USUAL.
18. TRIED TO REDUCE TENSION BY EATING MORE THAN USUAL.
19. TRIED TO REDUCE TENSION BY EXERCISING MORE THAN USUAL.
20. WROTE TO SPOUSE
21. WROTE TO A FRIEND OR RELATIVE.

N/A	NO	YES
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IS THERE A FAMILY SUPPORT GROUP ASSOCIATED WITH YOUR SPOUSE'S UNIT?

- Yes, there is an active FSG ☐
- Yes, there is a FSG, but it is not active ☐
- No, there is no FSG ☐
- Don't know ☐
- Not applicable ☐

HOW OFTEN HAVE YOU PARTICIPATED IN YOUR FAMILY SUPPORT GROUP SINCE YOUR SPOUSE DEPLOYED?

- Frequently ☐ Rarely ☐
- Sometimes ☐ Never ☐ Not Applicable ☐

If you answered that you have **RARELY OR NEVER PARTICIPATED** in the **FAMILY SUPPORT GROUP**, please indicate how **IMPORTANT** each of the following reasons is for your not participating:

- | | DOES NOT APPLY IMPORTANT | NOT AT ALL | SOMEWHAT | VERY |
|--|--------------------------|-----------------------|-----------------------|-----------------------|
| Meetings were held too far from my home | ☐ | ☐ | ☐ | ☐ |
| I was generally at work when meetings were held | ☐ | ☐ | ☐ | ☐ |
| I had no transportation to get to meetings | ☐ | ☐ | ☐ | ☐ |
| Child care problems | ☐ | ☐ | ☐ | ☐ |
| I knew the FSG was there if I needed it, and that was enough | ☐ | ☐ | ☐ | ☐ |
| I have no interest in FSG activities | ☐ | ☐ | ☐ | ☐ |
| Other reason (please specify _____) | ☐ | ☐ | ☐ | ☐ |

PLEASE INDICATE IF YOU HAVE PARTICIPATED IN ANY OF THE FOLLOWING ACTIVITIES:

- | | Yes | No |
|---|-----------------------|-----------------------|
| Attended informational meetings | ☐ | ☐ |
| Received FSG newsletters | ☐ | ☐ |
| Received/passed on information through a telephone tree | ☐ | ☐ |
| Attended organized events | ☐ | ☐ |
| Received emotional support from FSG members | ☐ | ☐ |
| Received assistance in an emergency | ☐ | ☐ |

If your spouse's unit has a FSG, HOW SATISFIED ARE YOU WITH THE WAY IT HAS BEEN WORKING SINCE YOUR SPOUSE DEPLOYED?

- Very Satisfied ☐
- Satisfied ☐
- Neutral ☐
- Dissatisfied ☐
- Very Dissatisfied ☐

Have you had the chance to visit with your spouse since the deployment?

- YES, I visited him/her ☐
- YES, he/she visited me ☐
- NO, no visits ☐

Do you plan to leave the area while your spouse is deployed?

- Yes, I plan to travel around Europe ☐
- Yes, I plan to go stay with family/friends in Europe ☐
- Yes, I plan to go to the U.S. for a visit ☐
- Yes, I plan to go to the U.S. to live ☐
- No, I currently have no plans to leave the area ☐

SINCE LEARNING ABOUT YOUR SPOUSE'S DEPLOYMENT, HOW HELPFUL HAVE YOU FOUND THESE SERVICES?

1. ARMY COMMUNITY SERVICES
2. AMERICAN RED CROSS
3. U.S.O.
4. LEGAL ASSISTANCE OFFICE
5. FAMILY SUPPORT CENTER
6. CHAPLAINS
7. ARMY EMERGENCY RELIEF
8. MILITARY POSTAL SERVICE
9. FAMILY MEMBER ASSISTANCE OFFICER (FMAO)
10. REAR DETACHMENT COMMANDER
11. POST RECREATION FACILITIES
12. POST YOUTH ACTIVITIES PROGRAMS
13. CHILD DEVELOPMENT CENTER
14. AUTO CRAFTS SHOP
15. SOCIAL WORK SERVICES
16. PUBLIC AFFAIRS OFFICE
17. HOUSING REFERRAL OFFICE
18. HOUSING ENGINEERS
19. INSPECTOR GENERAL
20. VEHICLE REGISTRATION OFFICE

WASNT AWARE OF IT	HAVENT NEEDED IT	NOT AT ALL HELPFUL	SOMEWHAT HELPFUL	VERY HELPFUL
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SINCE YOUR SPOUSE DEPLOYED, IS THERE SOMEONE YOU CAN CONTACT FOR THE FOLLOWING?

1. TO LISTEN TO ME WHEN I JUST NEED TO TALK
2. TO CARE FOR MY CHILDREN IN CASE OF EMERGENCY
3. TO GIVE ME ADVICE WHEN I NEED IT
4. TO GO WITH ME TO DO SOMETHING ENJOYABLE
5. TO PROVIDE TRANSPORTATION WHEN I NEED IT
6. TO GIVE ME EMOTIONAL SUPPORT WHEN I NEED IT
7. TO GIVE ME INFORMATION WHEN I NEED IT

N/A	NO	NOT SURE	YES
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IS THE ARMY PROVIDING YOU WHAT IS NEEDED IN TERMS OF FAMILY SUPPORT?

NO ☐

NOT SURE ☐

YES ☐

IF NOT, WHAT DO YOU THINK IS NEEDED? (use back of pages if needed)

DO YOU HAVE ANY UNRESOLVED CONCERNS ABOUT THIS DEPLOYMENT?
(use back of pages if desired)

Appendix B

INTERVIEW SCHEDULE

Date _____ Time _____ Location/Setting _____

BACKGROUND:

Gender: Male _____ Female _____

Active Duty?

How long have you been married?

Number of and ages of children?

Employed outside home? full-time _____ part-time _____ not employed _____

Spouse's rank?

Spouse's specialties/role in unit?

Spouse's unit in Germany?

Your educational background?

Previous experience with separation (deployments, training schools)?

Length of time in current community? Plans for future (PCS? Leave military?)

When did you first learn of deployment?

How did you feel about it then?

How do you feel about it now?

How did you and your family prepare for the deployment after learning of it?

TYPES OF STRESSORS:

What has the deployment been like for you? What kind of changes have there been as a result of the deployment? Describe:

Any problems with keeping in touch/mail system? finances? transportation? legal?

COPING:

What have you done to cope with the deployment? What have you tried to help yourself through the changes caused by the deployment? Describe:

Have any previous experiences helped prepare you for this? If so, what?

COMMUNITY RESOURCES:

Have you gone to any of the family briefings? How helpful were they?

Did you attend any predeployment briefing? Anything you wish they would have included?

Have you gone to any of the FSG meetings? Percent attended? How helpful were they?

Did you get a newsletter? How helpful was it?

What concrete things has the FSG done to help make the deployment easier or better for your family? What things have not been as helpful?

What concrete things have community support agencies done to help make the deployment easier or better for your family? What things have not been as helpful?

How confident are you that the rear detachment and/or FSG will help your family if needed?

How confident are you that the rear detachment and/or FSG will help you make contact with deployed spouse if needed?

How many family members from the MASH/JTF do you know?

How much contact do you have with them? In person? By phone?

CHILDREN:

How have your children reacted to the deployment? Statements/comments children have made?

Behavioral changes at HOME since learning of deployment? Since actual deployment?

Behavioral changes at SCHOOL since learning of deployment? Since actual deployment?

DEPLOYMENT EXPERIENCES:

Have you heard anything about the experiences of the MASH/JTF? Rumors? Sources?

Impression that you have of life at Camp Pleso? Of deployed spouse's experience?

Any particular fears/hazards that concern you about the deployment?

CONCLUSIONS:

Anything that would have made the deployment easier for you?

Anything more that we should know, or things that should be passed to senior leaders in order to do a better job?