Military OneSource

*Call.* 800-342-9647
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Information in this guide may not be current due to policy or program changes which may have occurred since it was published. Send questions to http://www.militaryonesource.mil/feedback.

Providing policy, tools and resources to further enhance the quality of life of service members and their families.

THE OFFICE OF THE DEPUTY ASSISTANT SECRETARY OF DEFENSE

# Military Community and Family Policy

# Quick Reference Guide

Providing policy, tools and resources to further enhance the quality of life of service members and their families.

Updated January 2015

Mission Statement: The Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy is directly responsible for programs and policies which establish and support community quality of life programs for service members and their families worldwide. This office also serves as the focal point for coordination of the broad range of quality of life issues within the Department of Defense.

**Military Spouse Employment Partnership on Storify**
– http://www.storify.com/MSEPjobs
The Military Spouse Employment Partnership Storify page tells stories by compiling related stories from various social media platforms and websites in one place. Once the story is published, a URL is created that can be promoted on other sites.

**Military Spouse Employment Partnership on Instagram**
– http://www.instagram.com/msepjobs
The Military Spouse Employment Partnership Instagram page provides photographs and information from partnership events such as Military Spouse Employment Partnership induction ceremonies and Hiring Our Heroes fairs.

**Military Spouse Employment Partnership on Facebook**
– http://www.facebook.com/MSEPOnline
The Military Spouse Employment Partnership Facebook page focuses specifically on careers for military spouses. The site offers information on the Military Spouse Employment Partnership program, spouse employment and career opportunities, career-related articles and information on Hiring Our Heroes Military Spouse Hiring Fairs.

**Military Spouse Employment Partnership on Twitter**
– http://www.twitter.com/MSEPjobs
The Military Spouse Employment Partnership Twitter page provides information on everything related to military spouse employment such as current job openings, career tips and job fair information.

**Military Spouse Employment Partnership LinkedIn Company Page**
– http://www.linkedin.com/company/2582897?trk=NUS_CMPY_TWIT
The Military Spouse Employment Partnership LinkedIn company page offers updates on the Military Spouse Employment Partnership program, career articles and information on upcoming hiring fairs.

**Military Spouse Employment Partnership LinkedIn Open Group**
– http://www.linkedin.com/groups/Military-Spouse-EmploymentPartnership-MSEP-4159976?trk=myg_ugrp_ovr
The Military Spouse Employment Partnership LinkedIn open group is available to LinkedIn users. Military spouses can search for positions, read articles on how to maximize their career potential and find out the latest news from the Military Spouse Employment Partnership.

**Military Spouse Employment Partnership LinkedIn Partner Group**
– http://www.linkedin.com/groups?gid=4445979&trk=myg_ugrp_ovr
The Military Spouse Employment Partnership partner group is a closed group where partners can collaborate and share ideas about the partnership, working to improve processes and outreach.





# Introduction

The purpose of the Office of the Deputy Assistant Secretary of Defense, Military Community and Family Policy Quick Reference Guide is to provide high-level facts and statistics about each of the quality of life directorates and program areas supported under Military Community and Family Policy.

This guide provides targeted access to key demographics regarding the service members and families we support and a complete listing of the online resources available through Military Community and Family Policy and its affiliates.

# Military Community and Family Policy Mission, Vision and Values

Military Community and Family Policy is committed to strengthening personal readiness through policy oversight and management of programs and resources for the military community to maintain a mission ready force.

### Mission

Empower and support our military community and families to thrive.

### Vision

A high performing, tenacious team: people-focused, people-centric, people always

### Touchstone values

- Mission-focused
- Collaborative
- Flexible
- People-centric

# Strategic Vision

A military community prepared for the unique challenges of military service

### Strategic goals

- Align and prioritize program resources with the needs of the military community.
- Communicate critical information to the military community, key stakeholders and community partners.
- Build collaborative partnerships and leverage resources to optimize Military Community and Family Policy core priorities supporting the military community.
- Improve the well-being and resiliency of the military community.
- Empower and align human capital in the military community to establish the resilience and fulfillment that positively impacts readiness and well-being.



**Military OneSource eNewsletter**
– http://www.militaryonesource.mil/enewsletter
The Military OneSource eNewsletter provides information highlighting timely issues as well as events and themes from the Military Community and Family Policy promotional calendar.

**Military Community and Family Policy on Facebook**
– http://www.facebook.com/MCandFP
The Military Community and Family Policy Facebook page provides news updates and quality of life information on programs and policies for service members, their families, military and congressional leaders and service providers.

**Military OneSource Blog Brigade** – https://blog-brigade.militaryonesource.mil
The Military OneSource Blog Brigade provides information and resources through blogs written by military spouse staff and guest bloggers.

**Military OneSource on Twitter** – http://www.twitter.com/Military1Source
The Military OneSource Twitter page provides links to quality of life information and program updates for service members and their families.

**Military OneSource Facebook page**
– http://www.facebook.com/military.1source
The Military OneSource Facebook page provides quality of life information and program updates for service members and their families.

**Military OneSource Pinterest** – http://pinterest.com/military1source
The Military OneSource Pinterest boards provide virtual 'pins' for the latest information from Military OneSource, such as the best Morale, Welfare and Recreation vacation spots, helpful program guides and news from partners.

**Military OneSource Podcasts and iTunes Channel**
– http://itunes.apple.com/us/podcast/military-onesource/id513904847
The Military OneSource iTunes channel houses a number of podcasts covering topics for service members and families. The podcasts can also be found on the Military OneSource Social Media Hub.

**Military OneSource Contests** – http://www.facebook.com/military.1source
The Military OneSource Facebook page hosts contests using the Short Stack application.

**Military OneSource Webinars** – http://www.militaryonesource.mil/webinar
Through the GoToWebinar platform, Military OneSource delivers presentations and seminars on quality of life topics to service members and their families. Program managers can also use this platform to deliver specialized training for service providers.

**Military OneSource Tumblr Blog** – http://militaryonesource.tumblr.com
The Military OneSource Blog on Tumblr is the blogging platform for Military Community and Family Policy program managers and leadership.

**USA4 Military Families** – http://www.usa4militaryfamilies.dod.mil
The USA4 Military Families initiative seeks to engage and educate state policymakers, not-for-profit associations, concerned business interests and other state leaders about the needs of military members and their families.

**Military Spouse Employment Partnership Career Portal** – https://msepjobs.militaryonesource.mil
The Military Spouse Employment Partnership is a targeted recruitment and employment solution for all military spouses and companies. The Military Spouse Employment Partnership Career Portal allows spouses to set up a personalized account, build a resume, search for available positions and link to a Military Spouse Employment Partnership partner's website to apply for available jobs online. The site also provides additional resources and support services as well as advice on how to make and manage networking connections. Potential Military Spouse Employment Partnership partners can find out more about the program and even start the application process online. Existing partners have access to a variety of partner-specific resources and tools.

**MySECO** – https://myseco.militaryonesource.mil
The MySECO website ensures spouses have 24/7 access to online education and career information, resources, tools and assessments. Using the tools and assessments, spouses can begin to explore their interests, skills, passions and personality type to determine the best fit for education and career choices.

**Military Spouse Career Advancement Account Scholarship** – https://aiportal.acc.af.mil/mycaa/Default.aspx
The Military Spouse Career Advancement Account Scholarship Program is an employment assistance program that provides up to $4,000 of financial assistance to eligible military spouses who are pursuing a license, certification or associate degree in a portable career field and occupation. The website offers spouses essential program information to include eligibility, list of approved programs of study and approved schools. The site allows spouses to create a personalized Military Spouse Career Advancement Account account and an education and training plan and serves as a portal for educational institutions that participate in the program.

**eSponsorship Application and Training** – http://apps.militaryonesource.mil/esat
The eSponsorship application trains new unit sponsors on roles and responsibilities, provides the knowledge and resources for effective sponsorship and provides access to tools to assist sponsors in their duties.

**Military Community and Family Policy Newsletters and Special Announcements** – http://www.militaryonesource.mil
The Spouse Education and Career Opportunities eNewsletter and The Exceptional Advocate eNewsletter, as well as special announcements, provide information tailored to meet the specific needs of individual Military Community and Family Policy programs.



- Establish the social capital, internal and external to the Department of Defense, that synchronizes and aligns the multiple efforts surrounding caring for and empowering the military community.
- Create the global delivery system that will more effectively and efficiently impact quality of life for the military community.

## Military Demographics: A Young, Married Force With Children

- Active duty: 1.37M service members/1.88M family members (1.18M children)
- Reserves: 842,510 service members/1.11M family members (716,879 children)
- 43.1 percent of the active-duty force and 34.2 percent of the reserves are 25 years of age or younger
- 55.2 percent of the active-duty force are married; 45.9 percent of reserve personnel are married
- Active duty: 1.18M children; 42 percent are 5 years old or younger
- Reserves: 716,879 children; 29.8 percent are 5 years old or younger

The 2013 Demographics: Profile of the Military Community report can be found at http://www.militaryonesource.mil/12038/MOS/Reports/2013-Demographics-Report.pdf.

## Armed Forces Retirement Home

- Governed by Title 24 United States Code Chapter 10, this one-of-a-kind independent federal agency is a continuing care retirement community under the oversight of the under secretary of defense for personnel and readiness through the deputy assistant secretary of defense for Military Community and Family Policy.
- The Armed Forces Retirement Home provides independent and assisted living, memory support and long-term care; fees are based on resident income.
- There are two facilities, one in Washington, D.C. and one in Gulfport, Mississippi.

- Washington, D.C. - Significant infrastructure changes began in fiscal 2011, starting with the replacement of the Scott Building, adding a new facility which now offers a common area with more accessible dining and activity spaces for residents, as well as a wellness center, memory support and long-term care.
- Gulfport - This facility was destroyed in 2005 by Hurricane Katrina. It was rebuilt and reopened on Oct. 4, 2010 with previous Gulfport residents returning home. The General Services Administration was the lead construction agent for the state-of-the-art facility; the facility opened on schedule and within budget.

- Persons eligible include anyone whose active-duty service was at least 50 percent enlisted, warrant officer or limited duty officer and who meets one of the following criteria:
  - Has 20 plus years of active-duty service and is at least 60 years old
  - Is incapable of earning a livelihood due to a service-connected disability
  - Is incapable of earning a livelihood due to a non-service connected disability, yet served in a war theater or received hostile fire pay
  - Has served in a women's component of the services before June 12, 1948
- In fiscal 2012, there were 1,168 residents.

## Casualty Assistance

- Available on every installation
- Provides authorized and necessary assistance to eligible family members of deceased, missing, ill or injured personnel; assistance may include, but is not limited to:
  - Transportation assistance
  - Applying for and receiving benefits and entitlements
  - Obtaining copies of records, reports and investigations
  - Legal assistance



- All 50 states have joined the Interstate Compact on Educational Opportunity for Military Children, helping to minimize school disruption for military children during military-related moves.
- Thirty-nine states have introduced legislation addressing the best practices or adopted the best practices to streamline occupational licensing across state lines.

## Resources

**Military OneSource** – http://www.militaryonesource.mil
800-342-9647
Military OneSource provides comprehensive information on every aspect of military life at no cost to service members and their families. In addition to the website support, Military OneSource offers call center and online support for consultations on a wide range of issues from everyday concerns to deployment-related issues. Military OneSource also offers confidential, non-medical counseling services face to face, by telephone and through secure online chat or real-time video addressing issues requiring short-term attention. Website, call center and confidential help services are available 24 hours a day, no matter where you live or serve.

**Plan My Move** – http://planmymove.militaryonesource.mil
Plan My Move provides service members and their families with access to information about entitlements and benefits, points of contact, checklists, planning tools and information on education and employment designed to make frequent moves easier and less disruptive.

**Plan My Deployment** – https://apps.militaryonesource.mil/PMD
Plan My Deployment provides access to planning tools, checklists and helpful tips designed to help service members and their families prepare for every phase of a deployment or mobilization.

**MilitaryINSTALLATIONS** – http://www.militaryinstallations.dod.mil
MilitaryINSTALLATIONS provides contact information for programs and services, maps and directions, links to comprehensive location overviews and community points of interest for military installations worldwide.

**Education Directory for Children with Special Needs**
– http://apps.militaryonesource.mil/efmp/directory
The Education Directory for Children with Special Needs provides information on special-needs issues and listings of national and local resources for early intervention (for infants and toddlers) and special education (for school-age children) services.

**Military Youth on the Move** – http://apps.militaryonesource.mil/myom
Military Youth on the Move provides information and resources for elementary, middle and high school-age children and parents to help navigate the challenges of the mobile military life.

# USA4 Military Families

- The USA4 Military Families initiative, worked through the Department of Defense-State Liaison Office, engages state leaders on the needs of military members and their families that are within their purview. Currently, efforts are being focused on the following 10 key issues (as approved by the under secretary of defense for personnel and readiness), which promote the well-being of service members and their families:
  1. Facilitate service members receiving licensure and academic credit for military education, training and experience.
  2. Facilitate military spouse career transition through licensure portability and eligibility for unemployment compensation.
  3. Support development of veterans treatment courts open to eligible veterans and service members throughout the state.
  4. Increase access to quality, affordable child care for military families.
  5. Promote consumer protections and enforcement of the predatory lending regulation.
  6. Allow service members to retain their earned priority for receiving Medicaid home and community care waivers.
  7. Improve absentee voting for military members and their families.
  8. Waive required waiting time to establish residency for separating service members to obtain in-state tuition rates.
  9. Assign an identifier for military children in education data systems.
  10. Create state-wide memoranda of understanding between the Department of Defense and the state child welfare agency to standardize relationships.
- Details of all state legislative activity across the 10 key issues can be found at http://www.USA4MilitaryFamilies.dod.mil.
- Additionally, the State Liaison Office continues to work with states on important issues that have previously been on the list, namely:
  - State approval of the Interstate Compact on Educational Opportunity for Military Children
  - Changes in family law to ensure deployment separation does not determine child custody decisions
  - Comporting state and federal law on designating a person to direct disposition of remains



  - Receipt of personal effects
  - Relocation assistance, including shipment of household goods
  - Liaison with other federal agencies
  - Information and referral, including emotional and spiritual support and other assistance as requested
- Statistics for fiscal 2013
  - **Worldwide Department of Defense fatalities** - 919 (includes 71 Operation Enduring Freedom fatalities)
  - **Wounded, ill and injured** - 1,640 (includes 592 Operation Enduring Freedom wounded in action, 1,046 Operation Enduring Freedom non-hostile injury/illness and two Operation Inherent Resolve non-hostile injury/illness)
  - **Missing** - zero service members were reported missing
- Department of Defense Survivor's Guide to Benefits – updated and published every February and August
- Department of Defense Survivor Survey

## Family Advocacy Program

The Family Advocacy Program is available on military installations where families are present. It addresses child abuse and domestic abuse in the military community through public awareness and prevention, early identification, a comprehensive coordinated response and safety planning, counseling and support to victims and treatment for offenders and other effected family members, when appropriate. The program provides classes, workshops and seminars covering various topics including:

- Couples communication
- Anger management
- Stress management
- Effective parenting
- Conflict resolution

## Children and Youth

- More than 160 child development program facilities worldwide provide approximately 162,000 child care spaces.
- There are approximately 3,300 family child care homes.
- Child development programs serve approximately 200,000 daily through full-day, part-day and hourly programs.
- Ninety-seven percent of eligible centers are nationally accredited.
- More than 29,000 staff are employed in child development and youth programs, more than 10,700 of whom are military spouses.
- Fees range from $56 to $141 per week based on total family income.
- Deployment-related respite child care is provided by the services and through a Military Community and Family Policy partnership with the YMCA for families of deployed and independent duty personnel.
- There are approximately 300 youth and teen centers worldwide.
  - They serve more than 470,000 youth through a variety of educational and recreational programs on an annual basis.
  - 3,200 military youth participated in a variety of camp programs in 2013 at little or no out-of-pocket expense.



military spouse federal appointment authorities and hiring preferences and job openings with military-friendly employers

- Financial assistance through My Career Advancement Account Scholarship Program
  - Up to $4,000 of financial assistance for education and training or licenses and credentials to eligible military spouses married to service members serving on active-duty Title 10 orders and in pay grades E1-E5, W1-W2 and O1-O2, who are pursuing a license, credential or associate degree that leads to employment in a portable career occupation
  - $2,000 annual cap, which can be waived if the spouse's school requires an up-front tuition payment of more than $2,000 (up to the maximum My Career Advancement Account Scholarship Program education benefit of $4,000)
  - Three-year period for using financial assistance, beginning with the start date of the first course taken
- The Military Spouse Employment Partnership is a targeted recruitment and employment solution for spouses and companies that:
  - Partners Fortune 500 Plus companies with the military services, including Army, Marine Corps, Navy, Air Force and Coast Guard
  - Provides corporate human resource managers with beneficial recruitment solutions — qualified, educated, skilled military spouse job seekers
  - Connects military spouses directly with more than 260 employers seeking the essential 21st century workforce skills and attributes they possess

## Spouse Education and Career Opportunities

- **Spouse Education and Career Opportunities** – a spouse-centered Department of Defense program designed to assist military spouses with education and career planning, targeted to the portable career needs of spouses living in a mobile military life
- **Education and Career Counseling Services** – provided by certified career counselors (800-342-9647) and available to all military spouses regardless of spouse eligibility for My Career Advancement Account Scholarship financial assistance; many Military and Family Support Centers offer assistance to military spouses with career readiness and links to local employment opportunities
- **Military OneSource Spouse Career Center** – support services and resources associated with the following four Spouse Education and Career Opportunities life cycle stages:
  - **Career exploration** – assistance in exploring dynamic job markets, employment projections, fast-track career plans and portable career options using career interest inventories and skill assessments that match military spouses with occupations for which they are best suited; spouses also explore work schedule options such as telework, full- versus part-time and job sharing
  - **Education, training and licensing** – information about education and training options, plans, schools and programs of study, My Career Advancement Account Scholarship Program, federal, state and private sources of financial assistance, scholarships and licenses, credentials and testing resources required by high-growth, high-demand portable career occupations
  - **Employment readiness** – assistance with interview skills, resume writing, job applications, networking, job searching and preparations for entering today's workforce, such as child care, transportation, dress for success and work-life balance
  - **Career connections** – assistance with identifying job opportunities including the Military Spouse Employment Partnership, USAJobs.gov, job banks, career and job fairs,



## Commissaries

- 241 stores
- $2.8B military benefit and compensation (worldwide patron savings)
- More than 16,000 associates; 64 percent of workforce is military-related (reservists, veterans, retirees and family members)
- 30.5 percent savings compared to commercial grocery stores
- 82 Reserve Component on-site sales scheduled for fiscal 2013

## Exceptional Family Member Program

- The Exceptional Family Member Program has three components: identification and enrollment, assignment coordination and family support.
- The Exceptional Family Member Program has more than 128,500 active-duty family members of all ages enrolled in the program.

- Identification and enrollment provides information about the family member's needs, which is taken into consideration during the assignment coordination process.
- All services provide Exceptional Family Member Program family support at the installation Military and Family Support Center or telephonically to those who are geographically separated.
- The Department of Defense is currently seeking to standardize the Exceptional Family Member Program across all services, providing families the same level of access to programs regardless of location or duty station.

## Armed Services Exchange

- The exchanges handle more than 13.4M patron visits annually.
- There are 243 main exchange stores and more than 7,200 retail outlets (services and food) worldwide in more than 30 countries, 50 states and five U.S. territories. The exchanges operate 243 main stores, 282 military clothing facilities, 90 theaters, more than 5,000 specialty stores (gas stations, bookstores, Class Six, barber and beauty, etc.) and 2,010 fast food restaurants.
- The exchange system employs more than 57,000 associates worldwide.
- The exchanges average 24 percent customer savings over commercial stores and provide more than $300M in dividends to Morale, Welfare and Recreation annually. In the past 10 years, the exchanges have contributed more than $3.09B to quality-of-life improvements.
- Approximately 13,800 exchange associates (about 24 percent) are military spouses and family members.

## Military and Family Support Centers

- 248 Military and Family Support Centers worldwide; within the Family Readiness System, the following services are available:
  - Relocation assistance
  - Emergency family assistance
  - Confidential, non-medical individual and family counseling
  - Deployment assistance
  - Information and referral
  - Personal financial management
  - Spouse education and employment assistance
  - Personal and family life education
  - Outreach
  - Exceptional family member support
  - Domestic violence prevention and response
  - Child abuse prevention and response services
  - Transition assistance
  - Volunteer coordination



- **Children and youth behavioral military and family life counselors assigned to child development centers** - In fiscal 2013, 339 counselors provided 891,759 face-to-face sessions to 1,908,813 attendees and 21,144 briefings and presentations to 176,520 attendees.
- **Children and youth behavioral military and family life counselors assigned to schools** - In fiscal 2013, 506 counselors provided support in 659 schools (554 within the continental United States and 105 outside of the continental United States), providing support to approximately 195,969 military children through 505,362 face-to-face sessions to 1,479,203 attendees and 31,540 briefings and presentations to 360,451 attendees.
- **Children and youth behavioral military and family life counselors support to camps** - In fiscal 2013, 352 counselors supported 330 camps worldwide (259 within the continental United States and 71 outside of the continental United States) and provided 115,078 face-to-face sessions to 234,658 attendees as well as 2,616 briefings and presentations to 16,508 attendees.
- **Short-term on demand event support** - In fiscal 2013, military and family life counselors provided approximately 3,200 short-term, on-demand events, providing 33,360 face-to-face sessions to 83,711 attendees and 5,045 briefings and presentations to 321,347 attendees.
- **Surge support** - In fiscal 2013, 272 military and family life counselors supported 43 surges (28 within the continental United States and 15 outside the continental United States), providing 39,893 face-to-face sessions to 45,275 attendees and 1,108 briefings and presentations to 33,088 attendees.

## 2. Military and Family Life Counseling Program

- Military and family life counselors:
  - Are master's- or doctorate-level counselors licensed to practice counseling independently
  - Support service members and family members with confidential, non-medical short-term counseling
  - With the exception of mandatory state, federal and military reporting requirements, such as domestic violence, child abuse and duty to warn situations, counseling is private and confidential to encourage the widest level of participation
  - Support is flexible to meet the needs of service members and their families
    - On-demand (short-term) events supporting the Reserve Component and geographically isolated service members and their families
    - Surge support for service members returning from combat or in response to emergency situations at combatant or garrison commander's request with up to 20 counselors and six personal financial counselors for up to 45 days
    - Embedded counselors providing dedicated support to military units
  - Child and youth behavioral military and family life counselors support children and youth in child development and youth and teen programs, schools and summer programs
- **Rotational military and family life counselors** - In fiscal 2013, 1,670 counselors in rotations around the world and provided 2,313,194 face-to-face sessions to 4,761,180 attendees and 139,792 briefings and presentations to 2,278,259 attendees.
- **General military and family life counselors** - In fiscal 2013, 653 general counselors provided support on 242 military installations (173 within the continental United States and 69 outside of the continental United States).



# Military Funeral Honors

- Mortuary, burial and funeral honors assistance
- Military funeral honors provided to active-duty service members and veterans in 2014: 252,976
- Public website: http://www.militaryfuneralhonors.osd.mil

# Morale, Welfare and Recreation

- There are 426 Internet cafés in Iraq and Afghanistan, 130 portable morale satellite units for remote areas in Afghanistan, comprehensive fitness and recreation support available for deployed troops.
- Morale, Welfare and Recreation has 66,500 employees.
- Morale, Welfare and Recreation provides 534 fitness operations.
- Other Morale, Welfare and Recreation facilities include libraries, outdoor recreation, golf courses, bowling centers and food and beverage operations.
- The 2011 Morale, Welfare and Recreation Customer Satisfaction Survey rated overall satisfaction with Morale, Welfare and Recreation at "69," fine but could use some work.
- More than 500 Morale, Welfare and Recreation specialists completed inclusive recreation training under contract with Penn State.
- More than 181 sites hosted the 2012 Summer Reading Program with 13.2M minutes read.
- To date, more than 67,000 no-cost YMCA family memberships for several categories: spouse and family of deployed Reserve Component members, relocated spouse and family of deployed active-duty member, member and family assigned to an independent duty location and member and family assigned to a community-based warrior transition unit; additionally, respite child care is available for all categories at participating YMCAs and in 2014, more than 10,000 children participated.
- The Department of Defense Morale, Welfare and Recreation Online Library provides downloads of audio and ebooks and access to current databases at no cost; more than 90M online uses in 2013.

# Department of Defense and Department of Agriculture Partnership

The Department of Defense and United States Department of Agriculture partnership leverages the resources of the Land Grant Universities Cooperative Extension Program in support of military families, children and youth. The partnership focuses on three core areas — workforce development, strengthening programs for service members and their families and increasing community's capacity to support military families — through efforts like those described below.

- **Clearinghouse for Military Family Readiness** – The Pennsylvania State University's Clearinghouse for Military Family Readiness focuses its efforts on evaluating and improving programs that support military families. The Clearinghouse provides helping professionals (both military and civilian) an accessible online tool for obtaining objective, detailed information on practice guidelines, tools and processes, and to further their dissemination, implementation and use. Additionally the Clearinghouse is heavily engaged in supporting the Department of Defense's efforts to combat childhood obesity and developing a comprehensive parenting education curriculum.
- **Military REACH** – The University of Minnesota has developed Military REACH which focuses on the relationship between research and outreach. Military REACH's efforts include professional development in the areas of youth development and research, as well as the development of a comprehensive library of research focused on service members and their families.
- **Military Families Learning Network** – This learning network, housed on eXtension.org and lead by teams of Land Grant University professors and researchers, is made up of Cooperative Extension family specialists and military family service professionals from the Department of Defense, service branches and non-governmental organizations. It serves military family service professionals through engaged online communities, which identify and make use of the highest quality, best practices, research- and evidence-based information, educational and curriculum materials and programming activities and efforts. The primary concentration areas for the Military Families Learning



## 1. Military OneSource

- Available 24/7 at no cost to active-duty, National Guard and reserve service members and their families via telephone (800-342-9647) or Internet (http://www.militaryonesource.mil)
- Provides confidential resources and support on a wide range of topics including deployment, relocation, spouse employment and education assistance, parenting, education, elder care, finances, health and wellness and everyday issues
- Military OneSource offers:
  - A master's-level consultant available to provide support (with a goal of 98 percent of calls answered within 20 seconds)
  - Referrals to resources, services and support in the military and civilian communities
  - No-cost, confidential, non-medical counseling services, face to face in the local community, by telephone and through secure online chat or real-time video
  - Specialty consultations such as online and telephonic health and wellness coaching, wounded warrior consultations and adoption consultations
  - No-cost financial counseling, tax consultations and secure online tax preparation and filing
  - Official document translation and simultaneous language interpretation in support of a consultation
  - A comprehensive website with orderable and downloadable articles, booklets, videos and recordings, podcasts and audio tips, online tools such as locators, self-assessments and calculators and interactive features such as webinars, blogs and moderated chats
- Fiscal 2013 - 200,746 face-to-face counseling sessions, 5,917 telephonic counseling sessions and 1,551 online counseling sessions

# Military Community Outreach

The Military Community and Family Policy Office of Military Community Outreach is responsible for a wide range of activities including communications, online community management, technical support, Military OneSource services and confidential, non-medical counseling delivery, including both Military OneSource and the Military and Family Life Counseling Program.

- Provides information technology oversight and support to all Military Community and Family Policy websites and applications, providing quality of life program and policy information to service and family members, leadership and service providers
- Provides communication and outreach support to all Military Community and Family Policy directorates, ensuring critical program information is communicated to the services
- Coordinates development and distribution of the Military OneSource eNewsletter and program-specific electronic information
- Supports social media channels of communication for Military Community and Family Policy
- Provides oversight and development of all program branding throughout Military Community and Family Policy

Network are personal finance, family development, military caregiving, nutrition and wellness, military family life transitions, community capacity building and network literacy.

- **Military Internship Program** – Purdue University's Military Extension Internship Program is an opportunity for college students to gain practical work experience in child development, school-age and youth programs. Interns work on military installations around the world for 10 weeks to six months and receive a broad range of experiences. Through the fall of 2013, more than 300 interns were placed working on military installations in military child and youth programs.
- **Project Y.E.S. (Youth Extension Service)** – North Carolina State University's Project Y.E.S. is a national service program that engages college students in service to meet the needs of military families facing deployment. Interns help expand resources around the Yellow Ribbon Program and camps for military youth. They are trained in leadership, facilitation, programming and evaluation in order to offer high quality, educational program opportunities for military youth whose loved ones have deployed.
- **Virtual Child Care Lab School System** – Ohio State University's Virtual Child Care Lab School will serve military child care programs with professional development and training opportunities focused on current issues experienced in child care settings. The Virtual Lab School will allow for Department of Defense child care professionals around the world to enter the system and develop customized training plans to meet their individual needs.
- **Special Needs and Exceptional Family Member Programs**
  - University of Minnesota conducted two research briefs for the Office of Community Support for Military Families with Special Needs. The first one, "Respite Care for Families with Special Needs," examined respite care benefits including the availability and accessibility of respite care in the civilian sector and in military-impacted communities. The second research brief, "Sports and Recreation for Children and Youth with Developmental Disabilities," contained a review of sports and recreation programming, overview of common barriers and discussion of best practices for adapting the

physical and institutional environment. Instructional styles and program activities to meet the needs of young people with developmental disabilities was also provided. The brief concludes with a summary of current practices within the department, implications and suggestions for future research.

- Cornell University has been working in conjunction with the military services to develop process and outcome measures for the Exceptional Family Member Program family support services. Currently, there are no common metrics or common methods of collecting customer feedback/satisfaction regarding the Exceptional Family Member Program family support services. This project will provide the Department of Defense and the military services with a standardized method for collecting such data and enable them to determine need for program adjustments and enhancements to better assist military families.

## Relocation Assistance Program

- The program was created by Public Law 101-189 (1988) and implemented by Department of Defense Instruction 1342.22, "Military Family Readiness," with the Office of the Secretary of Defense providing funding to the services to operate the program.
- Relocation crosses multiple facets of Military Community and Family Policy including financial readiness, special needs, child care, spouse employment, education and family advocacy.
- Relocation personnel specialists are located in Military and Family Support Centers at military installations worldwide, providing personal assistance to members and families.
- The Military OneSource website hosts two applications that assist families in the relocation process: MilitaryINSTALLATIONS and Plan My Move.
- The eSponsorship Application and Training supports service members assigned the responsibility of unit sponsorship.



## Voluntary Education

- The program offers assistance to service members in planning and paying for their college education.
- Counselors provide guidance and assistance on postsecondary education programs and eligibility requirements.
- The Department of Defense supported 287,000 service members who took 874,000 college courses and earned 55,000 degrees or certifications.
- The program supports 204 education sites worldwide including EUCOM (Europe proper), CENTCOM (Afghanistan, Kuwait, Qatar, Sinai, Djibouti, Bahrain and Saudi Arabia) and PACOM (Japan, Okinawa, Korea, Guam, Thailand, Kwajalein Atoll, Australia, Diego Garcia and Singapore).

## Office of Strategy and Innovation

- The Office of Strategy and Innovation is responsible for adopting and disseminating leading practices throughout Military Community and Family Policy. It routinely engages with a wide array of Department of Defense and commercial sector organizations to ensure that programs in the Military Community and Family Policy portfolio remain relevant, agile and are delivered in ways that meet customers' needs and preferences.
- The Office of Strategy and Innovation is action oriented and provides Military Community and Family Policy with an organic strategic capability.