

THE OFFICE OF THE DEPUTY ASSISTANT SECRETARY OF DEFENSE

# Military Community and Family Policy Outreach Programs Quick Reference Guide



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

Updated November 2013

## Introduction

Military Community and Family Policy outreach programs provide targeted services and support for active duty, the National Guard and Reserve Component and their families. The programs are designed to communicate information to the military community, provide support to service members and families and increase awareness of available resources and programs supported by Military Community and Family Policy.

This guide addresses Military OneSource, the Military and Family Life Counseling Program and the Joint Family Support Assistance Program covering key points of each program and how the programs support the overall Military Community and Family Policy goal of preparing the military community for the unique challenges of military service.



## Military OneSource

Military OneSource is a 24/7 support program offering assistance and resources at no cost to service members and their families online or with professionally trained consultants by telephone. This resource is particularly helpful for service members and families who live far from military installations because they can access services quickly and easily where they live. The program includes the following key components:

- An interactive website with expertly prepared information, resource lists, moderated chats, audios, discussion boards, blogs, podcasts, webinars, access to consultants, an exhaustive online library and downloadable and orderable materials
- Information on a wide range of topics, including deployment adjustment, relocation, spouse employment, special needs, parenting and child care, education and health and wellness
- Master's level consultants available to provide support
- No-cost services for confidential non-medical, short-term counseling offered face-to-face in the local community, by telephone or online through secure chat (up to 12 sessions per person, per issue)
- Health and wellness coaching by telephone or online with information, support and encouragement for weight management, nutrition, exercise and stress reduction
- Referrals to resources, services and support in military and civilian communities
- Specialty consultations, such as online and telephone financial counseling, spouse career consultations, wounded warrior consultations and consultations for families with special needs
- Official document translation and simultaneous language interpretation in support of a consultation
- Outreach support that incorporates a network of Joint Family Support Assistance Program Military OneSource consultants in each state to provide briefs and support for deployment-related events, including Yellow Ribbon Reintegration Program events

## Military and Family Life Counselors

Military and family life counselors are licensed professionals who provide confidential non-medical counseling services, similar to those provided by Military OneSource, at no cost to military members and their families for everyday issues such as anger management, stress, parenting, family relationships and deployment adjustment. The counselors are available to service members and their families on military installations and with mobile Joint Family Support Assistance Program teams reaching those who cannot access traditional installation support services. These counselors:

- Are master's or doctorate-level counselors who are licensed to practice counseling independently
- Support service members and family members with non-medical short-term counseling
- Provide private and confidential non-medical counseling, with the exception of mandatory state, federal and military reporting requirements, such as domestic violence, child abuse and duty to warn situations
- Provide flexible support to meet the needs of service and family members when and where they need help
- Support active duty, National Guard and reserve service members and their families
- Provide surge support for service members returning from combat or in response to emergency situations at a commander's request with up to 20 military and family life counselors for up to 45 days
- May be embedded to provide military units with dedicated support
- Support service members and family members on rotations up to 180 days
- Include child and youth behavioral military and family life counselors who support children and youth in child development and youth programs, schools and summer programs



## Joint Family Support Assistance Program

When National Guard and reserve service members are called to active duty, their families experience the same deployment-related challenges as other military families. The Joint Family Support Assistance Program supports these families as well as other active-duty families who do not live near an installation and are unable to take advantage of installation support services. The program:

- Provides support to geographically dispersed service members and their families in all 50 states, four territories and the District of Columbia
- May include military and family life counselors, child and youth behavioral military and family life counselors, personal financial counselors and Military OneSource consultants
- Provides a wide range of services including information and referrals, community capacity building, non-medical counseling and education services, child and youth services and financial counseling and education
- Offers on-demand support for deployment-related events
- Works with military and family support programs on military installations, state National Guard family assistance centers and Reserve Component family programs to augment existing services



## Additional Information

### Military OneSource

[www.militaryonesource.mil](http://www.militaryonesource.mil)

Provides online access to information and resources 24/7.  
800-342-9647

### Joint Family Support Assistance Program

[www.militaryonesource.mil/deployment/joint-family-support-assistance-program](http://www.militaryonesource.mil/deployment/joint-family-support-assistance-program)

Provides information and resources related to the program including the JFSAP Desk Reference and the link for on-demand support requests.

### Joint Services Support

<https://joinservicesupport.org>

Provides information for National Guard and reserve members, including event schedules and links to programs specific to National Guard and reserve members and their families.



### Wounded Warrior

[www.militaryonesource.mil/wounded-warrior](http://www.militaryonesource.mil/wounded-warrior)

Provides articles and links to other resources specific to the needs of wounded warriors and their families.



### Mission statement

The mission of the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy is to empower and support our military community and families to thrive.

Military Community and Family Policy  
Office of Military Community Outreach



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