

Annual Report to the Congressional Defense Committees on the Department of Defense Military Family Readiness Council



Fiscal Year 2012

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List of Acronyms and Abbreviations

BOG	Boots on the Ground
CJCS	Chairman of Joint Chiefs of Staff
CFT	Cross Functional Team
DMDC	Defense Manpower Data Center
DoD	Department of Defense
DoDI	Department of Defense Instruction
EFMP	Exceptional Family Member Program
FY	Fiscal Year
JCF	Joining Community Forces
MyCAA	Military Spouse Career Advancement Account
NDAA	National Defense Authorization Act
ODASD (MC&FP)	Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy
OSD	Office of Secretary of Defense
OSN	Office of Community Support for Military Families with Special Needs
P&R	Personnel and Readiness
SECO	Spouse Education and Career Opportunities
U.S.C.	United States Code
USDA	United States Department of Agriculture
USD (P&R)	Under Secretary of Defense for Personnel and Readiness

EXECUTIVE SUMMARY

This report is pursuant to section 1781a of title 10, U.S. Code, which requires the Department of Defense (DoD) Military Family Readiness Council (hereafter called “the Council”) to submit an annual report which provides recommendations and assessments of the adequacy and effectiveness pertaining to military family readiness programs and activities.

Fiscal Year (FY) 2012 was signified by a positive change in the Council membership. Limited representation of military families on the Council had been a major challenge for the Council since its inception in 2008. Section of 574 of the National Defense Authorization Act for FY 2012 revised the Council membership by adding new positions. This, along with changes in DoD designated or appointed members, provided a Council that is much more reflective of today’s military families. The most notable changes are adding one spouse or parent of a member of each of the Army, Navy, Marine Corps, and Air Force (two from the active component; two from the Reserve Component) and the ability to appoint up to two spouses of the Senior Enlisted Advisors from the Services. The Director of the Office of Community Support for Military Families with Special Needs was also added to the Council. The Council also welcomed the representatives from a new set of three military family organizations, including American Red Cross, National Military Family Association, and Blue Star Families. This revision provides a larger role for military families in the Council.

In FY 2012 the Council convened in December 2011 and September 2012. As the new members joined the Council in the September 2012 meeting, the Council revised its priority issues as follows:

1. Improve joint-base services and improve family program integration of Guard and Reserve families.
2. Coordinate efforts with the Chairman of Joint Chiefs of Staff Cross functional teams as follows:
 - Assess military family needs, reduce duplication, and enhance program effectiveness;
 - Strengthen the force and enhance resiliency; and
 - Public awareness, transition gaps, and building community capacity
3. Exceptional Family Member Program.

The Disability Evaluation System and Boots on the Ground/Dwell Time were removed as focus areas for the Council. However, the Council would continue to receive updates on these items and their impact on military families.

The Council was briefed on the FY 2013-2017 evaluation projects on DoD-wide family readiness programs and ongoing program evaluation projects conducted by the Services. The Council administration team has been gathering data on the status of program evaluation for family support programs. Findings from these projects will be presented in one of the FY 2013 meetings.

The Council recommends the following items for FY 2012 and will continue to refine these recommendations during the FY 2013 Council meetings:

Recommendations:

1. Review existing programs and prepare them for full-scope program evaluation.
2. Include evaluation components when a new program is developed and implemented. When possible these programs should be modeled on research based programs.
3. Include funding for assessment in the program's budget.
4. Recommend standardizing the Exceptional Family Member Program across the Services.

1. INTRODUCTION

The Department of Defense (DoD) Military Family Readiness Council (hereafter referred to as “the Council”) was established in November 2008 under the provisions of section 1781a of title 10, U.S Code (U.S.C.), and the Federal Advisory Committee Act of 1972. The council has the following three duties:

- (1) Review and make recommendations to the Secretary of Defense regarding the policy and plans supporting military family readiness.
- (2) Monitor requirements for the support of military family readiness by DoD.
- (3) Evaluate and assess the effectiveness of the military family readiness programs and activities of DoD.

This report to Congress is submitted in accordance with section 1781a of title 10, U.S.C., which requires the Council to submit a report to the Secretary of Defense and Congressional Defense Committees annually. This report provides:

- (1) An assessment of the adequacy and effectiveness of the military family readiness programs and activities of DoD during the preceding fiscal year in meeting the needs and requirements of military families.
- (2) Recommendations on actions to be taken to improve the capability of the military family readiness programs and activities of DoD to meet the needs and requirements of military families, including actions relating to the allocation of funding and other resources to and among such programs and activities.

2. COUNCIL BUSINESS AND ACTIVITIES

2-1. The Change of the Council Membership

Section 574 of the National Defense Authorization Act for Fiscal Year (FY) 2012 amended subsection (b) of section 1781a of title 10, U.S.C., to change and expand the membership of the Council. Below is a summary of changes in the Council’s composition. In the September meeting, the Council members unanimously approved the amendment of the Council by-laws to include these membership changes.

New positions added:

- A total of four spouses or parents who represent each of the four Service branches (two from the active component; two from the Reserve Component)
- Director of the Office of Community Support for Military Families with Special Needs.

Changes in DoD appointees:

- New military representatives:
 - The Army: Assistant Chief of Staff for Installation Management
 - The Marine Corps: Deputy Commandant for Manpower & Reserve Affairs
 - The Navy: Chief of Naval Personnel
 - The Air Force: Deputy Chief of Staff for Manpower and Personnel

- Two Senior Enlisted Advisor spouses in lieu of the Senior Enlisted Advisors for the Army and Air Force. Senior Enlisted Advisor Spouses will rotate to the Navy and the Marine Corps in 2 years.
- Military family organizations representatives were required to be replaced as their 3-year term ended. The new family organization representatives are from:
 - American Red Cross;
 - National Military Family Association; and
 - Blue Star Families.

With the membership changes listed above, the new Council consists of the following 18 members:

- Chair: The Under Secretary of Defense (Personnel and Readiness) (USD(P&R)): A designated representative is allowed to chair the council in the Under Secretary's absence;
- One Service member representative from each of the Army, Navy, Marine Corps, and Air Force;
- One representative of the Army National Guard or the Air National Guard;
- One spouse or parent of a member of each of the Army, Navy, Marine Corps, and Air Force: Two from active component and two from the Reserve Component;
- The Senior Enlisted Advisors of the Army, Navy, Air Force, and Marine Corps: Two of these members may be selected from among the spouses of the Senior Enlisted Advisors;
- Three representatives of military family organizations; and
- The Director of the Office of Community Support for Military Families with Special Needs.

Changes in membership significantly improved Council business. In the past, the Council had difficulty scheduling two meetings annually due to an inability to meet a quorum. Also, there was a limited representation of military families in the Council. The new composition of the Council addresses both issues. Appendix A lists the current Council members.

2-2. Council Activities in FY 2012

Meetings: During FY 2012, the Council convened in December 2011 and again in September 2012. The change of Council membership took place between the first meeting and the second meeting. In each meeting, the Council members were briefed on recent policy changes and major program evaluation projects conducted by the Office of the Secretary of Defense (OSD) and the Services.

Council Priority Issues: With the addition of new Council members, the Council revisited council priority focus areas during the September 2012 meeting. Below is a summary of discussions on each of the five previous focus areas:

1. Five issue areas of the former Chairman of the Joint Chiefs of Staff (CJCS) Integrated Process Teams (IPT): In the past years, the Council decided to align its priority areas with then-Chairman Mullen's five IPT focus areas, including spouse employment and empowerment, educational development and excellence, child care, health care, and strategic communications.

CJCS-IPT for family/community strategic communication assigned the National Guard Bureau to take the lead on community-level engagement. Joining Community Forces (JCF) was created and launched to educate, leverage, and promote existing local best practices to build community capacity in three main focus areas: wellness, employment, and education. JCF organizes grassroots solutions and the good will of the public to create a sustainable network of support addressing these areas within the communities. JCF strives to connect local resources through their “no wrong door” model with Service members, veterans, and their families in need.

Army General Martin E. Dempsey assumed his position as CJCS on October 1, 2011, and set forth "Keeping Faith with our Military Family" as one of his priorities. He established Cross-Functional Teams (CFTs) to address five issues impacting Service members and their families, veterans, retirees, wounded warriors, and surviving family members (see Table 1).

In the September 2012 meeting, Rear Admiral Dwight D. Shepard, Director, J1-Manpower and Personnel for the CJCS, briefed the Council on how the transition between Admiral Mullen and General Dempsey as CJCS has impacted the focus areas of the Joint Staff on military family readiness issues. The Council found significant overlaps in the focus areas between the two chairmen and determined that further discussions would be necessary to align the Council's focus area with General Dempsey’s CFT key efforts. For example, in Table 1 below, the JCF initiative developed from Admiral Mullen’s IPT #5 goal in strategic communication continues to flourish within General Dempsey’s CFT #5 effort to increase public awareness.

Table 1. The Joint Chiefs of Staff's Focus Areas in Military Family Support.

	Focus Areas of ADM Mullen's IPTs		Focus Areas of GEN Dempsey's CFTs
1	Spouse employment and empowerment	1	Military compensation and benefits reform
2	Educational development	2	Assess military family needs, reduce duplication, and enhance program effectiveness
3	Health care	3	Mental health issues, traumatic brain injury, and combat stress initiatives
4	Child care	4	Strengthen the force and enhance resiliency (including prevention of sexual assaults and suicides)
5	Strategic communications	5	Public awareness, transition gaps and building community capacity

2. Exceptional Family Member Program (EFMP): The Council determined that the significance of the impact to readiness of Service members and families with special needs warrants its continued attention. Including the Director of the Office of Community Support for Military Families with Special Needs on the Council will enhance communication between the Council and the Advisory Panel on Community Support for Military Families with Special Needs.
3. Boots on the Ground (BOG)/Dwell Time: The Council recognizes the importance of sufficient BOG/dwell time for Service members and their families in a deployment cycle. The Council will continue to monitor this issue through periodical updates.
4. Disability Evaluation System: The Council has concerns regarding the lengthy Disability Evaluation System process and the impact on Service members and their families. The Council will continue monitoring this issue through briefings as needed.

After discussion and voting, the Disability Evaluation System and BOG/Dwell Time were removed from the Council focus areas. The following changes were made to the Council's focus areas:

1. Improve joint-base services.
2. Improve family program integration of Guard and Reserve families.
3. Coordinate efforts with the CJCS CFTs as follows:
 - Assess military family needs, reduce duplication, and enhance program effectiveness;
 - Strengthen the force and enhance resiliency; and
 - Public awareness, transition gaps and building community capacity
4. Exceptional Family Member Program.

The Council will continue to receive updates on these items as they develop.

3. FY2012 FAMILY READINESS PROGRAMS AND POLICY UPDATES

This section provides a summary of policy changes, military family organization issues, and major assessment-related projects that are being conducted by DoD. The projects were briefed at the September 2012 Council meeting.

3-1. Recent Policy Changes

OSD Offices and the Services reported a total of 12 policy changes or updates pertaining to military family readiness in FY 2012 as listed in Appendix B. Please note that the list only includes the policy changes that have been finalized since September 2011.

One of the major policy updates regarding military family readiness is DoD Instruction (DoDI) 1342.22, "Military Family Readiness," published on July 3, 2012. By cancelling DoD Directive 1342.17, "Family Policy," DoDI 1342.22 now serves as DoD's primary source of family readiness policy guidance. This newly published instruction provides policy, responsibilities, and procedures for delivering family readiness services to Service members and their families. In recognition of the changing nature of today's All-Volunteer Force and in

response to lessons learned from over 10 years of combat operations, DoDI 1342.22 modernizes the Department's approach to family readiness by establishing a Family Readiness System, which outlines diverse options for accessing a network of integrated services to help families easily find the support they need. This approach underscores the importance of partnerships and collaboration among all those who serve military families. This instruction also provides guidance for regular assessment of Service member and family needs, annual reporting on service usage, accreditation of services, and program evaluation to ensure family readiness goals are being met. DoDI 1342.22 will help DoD better meet the needs of all Service members and their families, regardless of branch of Service, Component, or geographic location.

Another major policy change is the expansion of TRICARE coverage to young adults. Dependent eligibility for TRICARE coverage previously ended at age 21, or age 23 for full-time students. Similar to provision in the 2010 Patient Protection and Affordable Care Act, TRICARE Young Adult offers young adult beneficiaries up to age 26 the option to continue TRICARE Prime or Standard coverage, as long as their sponsor is still eligible for TRICARE. Unlike employer sponsored health plans, TRICARE Young Adult is available only to unmarried young adult dependents.

The Council will continue monitoring and reviewing DoD and Service-level policies and regulations on military family readiness through periodic policy updates. As requested, the Council will receive briefings on specific policy issues pertaining to military family readiness to help the Council make effective and pointed recommendations.

3-2. Family Organization Priority Issues

The second of the Council's objectives is to monitor requirements for the support of military family readiness by DoD. To fulfill this requirement, the Council administration team solicited input from the military family organizations to identify their top three issues. The objective of this effort is to compare the military family organization issues to the Council focus areas and see where they align and where they diverge and to readjust our focus areas if necessary.

Two common concerns were shared by the military family organizations that responded to the inquiry. First, the majority of the organizations expressed concerns about the potential DoD budget cuts and the impact on military family programs. Another common issue addressed was improvement in the Transition Assistance Program.¹ Family organizations would like to see a greater focus on the Transition Assistance Program, improving transition support to the transitioning Service member and their families, including mandating appropriate lead time to assist them in planning, codifying the Transition Assistance Advisor program, and transitional compensation and health care coverage to help them cross over to civilian life.

¹ On November 21, 2012, the Office of the Secretary of Defense published guidance to improve the Transition Assistance Program with the new Transition Goals, Plans, Success program.

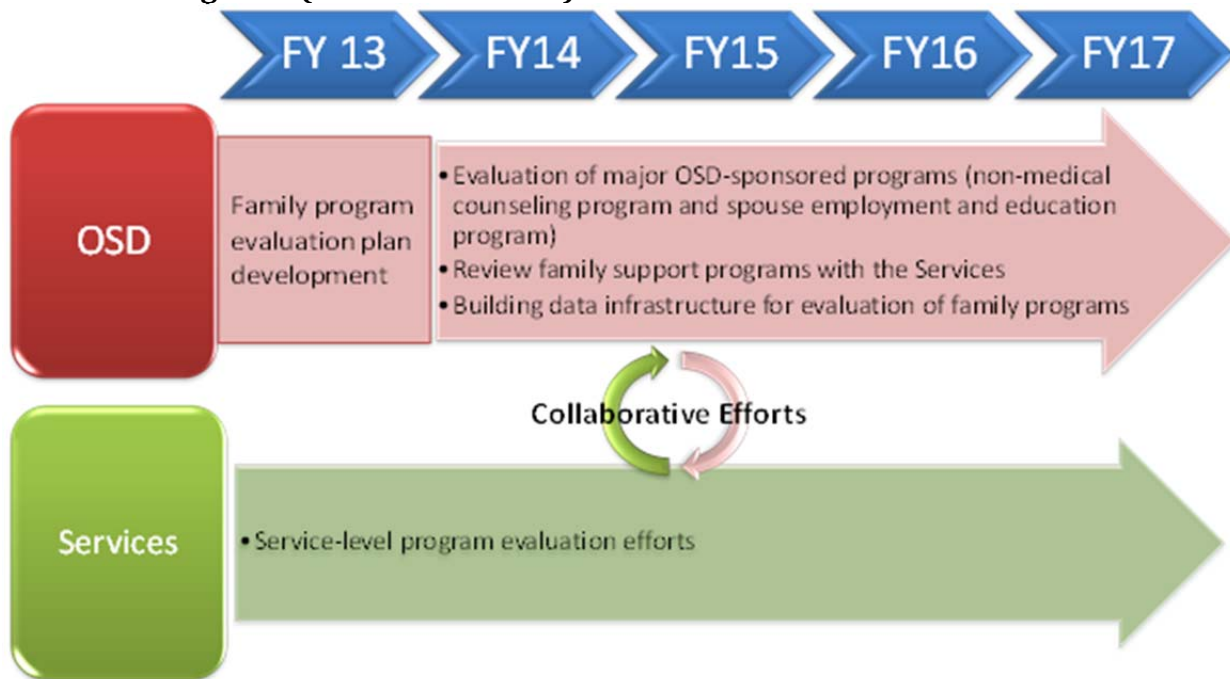
3-3. Current Program Evaluation Projects

The third primary mandate of the Military Family Readiness Council is to evaluate and assess the effectiveness of the military family readiness programs and activities of the Department of Defense. At the December 2011 meeting the Council agreed to leverage existing DoD program evaluation efforts in order to reduce redundancy and prevent duplication of effort in evaluation of military family readiness programs.

The Council administrative team has been gathering data on the status of program evaluation for family support programs. The Council reviewed preliminary results from this data call at the September 2012 meeting. Further data analysis is underway. Results from this project will be presented in the first FY 2013 meeting.

At the September 2012 meeting, the Council was also briefed on FY 2013-2017 large-scale evaluation projects on DoD-wide family readiness programs (see Figure 1). The Office of Assistant Deputy Secretary of Defense for Military Community and Family Policy (OASD (MC&FP)), in collaboration with the Penn State University Clearinghouse for Military Family Readiness, began to review family support programs that may need assistance in preparing for full-scope program evaluation. This family program review plan development project became a precursor to the newly launched large-scale program evaluation effort by OSD.

Figure 1. Five-Year Program Evaluation Plan for DoD-Wide Family Support Programs (FY 2013-FY 2017).



In FY 2013, per direction from the Director of the OSD Cost Assessment and Program Evaluation, OASD (MC&FP) began a 5-year study to assess the effectiveness of military family support programs. Two DoD-wide family support programs, non-medical counseling and spouse

education and career opportunities, were identified based on the critical need for outcome data to inform resource and programmatic decisions. The objective of this effort is to measure the impact of family support programs across DoD and to move the portfolio of family support programs from performance measures toward outcome measures.

Non-medical Counseling: This evaluation will assess whether individuals who access face-to-face counseling from Military OneSource and Military and Family Life Counselor services obtain the care that they need and experience improvements. This study will also help assess the cost of services and determine whether there is a reduction in other services used. This will be critical for attributing program presence with reductions in broader service use.

Spouse Education and Career Opportunities: This evaluation will assess whether military spouses who access services via the Spouse Education and Career Opportunities program, to include My Career Advancement Account and/or the Military Spouse Employment Partnership, obtain employment; and will further examine whether that employment is sufficient to meet earnings and professional mobility needs. More specifically, this evaluation will study how these programs impact the spouse unemployment rate as well as the wage gap between military spouses and their civilian counterparts with similar demographic characteristics.

Most family support programs are planned and implemented by the Services; therefore Service-level program evaluation efforts are critical. Below is a list of Service-level program evaluation program projects. Findings from these projects will be presented in future Council meetings.

The Army

- Health Promotion and Risk Reduction Portfolio Capabilities Assessment/Scorecard Initiative
- Developing outcome metrics for Personal Financial Readiness and Survivor Outreach Services programs

The Marine Corps

- Family Readiness Officer Structure Review
- School Liaison Program Review
- Strategic Plan for Transition Assistance Management Program

The Navy

- Evaluation of Deployment Return and Reunion Program
- Triennial accreditation/certification and business operations assessment

The Air Force

- Unified Strategy of Action For Airman Resilience And Maintenance Of Operational Readiness

4. COUNCIL RECOMMENDATIONS

The Council recommends the following actions, based on its supporting assessment as annotated below. The Council will continue discussing and refining these action items during the Council's FY 2013 meetings.

1. **Review existing programs and prepare them for program evaluation.**
Before many current programs can be evaluated, they must be reviewed to ensure that they have measurable outcomes that are aligned with the program objectives. If these are not present they must be developed for the program prior to any attempt to evaluate the program.
2. **Include evaluation components when a new program is developed and implemented. When possible, these programs should be modeled on research-based programs.** Research-based programs are programs that have been found to be effective based on the results of rigorous evaluation. These programs have identified outcome measures that tie in closely with the program objectives. The results of the outcome measures in turn, serve to update and revise the program objectives and program implementation.
3. **Include funding for assessment in the program's budget.** Before a program is developed, an appropriate portion of the program budget should be allocated for program evaluation.
4. **Recommend standardizing the EFMP across the Services.** On joint bases, where multiple Services are present, EFMP offerings that differ by Service are increasingly apparent. Standardization of the EFMP offerings across the Services is required to establish parity across the Services.

**APPENDIX A:
MEMBERS OF THE DoD MILITARY FAMILY READINESS COUNCIL**

The Honorable Erin C. Conaton, USD (P&R) (Chair)
Sergeant Major of the Marine Corps Michael P. Barrett, U.S. Marine Corps (USMC)
Master Chief Petty Officer of the Navy (MCPON) Rick West, U.S. Navy (USN)
Lieutenant General (LTG) Michael Ferriter, Assistant Chief of Staff for Installation
Management, U.S. Army (USA)
Lieutenant General (LtGen) Robert E. Milstead, Deputy Commandant for Manpower and
Reserve Affairs, U.S. Marine Corps (USMC)
Vice Admiral (VADM) Scott R. Van Buskirk, Chief of Naval Personnel, United States Navy
(USN)
Lieutenant General (Lt Gen) Darrell D. Jones, Deputy Chief of Staff for Manpower and
Personnel, U.S. Air Force (USAF)
Lieutenant General (LTG) William Ingram, Director, Army National Guard
Mr. Charles E. Milam, Director, Office of Community Support for Families with Special
Needs
Mrs. Paula Roy, Spouse of Chief Master Sergeant of the Air Force James Roy, United States
Air Force (USAF)
Mrs. Jeanne Chandler, Spouse of Sergeant Major of the Army Raymond F Chandler, United
States Army (USA)
Mrs. Christine Vine, Army Spouse
Mrs. Emily Fertitta, USMC Reserve Spouse
Mrs. Jennifer Mancini, Navy Spouse
Mrs. Jeanne Benden, Air National Guard Spouse
Ms. Kathleen B. Moakler, National Military Family Association (NMFA)
Ms. Sherri L. Brown, American Red Cross
Ms. Noeleen Tillman, Blue Star Families

**APPENDIX B:
MAJOR POLICY CHANGES PERTAINING TO MILITARY FAMILY READINESS**

Policy Change	DoD Component	Summary
Department of Defense Instruction (DoDI) 1342.22 "Military Family Readiness"	OSD	This newly published instruction updates policy, responsibilities, and procedures for delivering family readiness services to Service members and their families, and modernizes the Department's approach to family readiness. This new policy also provides guidance for periodical family needs assessments, annual reporting on service usage, accreditation of family services, as well as program evaluation.
Update to DoDI 6400.05 "New Parent Support Program"	OSD	DoDI 6400.05 that governs the New Parent Support Program has been updated to promote the use of best practices in the prevention of child abuse among military families. A key update is the integration of the protective factors framework, a strengths-based approach developed by the Center for the Study of Social Policy and widely adopted by our federal partners in the Department of Health and Human Services and non-profit organizations to prevent child abuse/neglect and promote the optimal development of children.
Expansion of TRICARE coverage for dependents up to age 26	OSD	Dependent eligibility for TRICARE previously ended at age 21, or age 23 for full-time students. In January 2011, a premium-based TRICARE Young Adult (TYA) program started covering unmarried young adult dependents up to the age of 26. TYA offer eligible young adults up to age 26 the option to continue TRICARE Prime or Standard coverage, as long as their sponsor is still eligible for TRICARE.
Changes in policy of treatment of complications resulting from a non-covered treatment provided in a Military Treatment Facility	OSD	Effective October 17, 2011, TRICARE can provide services and supplies required in the treatment of complications resulting from a non-covered incident of treatment provided in a military treatment facility (MTF), when the initial noncovered service has been authorized by the MTF commander and the MTF is unable to provide the necessary treatment of complications.
Updated policy regarding mental health counselors certified under TRICARE	OSD	TRICARE has also updated its policy regarding licensed or certified mental health counselors. Previously, mental health counselors (MHCs) were authorized to practice only with physician referral and supervision. The new policy establishes a transition period to phase out the requirement for physician referral and supervision for MHCs, and to create a new category of allied health professionals known as certified mental health counselors (CMHCs), who will be authorized to practice

Policy Change	DoD Component	Summary
		independently under TRICARE.
Extended the timely filing requirement for TRICARE Overseas Program claims from 1 year to 3 years	OSD	TRICARE extended the timely filing requirement for TRICARE Overseas Program (TOP) claims from 1 year to 3 years to make it less likely military families will be held liable for claims filed late by overseas providers.
EXORD 018-12 “Total Army Sponsorship”	Army	EXORD 018-12 details policy and operational guidance for Total Army Sponsorship (ASP). This order provides the principles of support, standards of service, policies, functions, and tasks governing the Total Army Sponsorship Program and makes sponsorship mandatory for all Soldiers in the rank of private through colonel, and civilians in grades GS-15 and below.
Update to Army Regulation 608-18, “Family Advocacy Programs”	Army	This Army regulation was updated to incorporate policy revisions, reflecting the Don’t Ask Don’t Tell Repeal Act of 2010.
Marine Corps Family Team Building (MCO 1754.6C, February 2012)	USMC	This revised policy incorporates an updated Mission and Concept of Operations which reinforces Marine total fitness, emphasizing the primary and secondary tier preventative education, sustaining personal and family readiness for a lifetime, and enhancing unit mission readiness. This policy incorporated updates to the professionalization of curriculum and technology updates to address the removal of the Volunteer Tracking Tool (VTT) and the Mass Communication Tool (MCT).
Unit Personnel and Family Readiness Program (MCO 1754.9A, February 2012)	USMC	This revised policy clarifies the duties of the Family Readiness Officer (FRO), additional training requirements for the FRO and billeted volunteers, the chain of command and communication and a revised and expanded Family Readiness Command Team. The Family Readiness Command Team now incorporates a representative from the Single Marine Program and delineates roles for Commanding Officer spouse and Command Team Advisor. This revision also removes the use of the FRO survey, the Family Readiness Assessment Tool, the Volunteer Tracking Tool and the Mass Communication Tool while implementing the Authorized Organizational Communication Tool which incorporates both Marine Online (email only) and e-Marine as the primary communication sources. This revised policy modifies the reporting chain of command for the FRO and clarifies the role of the Higher Headquarters FRO.

Policy Change	DoD Component	Summary
Family Care Plans (MCO 1740.13B, March 2012)	USMC	The revised policy incorporates the enhancements to the Family Care Plan and establishes specific procedures for the Total Force and applicable DoD Civilian Expeditionary Workforce employees. This revision also incorporates relevant and standardized procedures for the preparation, validation and maintenance of the Family Care Plan. The intent of the policy is to ensure that all Marines with dependents and Civilian Expeditionary Workforce employees establish and maintain an updated Family Care Plan. The policy requires unit commanders to ensure that their Marines are educated on the purpose and importance of the Family Care Plan. In this revised policy, individual Marines are required to develop and maintain a current Family Care Plan and to ensure that the command is notified after a change in their circumstances or personal status, within the timeframes specified in the Order. The policy further amplifies that Marines who fail to develop an adequate Family Care Plan may be subject to adverse disciplinary and/or administrative action.
Family Advocacy and General Counseling Program (MCO 1754.11, March 2012)	USMC	This order updates procedures and guidelines for the execution of the Family Advocacy Program (FAP) within the Marine Corps. In general, the new order is more prescriptive regarding the roles and responsibilities of FAP personnel, including major changes from MCO P1700.24 – Marine Corps Personal Services Manual.
Information and Referral (I&R) Program (MCO 1754.10, October 2012)	USMC	This is a new MCO to establish the program and provide policies and procedures. The mission of the I&R Program is to ease the mind of Marine and their families by helping them navigate through the mobile military lifestyle by providing I&R functions. The program acts as the central connector between military and community resources. I&R positively impacts the readiness and retention of Marine and families by linking individuals with unresolved information needs to the source(s) and/or resource(s) that are best capable of addressing those needs.
Suicide Prevention (MCO 1720.2; April 2012)	USMC	This program establishes policies and provides resources, guidance, and training for suicide prevention programs throughout the Marine Corps in order to reduce suicides and suicide attempts.
Sponsorship Program (MCO 1320.11F; October 2012)	USMC	To provide policy and procedural guidance for the Marine Corps Sponsorship Program, including a youth sponsorship program. A significant change included in this Order is the establishment of the Unit Sponsorship

Policy Change	DoD Component	Summary
		Coordinator that provides for greater accountability within the Marine Corps Sponsorship Program, and the standardization of roles, responsibilities, and procedures.
Navy Family Advocacy Program (FAP) Case Review Committee (CRC) Procedural Changes (NAVADMIN 155/12, May 2012)	Navy	This NAVDMIN directs Fleet and Family Service Centers Navy-wide to implement an incident determination committee (IDC) and clinical case staff meeting (CCSM) model to replace the case review committee (CRC) model previously used to adjudicate domestic and child abuse cases.
Update to Child and Youth Program (OPNAVINST 1700.9E CH-1, September 2012)	Navy	This change updates Navy Child and Youth program policy on the inclusion of children with and without disabilities and other special needs, and provides guidance on caring for children with chronic health conditions and the administration of medications.