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SECNAVINST 1754.1B
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SECNAV INSTRUCTION 1754.1B

From: Secretary of the Navy

Subj: DEPARTMENT OF THE NAVY FAMILY SUPPORT PROGRAMS

Ref: (a) DOD Directive 1342.17 of 30 Dec 88
(b) DOD Memorandum of 23 Mar 99 "Family Center Program Interim Change" (NOTAL)
(c) DOD Instruction 1342.22 of 30 Dec 92
(d) UFC (Unified Facilities Criteria) 4-730-01N of 16 Jan 04
(e) DOD Instruction 1100.21 of 11 Mar 02
(f) SECNAVINST 5380.1
(g) DOD Instruction 1402.5 of 19 Jan 93
(h) MCO P1700.24B
(i) MCO P1720.27A
(j) OPNAVINST 1750.1E
(k) MCO 1754.6
(l) OPNAVINST 1754.3
(m) DOD Directive 1332.35 of 9 Dec 93
(n) DOD Instruction 1332.36 of 14 Feb 94
(o) DOD Instruction 1332.37 of 29 Jun 94
(p) OPNAVINST 1900.2A
(q) DOD Instruction 1338.19 of 15 Jun 90
(r) SECNAVINST 1754.6
(s) OPNAVINST 1740.3A
(t) MCO 1320.11E
(u) SECNAVINST 1750.7
(v) SECNAVINST 1752.3A
(w) OPNAVINST 1752.2A
(x) DOD Memorandum of 5 Dec 03 "Victim Advocates and Shelter Service Assistance" (NOTAL)
(y) P.L. 103-337
(z) DOD Instruction 1342.17 of 12 Nov 04
(aa) SECNAVINST 1740.2D
(bb) OPNAVINST 1740.5A
(cc) MCO 7220.43B
(dd) SECNAVINST 5300.31
(ee) SECNAVINST 1754.5A

- (ff) OPNAVINST 1754.2B
- (gg) MCO P1754.4A
- (hh) DOD Memorandums of 15 Dec 04 and 5 Jan 05 on Sexual Assault Response (NOTAL)
- (ii) SECNAVINST 1752.4
- (jj) OPNAVINST 1752.1A
- (kk) SECNAVINST 1754.7
- (ll) DOD Instruction 1342.19 of 13 Jul 92
- (mm) OPNAVINST 1740.4B
- (nn) SECNAVINST 5420.169J
- (oo) SECNAVINST 5211.5D
- (pp) SECNAVINST 5212.5D
- (qq) SECNAVINST 5214.2B

Encl: (1) Definitions

1. Purpose. To revise Department of the Navy (DON) policy and assign responsibility for the implementation of Navy and Marine Corps Family Support Programs and key functions. This instruction is a major revision and should be reviewed in its entirety.

2. Cancellation. SECNAVINST 1754.1A.

3. Scope

a. DON Family Support Programs shall be the central delivery system for service member and family support and shall be designed to make maximum contributions to personnel, command, community, and family readiness. Family support programs shall be conducted per references (a) through (qq).

b. Navy Family Support Programs shall be delivered through the Fleet and Family Support Program (FFSP) system, including full-service Fleet Family Support Centers (FFSC), and through Counseling, Advocacy and Prevention Centers; Family Information Centers; and Fleet and Family Support Offices.

c. Marine Corps Family Support Programs shall be delivered through Marine and Family Services located in Marine Corps Community Services (MCCS).

d. Functions performed within family support programs are limited in that they do not establish any legal rights or

remedies on behalf of individuals and families being assisted by the programs. Any failure to provide services described in this instruction may not be relied upon by any person, organization, or other entity to establish the denial of any such rights or remedies.

4. Definitions. Terms used in this instruction are defined in enclosure (1).

5. Applicability

a. Implementation of this instruction applies to the Active Duty Component of the Navy and Marine Corps.

b. The following personnel are eligible for FFSC/MCCS services subject to any restrictions in the Status of Forces Agreements at overseas activities:

(1) Active duty members of the military services and their legal dependents (hereafter referred to as family members). This includes members of the Coast Guard and their family members when operating with the Navy.

(2) Members of the Reserve Component of the military Services and their family members, while on a call or order to active duty; with the exception of provision of pre-mobilization and post-mobilization briefings and designated support which may be provided in preparation for or following mobilization of individuals or units.

(3) Spouses and family members of Prisoners of War or personnel Missing in Action (POWs/MIAs) from the military services.

(4) Non-foreign hire civilian employees of the Department of Defense (DOD) in overseas locations, and their family members, for services that are not otherwise available in the local community.

(5) On a space available basis, retired members of the military services and Coast Guard, their family members, and the family members of members who were on active duty or retired at the time of death.

c. At Base Realignment and Closure (BRAC) installations, services which are offered as part of military Transition Assistance Management Program (TAMP), other than those specifically limited by law to service members, shall be available to military personnel and civilians on an equal basis. At non-BRAC installations, such services may be provided on a space-available basis for civilians.

6. Background

a. In 1984, SECNAVINST 1754.1 established policy for family support programs, then known as Family Service Centers. In 1988 and 1999, DOD provided additional guidance to all services for the operation of family center programs, per references (a) and (b). In 1992, reference (c) required core family support programs to be available for all military service members and family members throughout DOD. In 1995, the Secretary of the Navy (SECNAV) directed that a comprehensive assessment of all quality of life (QOL) programs be conducted and that master plans be developed for these programs. The purpose of the original master plan and subsequent directed efforts has been to develop strategies to streamline and integrate family support programs and services, build strong multifunctional human service delivery teams, provide commanding officers (COs) with flexibility to be more responsive to command and community needs and priorities, simplify marketing efforts, establish family support program staffing standards based on a per capita paradigm, and develop effective funding strategies for key family support program functions.

b. Personal and family readiness are Navy-wide goals for maintaining overall combat readiness and supporting DON recruitment efforts and retention of trained and experienced personnel. Family support programs and services enhance personal and family readiness by addressing frequent and prolonged family separations, single service member isolation, and frequent relocations which result in increased stress upon individuals and family life. Active duty exit surveys consistently show these stressors to be a primary reason service members choose not to remain on active duty.

c. In times of conflict and peace, DON Family Support Programs frequently act as a central coordinating human services agency to assess community needs, establish and maintain

collaborative working relationships with community volunteers and military and civilian agencies, provide direct support services, and refer Navy and Marine Corps personnel and their family members to appropriate sources of assistance, as required. Such cooperation and collaboration are the essence of community readiness and facilitate coordinated responses to complex emergency scenarios as well as to on-going social problems such as family violence and sexual assault.

7. Mission. Navy and Marine Corps family support programs exist to provide services that facilitate personal and family readiness and adaptation to life in the Naval service. The primary mission of each family support program is to assist commands in achieving operational readiness, superior performance, member retention, and a reasonable quality of life for DON personnel and their families. Navy and Marine Corps commands and family support programs share the common goals of keeping individuals and families healthy, strong, and resilient; preventing individual and family dysfunction; and facilitating overall self-sufficiency and personal, family, and community wellness. An effective strategy for achieving these goals is implementation of community-based and command/unit-based service delivery of programs that assist service members and their families in preventing, identifying, and resolving their individual, family, and community problems. Fundamental elements of successful community and unit-based service delivery programs include common goals, shared responsibility, mutual investment, and shared accountability.

8. Policy. In support of the DON mission:

a. Family support programs shall assist commanders in meeting regional, installation, and operational mission requirements. Per reference (b), family support programs shall be provided at all Navy and Marine Corps installations with 500 or more military members assigned, including members of tenant and training commands. This network of family support programs shall provide reliable and useful information, referral, resources, assistance, education and training, and counseling services that support and assist eligible personnel in maintaining a sound personal and family life as well as mission readiness. All military personnel and their family members at these locations shall have equal access to DON family support programs. DON installations with less than 500 military members

assigned shall designate an officer or senior civilian who shall serve as the coordinator for individual and family readiness. Service delivery team outreach, satellite branch offices of larger family support programs, or other cost effective service delivery mechanisms can be used to serve smaller Navy and Marine Corps communities. DON may participate in staffing joint military centers and should seek to use a variety of service delivery mechanisms that will provide the most effective and cost-efficient means for providing services to the target population.

b. The family support program shall be an organizational component of the regional command or installation to which it is assigned and shall report through the applicable chain of command. The family support program shall provide consultation and support to regional, installation, and unit COs on individual and family support issues. Family support programs shall provide services directed toward optimizing skills to accommodate to the unique needs of a military lifestyle and balancing the dual demands of the naval mission and the personal lives of service and family members.

c. Family support programs shall deliver information and referral, education, and consultation/counseling within all required programs and services using a variety of human resource support delivery systems, which may include:

(1) Traditional and non-traditional classroom and counseling settings (e.g., center-based locations, outreach sites, ashore, and afloat work spaces);

(2) Self-help multi-media approaches;

(3) Modern telecommunication technologies such as the internet, tele-conferencing, satellite broadcasting, and cable television;

(4) Outreach to special population groups, as needed, to effectively deliver services to service members and their families.

d. Family support program services shall be easily identifiable, located in areas and facilities accessible to eligible personnel (including handicapped individuals), and near

other quality of life support services and organizations, if practicable. Per reference (d), family support program facilities shall have adequate space for staff, as outlined in Navy and Marine Corps staffing and facility standards. Space requirements shall include (to the maximum extent practicable) reception areas, administrative spaces, storage areas, secure areas for sensitive materials, multi-media resource areas, electronic and traditional classrooms, and private office spaces for counselors and other staff conducting confidential interviews. Confidential access shall be provided for counseling services at outreach sites, satellite offices, or part-time spaces with commands. Program facilities shall be located where they will be most accessible and convenient to the targeted population.

e. Each Navy and Marine Corps family support program shall be provided adequate resources in order to acquire, develop, and perform key functions fully described in paragraph 9 and enclosure (1) of this instruction. During times of emergency, mobilization, large-scale deployment, repatriation, or evacuation, family support programs may be augmented with additional fiscal, physical, and/or human resources, as needed.

f. The family support program shall promote coordination, cooperation, and collaboration with other DON, DOD, and civilian community support programs to maximize availability of human services and prevent duplication of services. Maintaining effective liaison with various community support programs is essential to meeting the family support program mission.

g. DON family support programs shall establish effective collaborative relationships with other military service family support programs, including Reserve and National Guard components. Such collaborative relationships shall be pursued for routine service delivery where such relationships will result in increased efficiency and cost effectiveness in service delivery for area military personnel and family members. The purpose of such relationships will also be to share information, model programs, training, and resource materials, as necessary, and to provide effective services in times of crisis and mobilization. Crisis response preparedness activities and plans should include working relationships with these other service components.

h. Area program staff shall seek to find the most effective mutual-delivery models to serve populations in areas of multi-service concentration. When more than one military family support program exists in a geographic area, at a minimum, program development, implementation, scheduling, needs assessment, and evaluations should be coordinated. Formal agreements shall be established, as needed, to clearly delineate any shared resources and responsibilities.

i. Family support programs may recruit and engage service members, family members, and retirees as volunteers to the maximum extent feasible to augment existing family support staff and to facilitate family support programming per references (e) through (i).

j. Per reference (g), family support program staff, including volunteers, who have regular contact with children under the age of 18 shall receive initial and periodic criminal history background checks.

k. Per references (j) and (k), family support programs shall provide support and training to Navy Ombudsmen and Marine Corps key volunteers.

l. Quality standards for all family support functional areas shall be established and implemented per DON and DOD policy.

m. Family support programs shall be monitored and evaluated by means of a comprehensive evaluation system which shall include:

(1) A triennial accreditation of each family support program, conducted by the Service headquarters or its designee, to ensure compliance with quality standards and associated evaluation criteria which are established and regularly monitored by Commander, Naval Installations (CNI) (N-21); Commander, Navy Personnel Command (COMNAVPERSCOM) (PERS 61); and Headquarters U.S. Marine Corps (USMC), Manpower and Reserve Affairs, Personal and Family Readiness Division (MR), Marine and Family Services (MRR). Per reference (c), accreditation will be accepted in lieu of DOD required inspections. Specific service guidance is provided in references (h) and (l).

(2) A triennial needs assessment/customer satisfaction evaluation using the Chief of Naval Operations (CNO) or Commandant of the Marine Corps (CMC) standardized research instruments and methods shall be conducted to determine the unique support requirements of eligible personnel. Needs assessment findings shall be supplemented with both internal and external information from program evaluations, advisory councils, focus groups and/or other sources of client/customer feedback. Information obtained from community capacity studies on the type and capacity of off-base family support resources and any DOD component and civilian industry benchmarks that can be used to define increased or decreased needs should be incorporated into the process. Prioritized results from the assessment process should be used to support family program budget development, resource allocations, and prioritization of key functions and services.

(3) A periodic assessment, not less than triennially, of the impact of family support programs on command services and family members.

(4) An Annual Family Support Program Report, per reference (c), which shall provide the following data:

(a) Total programmed and executed funds.

(b) Total personnel employed in family support programs listed by government services, military personnel, host national, and contract personnel.

(c) Total customer service contacts as defined in enclosure (1) and program usage patterns.

(d) A summary of the results of the most current triennial needs assessment and customer satisfaction evaluations, describing customer needs, priorities, and planned responses.

(e) Total number of active volunteers, volunteer hours currently supporting operations for each family support program, and value of the contribution as described in enclosure (1).

(f) A list of all Navy and Marine Corps installations with 500 or more military members assigned, and the approximate number of eligible personnel and family members in each family support program catchment area.

(g) A description of family support initiatives for providing service delivery to those installations with less than 500 active duty and Reserve personnel assigned.

(h) A summary of collaborative efforts with other federal, state, and civilian agencies for family support.

(i) A summary of the accreditation status for each family support program unit.

(j) A list of family support program units involved in crisis response emergencies such as Critical Incident Stress Management responses, natural disasters, mobilizations, repatriations, evacuations, and mass casualty scenarios.

9. Core Programs and Services. Family support program units shall ensure the following programs, functions, and services are delivered.

a. Congressionally directed programs and services are per references (m) through (p), Transition Assistance Management; per references (q) through (t), Relocation Assistance; per references (u) through (w), Family Advocacy; per reference (x), Domestic Violence Victim Advocate Services; and per reference (y), New Parent Support. These programs are all covered under reference (h) for Marine Corps. Sexual assault prevention and response services are being provided to meet the requirements of references (hh) through (jj).

b. DOD directed programs and services:

(1) Crisis Assistance, Deployment and Mobility Support, Family Life Education, Parenting Education, Information and Referral Assistance, Employment Assistance for Family Members, Transitional Assistance, Personal Financial Management, Relocation Assistance, and Special Needs Assistance as directed per references (h), (i), (m) through (t), and (z) through (gg).

(2) Services provided directly by Family Support staff shall focus first on areas that relate to the unique demands of military life and directly support the mission. These may include, and are not limited to, deployment preparation and support, return and reunion, repatriation, crisis intervention, and financial preparation for deployment or relocation.

c. DON directed programs and services:

(1) Clinical counseling services and/or referrals for active duty members and their family will be provided. Recognizing that service member and family readiness are often impacted by difficulties in adjustment both to general life stresses and those resulting from the requirements of military life, clinical counseling, and referral services have been core functions of Navy and Marine Corps family support programs since their inception. Clinical staffs providing these services are considered mental health providers and shall be licensed and privileged per reference (kk). Clinicians may provide only those clinical services for which they are privileged and within the scope of service provided by family support programs.

(2) Family support program staff will provide support to command programs such as the Navy Family Ombudsman Program and Family Support Groups, Marine Corps Key Volunteer Networks and Family Readiness Programs, Command Indoctrination and Sponsor Programs, and Family Care Plans as required by references (j), (k), (s), (t), (ll) and (mm).

(3) Family support programs will include an overarching management structure that ensures high-quality human service delivery, seeks cost efficiencies, develops community partnerships, serves as the government's on-scene technical expert and point of contact, manages and oversees human services contracts (if required), markets family support programs and services (with emphasis on outreach to command leaders), and maximizes staff productivity.

(4) Per references (e), (f), (h), (i) and (k), family support program management may include volunteer management if volunteers are assigned to family support program functions. This may include support from the Navy FFSP and Marine and Family Services in volunteer coordination services for the Retired Activities Office (RAO). Per reference (nn), RAOs,

normally manned by retiree volunteers, are established at Navy and Marine Corps installations with sizeable retired communities located nearby and are a part of the Retired Activities Program for DON. While the Retired Activities Program is not a part of the FFSP, local retiree program management may nonetheless be assigned to family support for management oversight, and/or the RAO may share FFSP facilities, at the discretion of the installation commander. When this occurs, the FFSP is not responsible for the normal operating expenses of the RAO unless provided by the commander with funds specifically for that purpose. Such expenses may include materials and equipment needed to perform assigned functions. Marine Corps RAO's, under the cognizance of Marine and Family Services, are supported by their funding.

10. Confidentiality and Record Keeping. Information concerning individuals seeking service from family support programs must be treated with the highest degree of confidentiality possible. All family support personnel must ensure careful and sensitive handling of personal information. All records, except statistical records where individual identity cannot be determined, shall be established and maintained per the Privacy Act, reference (oo), and Family Support Program or Family Advocacy Program records management systems (references (i), (v), (w), (x), (y) and (pp)). A Privacy Act Statement must be executed and the client/customer advised about the use of collected information prior to obtaining Privacy Act protected information. All client records and provider/practitioner records kept as part of the family support programs clinical quality assurance procedures, as required by reference (kk), shall comply with this provision.

11. Responsibilities and Procedures. CNO and CMC shall:

a. Establish family support programs consistent with policy and program guidance in this instruction.

b. Develop and implement service delivery systems and key functions to be performed that will ensure equitable access to high quality support services regardless of duty location.

c. Designate catchment areas for which local family support program units are responsible.

d. Ensure sufficient fiscal, physical, and personnel resources are provided to implement the requirements of this instruction. Ensure DOD and DON family support program funds are used for the purposes intended. Ensure staff and administrative support is proportional to the population being served by each family support program unit.

e. Ensure that staff meets educational, credentialing, certification, and background check requirements of DOD and SECNAV specific program instructions.

f. Provide consultative services to regional, installation and unit commanders; the chain of command; and SECNAV, as needed, regarding individual, family, command, and community support matters. This includes community education and technical assistance on the effective execution of family support programs.

g. Ensure maximum cooperation among active duty and Reserve Component DOD family support programs.

h. Establish quality standards and accreditation requirements and procedures. Conduct triennial family support program needs assessments and customer satisfaction surveys. Conduct accreditation, inspection and assistance visits. Report annual status of such research and visits as required by paragraphs 8k and 8l above.

i. Issue and maintain current clinical counseling and credentialing/privileging guidance, designate privileging authorities, establish monitoring procedures, and ensure appropriate actions are taken, especially in cases of noncompliance.

j. Determine the impact of the Family Support Program on command, personal, and family readiness.

k. Provide a qualified family program representative to represent CNO/CMC at meetings with DOD and other government and civilian community organizations. Provide feedback to Assistant Secretary of the Navy (Manpower & Reserve Affairs) (ASN (M&RA)) on all actions considered by such groups which would modify or

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impact upon DON policy and guidance in this instruction. ASN (M&RA) shall represent the combined interests of the Navy and Marine Corps at meetings with DOD.

1. Provide the annual Family Support Program Report to ASN (M&RA) as required by 1 February of each year.

12. Report. Report Symbol DD-P&R(A)1910(1754) is assigned to the requirements contained in paragraph 81 and is approved per reference (qq).

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Assistant Secretary of the Navy
(Manpower and Reserve Affairs)

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DEFINITIONS

Active Volunteers. For reporting purposes, active volunteers are those individuals who performed at least 1 hour of volunteer time during the specified quarter toward family support program functions. For annual reporting purposes, use the total number of individuals who have performed services in support of the defined family support program functions in the specified 12-month period, the cumulative number of volunteer hours, and a value of donated services. Hours worked shall be equated to a representative salary on the Federal government scale for administrative work, program support, and professional services.

Catchment Area. The geographic area of responsibility assigned to each family support program unit. Geographic areas will expand beyond individual installation borders and may extend beyond state and regional borders to include worksites and residential sites of all nearest military personnel.

Clinical Counseling. Department of the Navy (DON) family support programs shall provide brief, problem-focused clinical counseling for individuals, couples, families, and groups. Such services include assessment, diagnosis, and treatment planning, as well as the initiation, alteration, or termination of a course of clinical care. During intake or delivery of counseling services, if it is determined a customer has an organic impairment, a diagnosable mental illness, or long-term counseling needs, appropriate referrals shall be made. Examples of issues eligible for clinical services within DON family support programs include personal and work relationships; marital counseling; deployment related stress; post-deployment related stress; situational reactions to loss, grief, relocation or other situational stressors; parent-child issues; and communications. The recommended therapeutic modality will be brief therapy and the services provided will be short-term, problem-oriented, and solution-focused.

Crisis Assistance. The provision of immediate, short-term assistance in response to an acute crisis situation, designed to initiate actions necessary for restoration of functioning to the pre-crisis level. The purpose is to reduce disabling tension and anxiety, initiate adaptive problem solving, and develop plans for additional/further assistance. The goals of crisis assistance are limited in scope and include relief of presenting

symptoms, identification of remedial measures, and linkage to additional source(s) of ongoing assistance. Crisis assistance will be provided in response to larger scale disaster/emergency incidents (e.g., hurricanes, fires, training, or wartime accidents, terrorist attacks, repatriation, mobilization, and command emergencies). The designated role will be to provide assistance to military personnel and first responders as appropriate and to plan for and provide assistance to local and incoming family members.

Crisis Intervention. Crisis intervention differs from crisis assistance in that the assistance shall be provided in response to individual crisis of clients such as suicide, homicide, sexual assault, loss of life, or similar incidents. Crisis intervention shall be provided to individuals or groups in response to crisis. Such intervention is provided in consultation and coordination with the command responsible for the client or group.

Customer Service Contacts. Each time a command or customer contacts a Family Support Program unit in person, by phone, internet, or in writing, and receives a service, or attends a brief/workshop the program shall count one customer service contact. One contact is counted for each Web site contact by customers. One counseling contact is counted for each consultation or counseling session for each person attending the session.

Domestic Violence Victim Advocate Services. Family Advocacy Program staff shall assist victims of domestic violence by conducting situational assessments, developing safety plans, and accessing community resources including legal assistance, victim support and victim restitution programs with and on behalf of victims of domestic violence. Reference (x) pertains.

Employment Assistance. Family Employment Readiness and Transition Assistance Programs assist military spouses, other family members, and Department of Defense (DOD) military personnel in finding public and private sector employment. The Family Employment Readiness Program includes, but is not limited to, workshops, career counseling, employment skill building, job referrals, guidance on self-employment in government quarters, and partnerships with civilian employment programs and services.

Exceptional Family Member (EFM) Program. Provides assistance to service and family members with special needs family member(s). Family support program services include, but are not limited to, program information and registration assistance; liaison with appropriate military and civilian community support services that provide early intervention; and medical, medically related and special educational services and referral to such providers. References (ee) and (ff) pertain.

Family Advocacy Program (FAP). A DOD program established to respond to incidents of spouse and child abuse and neglect occurring within military families. The program addresses prevention, identification, reporting, intervention, evaluation, rehabilitation, and follow-up. The primary program goals are to ensure victim safety and protection, offender accountability, rehabilitation education and counseling, and to promote community coordination/responsibility. A multi-disciplinary approach through military and civilian cooperation/coordination is emphasized to effectively respond to incidents of abuse and neglect occurring within military families. Key military and civilian partners to accomplish program goals include, but are not limited to, commands, medical, legal, law enforcement, clergy, social services, and State and local government agencies. References (i), (v), (w), and (x) pertain.

Family Assistance Center. An alternate location established to provide crisis assistance in response to incidents involving mass casualty or disaster. Such centers are established in cooperation with other military personnel and activities and may draw upon resources from volunteers and community organizations to provide assistance to local and incoming family members.

Family Members. Includes those individuals for whom the member provides medical, financial, and logistical (e.g., housing, food, clothing) support. This includes, but is not limited to, spouse, children under the age of 21 (or older, if unmarried and a full-time student; or unmarried, incapable of self support due to physical or mental incapacity and dependent upon sponsor for over half of support), or elderly adults, and persons with disabilities.

Family Support Program. The collection of services described in this instruction. The organizational unit for delivery of family support programs may be FFSCs, Fleet and Family Support Offices, Family Advocacy Centers (Navy), Marine Corps Community Services, and Personal Readiness and Community Support (Marine Corps), or other named programs or facilities specifically designated for the delivery of these programs and services.

Family Support System. The network of agencies, programs, services, and individuals that support military readiness by preventing or ameliorating family stressors, promoting healthy family and community environments, and assisting DOD personnel to reduce family/relationship problems so they are able to balance the competing demands of their professional and personal lives.

Information and Referral Services. The active linkage of individuals having information needs with the source(s) and/or resource(s) that are best capable of addressing those needs. Information and referral embodies a continuum of assistance within each program area that includes answering questions, simple referrals, complex referrals, and advocacy.

Legal Dependents. Refers to those family members eligible for military ID cards.

Life Skills Education and Support. Includes prevention and enrichment programs designed for individuals, couples, and families. Prevention and enrichment programs provide knowledge, social and relationship skills, and support throughout the family life cycle by enhancing self-esteem, strengthening interpersonal competencies, and offering education activities to individuals and families for their respective roles, tasks, and responsibilities. Family support programs shall ensure the availability of educational programs designed to assist individuals and families in meeting the special challenges of military family life and shall include programs that promote personal, family and community wellness.

Mobilization and Deployment Assistance. Programs and support activities designed to help single and married DOD personnel and their families to successfully manage the challenges of mobilization and deployments before, during, and after they occur. Deployment support programs help reduce personal and

family emergencies and stress during deployments and facilitate smooth re-entries into family life and local communities following deployments and mobilization. Family Support Programs shall work in conjunction with Active and Reserve Component commands and their Navy Ombudsmen/Marine Corps Key Volunteer organizations to ensure the flow of information relative to mobilization and deployment and to provide support and assistance to command leaders, members, and their families throughout the deployment cycle.

Multi-media Human Service Delivery Systems. These systems include, but are not limited to, self-help resource centers, traditional education, information and counseling services; community partnerships, trainer training, support groups; and modern telecommunication technologies for training, information, and service delivery.

New Parent Support Program. For those sites with designated New Parent Support staff, the family support program unit shall identify and offer voluntary screening for new parents and provide home visitation for high-risk families. Family Support Programs shall also provide prevention education programs and information and referrals to appropriate community support services.

Ombudsmen and Key Volunteers. Spouses of command members who have volunteered and been appointed by the command to be a part of the command leadership team for family communication, information, and referrals. Family support programs shall provide training, consultation, and community information and referral services and shall provide liaison and support services for Ombudsmen/Key Volunteer Network, Councils, Assemblies, Chairpersons and at-large officials. References (j) and (k) pertain.

Outreach. Outreach efforts and programs shall provide a systematic method of assessing the needs of the military community, organizing the delivery of services, and identifying and developing needed services. Outreach shall focus on education and prevention, direct services, and organizing support networks to encourage self-help. To ensure a military

mission focus, family support programs shall reach out to command leaders to assess command needs and priorities and provide appropriate programs, services, and community referrals.

Personal Financial Management (PFM) Program. Specially trained and certified financial counselors conduct programs, as detailed in reference (z), enclosure (3). They provide personal and family financial education, counseling, and information and referral services, including, but not limited to, consumer awareness education, personal financial planning (budgeting), pay and entitlements, child and youth programs, insurance, debt management, retirement planning, and savings and investment counseling (including the Thrift Savings Plan). Family support programs shall ensure the availability of proactive life cycle financial education and training as well as financial counseling. Family support programs shall use internal and external referral resources as available. External resources must comply with references (z) and (aa). If designated as a Command Financial Specialist (CFS) Training Site, the family support program unit shall ensure that training is conducted per reference (bb).

Relocation Assistance Program (RAP). Provides support, information, preparation and education for managing the demands of the mobile military lifestyle. The program provides continued support throughout the entire assignment process. Essential components include, but are not limited to, updating and maintaining the Standardized Installation Topic Exchange Service (SITES) database for the local installation(s), briefings, workshops, sponsorship training, in-bound and out-bound counseling, lending locker, and emergency services. Intercultural Relations educational programs and consultation are a mandatory inclusion for overseas, Outside Continental United States (OCONUS) locations and on an as needed basis for Continental United States (CONUS) locations. References (i) and (q) through (t) pertain.

Service member. Includes any member of a military service on active duty or in the Ready Reserve. This includes members of the Coast Guard only when operating as a Service of the Navy. The term active duty member, when used here, refers to duty when orders specify a period in excess of 30 consecutive days.

Sexual Assault, Prevention, and Response Services. Family support programs shall provide prevention education and assist commands in recruiting, training, and supporting volunteers who provide victim advocacy services for victims of sexual assault. Family support program services will include, but are not limited to, prevention education, training of victim advocates, referral to or provision of appropriate treatment services. DON Sexual Assault, Prevention and Response Services are managed per references (hh) through (ii).

Transition Assistance Management Program (TAMP). Services that assist military members in making successful transitions from their military careers to civilian employment and community life. Family Support Programs shall include TAMP, per references (i) and (m) through (p), which shall provide a comprehensive range of services to separating and retiring service members and their families. Services include, but are not limited to, pre-separation counseling, post-military employment networks, information and referral services, career and job search assistance, military skills and training verification, job fairs, and promotion and use of Internet resources. DON programs will partner with the Departments of Labor and Veterans Affairs in the provision of the Transition Assistance Program (TAP) and Disability Transition Assistance Program (DTAP) seminars for all disabled separating and retiring service members. TAMP will also include educational workshops designed for managing career change throughout the entire military lifecycle.

Volunteer Coordination. Includes recruiting, screening, placement, training, support, supervision and recognition of volunteers working in family support programs. This may include volunteers for the area/installation RAO. Family support programs shall provide volunteers with information and referrals to other agencies and organizations seeking volunteers in service to the community. Family support program volunteers are eligible for reimbursement from appropriated and non-appropriated funds, per references (e), (h), (j), and (k).