

# MFLC Support and Realignment Request Guide

This guide outlines how to request and realign Military and Family Life Counseling Program support to meet the needs of your service members and families.

## MFLC realignment requests

We understand that needs change across installations and MFLC Program support can be tailored to meet evolving demands. While additional new rotational MFLC assignments are currently paused, realignment requests can be made in coordination with the MFLC PMO (Program Management Office) through Military Community Support Programs.

### What to know:

- All realignment requests must be coordinated in writing through the MFLC PMO.
- The MFLC PMO will assess each request for bandwidth and realignment consideration.

### Process for rotational realignment:

1. The installation's point of contact informs their headquarters' POC in writing of the need to realign.
2. The headquarters' POC submits the request to the MFLC PMO.
3. The MFLC PMO reviews the request for approval.
4. The MFLC PMO notifies the headquarters' POC and the MFLC contractor to coordinate, if the request is approved.

### Travel considerations:

Requests for an existing MFLC to travel more than 50 miles from an installation to provide support require advance MFLC PMO approval.

### Crisis response requests:

For crisis situations, such as a death in the unit, headquarters' POCs may temporarily direct MFLCs to provide immediate support and notify the MFLC PMO afterward.

## Requesting other support options

### Virtual support:

- Virtual MFLC services can help reach geographically dispersed units to fill gaps when in-person support is limited.
- **To receive virtual support**, POCs must coordinate requests in writing with the MFLC PMO.

### MFLC short-term support

- **Surge support (up to 90 Days):** The MFLC PMO will consider requests for surge support to meet unanticipated needs, such as after natural disasters, crisis and deployment-related situations, or wellness checks.
- **On-demand support (typically one to seven days):** Existing MFLCs can fulfill this role in some cases. On-demand support is appropriate for specific events or activities, such as Yellow Ribbon Reintegration Programs, unity family days, and drill weekends.

### How POCs request surge or on-demand support:

1. Request via the Business Operations Support System at <https://supportrequest.militaryonesource.mil>.
2. Make requests at least 30 days in advance.
3. Confirm the locations at least 10 days in advance of on-demand events.

