

# Military Community & Family Policy Initiatives in Support of Families and Caregivers

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# Military Community & Family Policy (MC&FP)

- Oversee the DoD commitment to provide a high quality of life to those who serve our country.
  - Sustain a motivated, combat-ready force that can meet the military's demanding deployment schedule.
  - Facilitate the development of a network of support for military families.
- Collaborate with the Military Services to develop and monitor programs and support for families.



# Department of Defense Family Philosophy

- Families also serve.
- Families embolden troops on the battlefield.
- Families impact Service members' decision to stay in the military.



# MC&FP Scope of Responsibility

- **Morale, Welfare & Recreation**
- **Commissaries & Exchanges**
- **Voluntary Education**
- **Dependents' Education**
- **Exceptional Family Members**
- **Military OneSource**
- **Counseling**
- **Financial Readiness**
- **Domestic Violence & Child Abuse Prevention & Treatment**
- **Child Development Programs**
- **Youth Programs**
- **Joint Family Support Assistance Program**
- **Family Centers**
- **Defense State Liaison**
- **Casualty Assistance**



# Military OneSource Program

## One-Stop Shopping for Service Members and Family Members

### Information and Referral to Military and Civilian Resources and Counseling Services\*



Service Members, Family Members



#### Multiple Access Points



Online



Call Centers



Interaction with Outreach



Email



Fax, TTY/TDD, Postal

#### Military OneSource Call Center Operations (24x7x365)

Call Center – Arlington

Call Center – Philadelphia

Call Center – St. Petersburg



WWRC

JFRC

Spouse Career Counseling Call Center

#### Military OneSource Counseling Services\*\* (A Complement to DoD's MFLC Services)

Face to Face Non-Medical Counseling – Short Term Solution Focus (STSF) Model

Online Counseling Services – STSF

Telephonic Counseling Services – STSF

Financial Counseling Services

- Face to Face
- Telephonic
- Online

Health Coaching Services

#### Military OneSource Outreach Services

Relationship Managers – Support to:

- Commands
- Installations
- Units



JFSAP Consultants



\* Resources coordinated with DoD and Service Branches

\*\* All counseling services IAW currently established with DoD and Service Branch protocols

# Non-Medical Counseling

- Provided through:
  - Military OneSource
  - Military Family Life Consultant Program
- Private and confidential
- Referral to local counseling professionals
  - Licensed
  - Knowledgeable of military life
  - Pre-paid
- No cost to Service members or family members
- Help coping with normal reactions to difficult situations
- Flexible service delivery on and off the installation



# DoD Child Development System

- 800 childcare facilities and 6,083 family child care homes at 300 military installations worldwide.
- Serving children birth to 12 Years.
- Recognized as a model for the nation.
  - High standards
  - Staff background checks
  - Specialized staff training requirements
  - Improved wages
- Child care expansion
  - Construction of new centers
  - Partnerships with providers outside the gates
  - Strategic outreach to recruit and retain a robust workforce





# Youth Programs

- 350 programs for youth ages 6-18 that promote positive youth development.
- *Military Youth on the Move* provides youth with creative ways to cope with challenges related to moving (<http://apps.mhf.dod.mil/myom>).
- *Mission Youth Outreach* allows geographically dispersed Active, Guard, and Reserve youth to attend a local Boys & Girls Club at no cost to the family.
- *Operation Military Kids* is an initiative with the 4-H that supports military kids impacted by deployment and those geographically dispersed from military installations.





# Dependents' Education

- DoD Education Activity (DoDEA) provides a comprehensive instructional program for children in pre-kindergarten through 12th grade.
- NDAA FY07 authorized the use DoDEA funds to share experience with local education agencies (LEAs) who educate the 92% of military students attending civilian schools.
- Interstate Compact on Educational Opportunity for Military Children provides a vehicle for states to follow common guidelines in handling issues that impact children of military families as they transition between schools.
- In partnership with DoDEA, the American Association of School Administrators, has developed an online communication toolkit, "Supporting the Military Child" that provides important messages about deployment and transition, and will provide school administrators tools, resources and information to support military students. The free, online resource is available on the AASA website at [www.aasa.org/MilitaryChild.aspx](http://www.aasa.org/MilitaryChild.aspx).
- For the 2009/2010 school year, the MFLC Program will be supporting 163 Military Impacted Public Schools with CYB-MFLCs.



# Joint Family Support Assistance Program

- Teams serving families in all states and territories, providing:
  - Information and referrals to community services and support
  - Non-medical short-term, problem-solving counseling
  - Child and youth services
  - Recreational opportunities
  - Financial education and counseling
  - Commissary/exchange outreach
  - Community capacity building



# Wounded Warrior Resources

- Wounded Warrior Resource Call Center is available 24/7 to provide immediate assistance to Service members or families with issues related to health care, health facilities or benefits for the wounded.
- National Resource Directory is an online tool for wounded, ill and injured Service Members, Veterans, their families, and those who support them, providing access to more than 11,000 services and resources at the national, state and local levels that support recovery, rehabilitation and community reintegration ([www.nationalresourcedirectory.org](http://www.nationalresourcedirectory.org)).



# Military HOMEFRONT (MHF)

- Key source for official DoD quality of life information
  - *[www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil)*
- Focus on tools and resources for service providers and leadership, including official DoD policy
- Access to *Military Installations*, which provides information related to installation and state resources for families



# Sesame Workshop Partnership

- *Talk, Listen, Connect*
- Sesame Rooms-In-A-Box
- Sesame Street/USO Traveling Tour
- Family Connections Web Site
- *Coming Home: Military Families Cope With Change*



# University Partnership Projects

- Military Community, Family & Youth Extension Programs to maximize benefits of Land Grant University Cooperative Extension System and eXtension Web portal.
- Communications and outreach efforts to promote awareness of workforce educational opportunities and programs.
- County-Based Services Directory
- Family Readiness Clearinghouse
- Project Youth Extension Service (Y.E.S.), a national service program to engage college students in service to meet the needs of military families facing deployment.





