



# 13th Annual Joint Services/Agency/ERC National Relocation Conference

## Relocation 2011 Update May 17, 2011

Pam Cunningham  
Office of Assistant Secretary of Defense  
Military Community and Family Policy





# Mission

*“To support, educate, and empower  
the mobile DoD force”*





# Vision

*“To provide world class  
relocation services to all relocating  
DoD personnel and their families”*





# Core Values

- **Integrity:**
  - *We will treat all customers equally, with honesty and respect*
- **Commitment:**
  - *We will provide world class service to all of our families in a timely, focused fashion*



# Core Values

- **Innovation:**
  - *We will go above and beyond in seeking creative solutions*
- **Credibility:**
  - *We remain committed to ongoing learning and professional development in our field*



# Agenda

- MHF Applications
  - eSAT
  - MilitaryINSTALLATIONS
  - Plan My Move
  - oLEARN
  - Workshops
- DoD Instruction
- Communication Plan
- DoD Program Updates





# Over the Past Year...

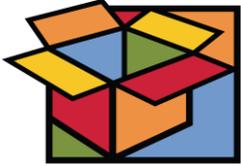
- Official eSAT Launch
- Deployed oLearning Application
- Launched Military OneSource moving redesign
- Provided one more Workshop Kit
- Developed marketing materials
- Completed strategic plan
- Communication plan still in progress

# eSponsorship Application & Training



Training Sponsors to Assist Relocating Service Members and Their Families

- Changes to the application
- Training tool
- Added drop-downs
  - Rank
  - Installation
  - Unit
- Sponsor's trained to date = **31,121**
  - 9,947 in FY10 and 21,174 in FY 11



# MHF Applications

- Update



- Let the FY 11 numbers speak:
  - 1,507,393 Page Views to date for MI
  - 759,539 Page Views to date for PMM



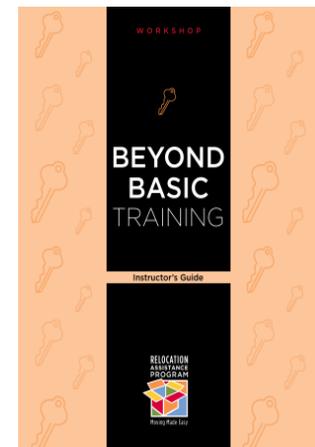
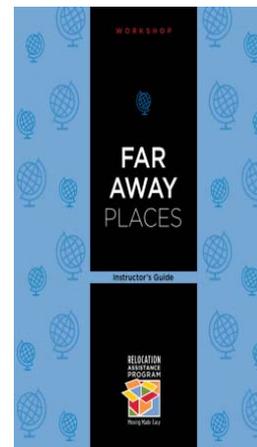
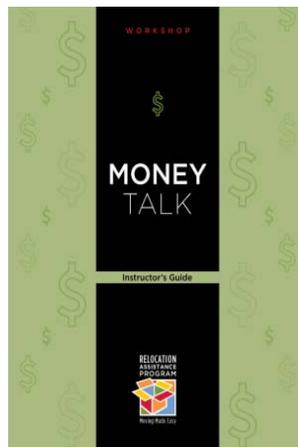
# oLEARN

- Seven (7) modules available
  - Defense Installation Messaging System (DIMS)
  - Plan My Move (PMM)
  - MilitaryINSTALLATIONS (MI)
  - Electronic Sponsorship Application and Training (eSAT)- *Revised*
  - Relocation Assistance Manager's Job
  - How to Conduct Briefings, Workshops, and Trainings
  - *Performance Management* 



# Workshops

- Home Sweet Home
- Money Talk
- Far Away Places Workshop Kit
- Beyond Basic Training Workshop Kit

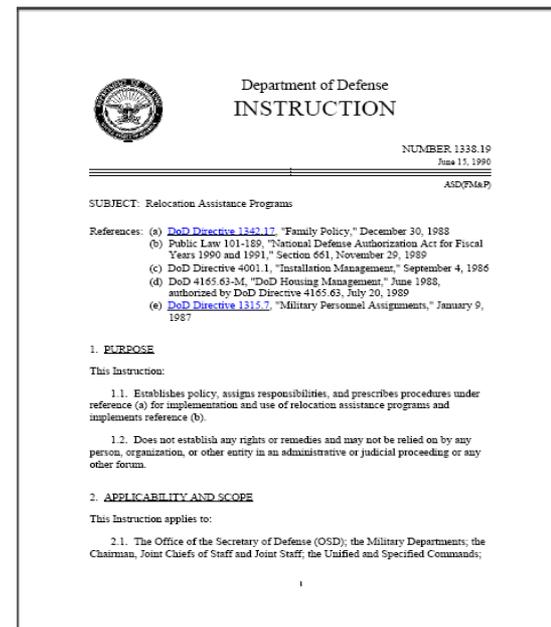




# DoDI 1338.19

## Relocation Assistance Programs

- Incorporated into DoDI 1342.22, Military Family Readiness
  - Information available via Computer Information System (*MI/PMM*)
  - Updates and Quarterly Certification mandated
  - Sponsorship training
- Coordination began late April 2011





# Relocation Strategic Plan

- Communication Plan
- Plan of Actions and Milestones
  - Develop “brand”
    - *Moving Made Easy*
  - Engage PAO – MC&FP
    - Facebook presence
    - eMagazine articles
    - Blogs
  - Made Progress – *Still Needs Work*



Military Community and Family Policy  
eMagazine



# Children and Youth

- Over 800 child development facilities and 5,500 family child care homes at 300 military installations worldwide
- Child care expansion
  - Robust construction of new centers in FY 08 / 09
  - Partnerships with providers outside the gates
  - Strategic outreach to recruit and retain a robust workforce
- Developing national accreditation standards
- Currently revising DoD Instruction 6060.2, “Child Development Programs”(1993)



# Exceptional Family Member Program

- FY 2010 NDAA, Section 563 mandated Office of Community Support for Military Families with Special Needs
  - Develop policy
  - Provide oversight of support to military families with special needs
- Military Services:
  - Develop community/family support programs
  - Provide appropriate numbers of case managers
  - Develop and oversee *Individualized Services Plans*
  - Expand assignment coordination - to and within the US

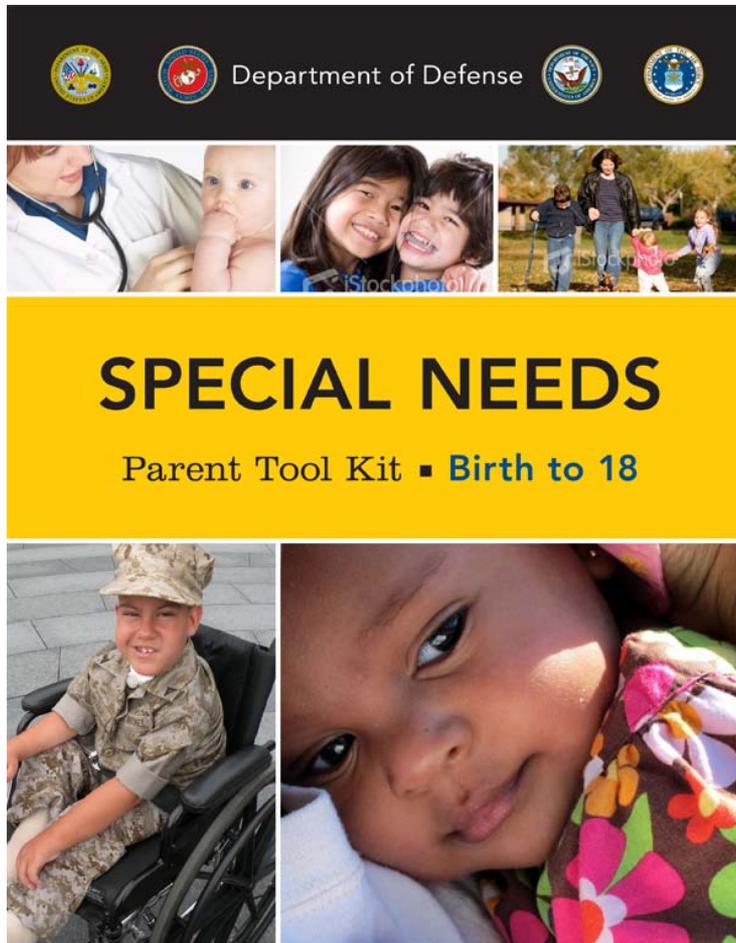




# Exceptional Family Member Program

- Top Priorities
  - Publish DoD Instruction – *The Exceptional Family Member Program* -- on community support for military families with special needs and assignment coordination
  - Expand community support to all installations
  - Identify the availability and accessibility of services to families with special needs
  - Revise DoD Instruction 1342.12 – special education/early intervention
  - Develop and coordinate annual Reports to Congress

# EFMP's New Products



- Revised DoD Special Needs Parent Tool Kit
- SCOR for Children
- SCOR for Adults
- Family Support Reference Guide
- DoD Adult Tool Kit (2012)
- Family Information Kits
- eLearning



# Personal Finance

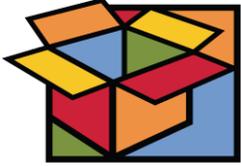
- **Mission**
  - Financial readiness = mission readiness
  - Implement effective policies and programs
- **Policy**
  - OSD Office of Family Policy/Child & Youth
  - Charged with the policy and oversight for this function
- **Program**



# Personal Finance

- Collaborations
  - Other government agencies
  - Non-profit organizations
- Partnerships
  - Department of Treasury's Financial Literacy and Education Commission (FLEC)
  - Office of Servicemembers Affairs (OSMA)
  - Other government partners
- DoD Financial Readiness Campaign





# ***Military Spouse Education and Career Opportunities (SECO)***

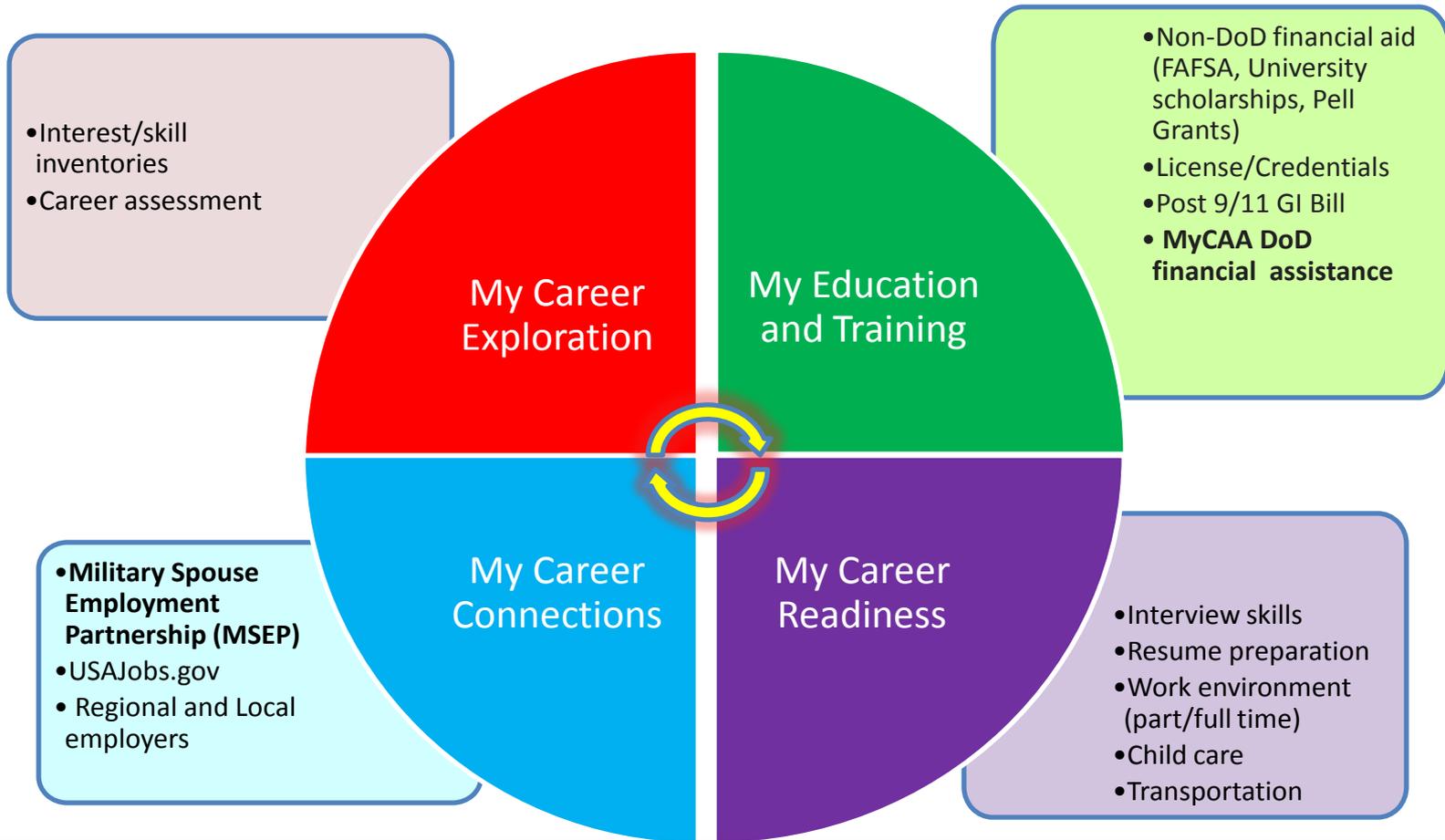
**PREMISE: To offer Education and Career Opportunities to all military spouses through a robust, comprehensive DoD program that supports their pursuit of portable careers and include:**

- Exploration/Discovery – Aligning career goals with workforce realities; choosing portable careers compatible with personal interests , skills, and aptitudes
- Education – Identifying and obtaining academic/training/licensing credentials and financial assistance (Federal, state, private) necessary to reach career goals. Includes the MyCAA Program (DoD funding)
- Readiness – Optimizing hiring and self-marketing skills such as resume writing and interview skills; assistance with preparing job search, resume writing, interview skills, locating child care, and overcoming barriers to portable careers and employment
- Connections – Linking motivated career markets with military spouses seeking employment ; helps Military Spouses connect to military friendly employers in the public and private sectors and get hired!

**A holistic approach to meeting spouse career needs.**

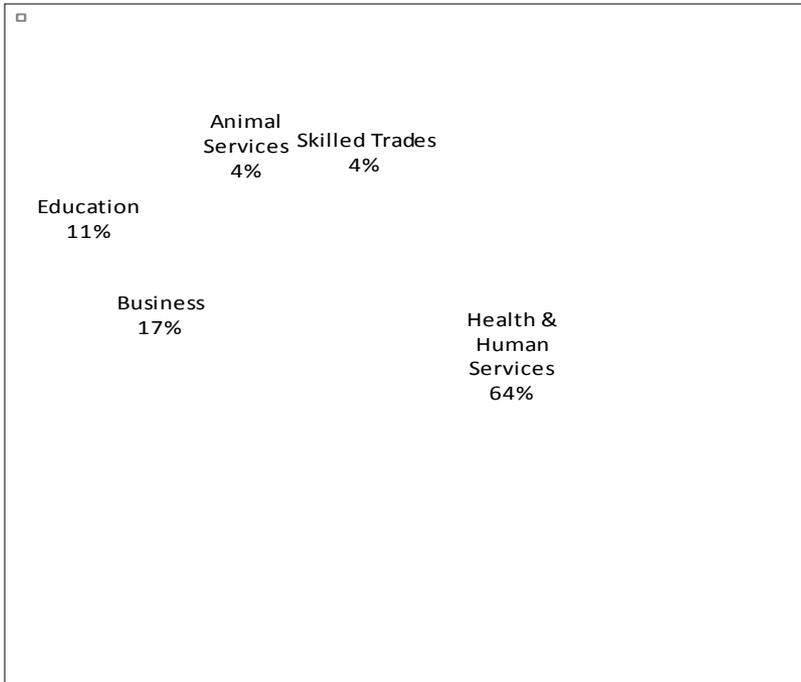
# Military Spouse Career Center

## Militaryonesource.com

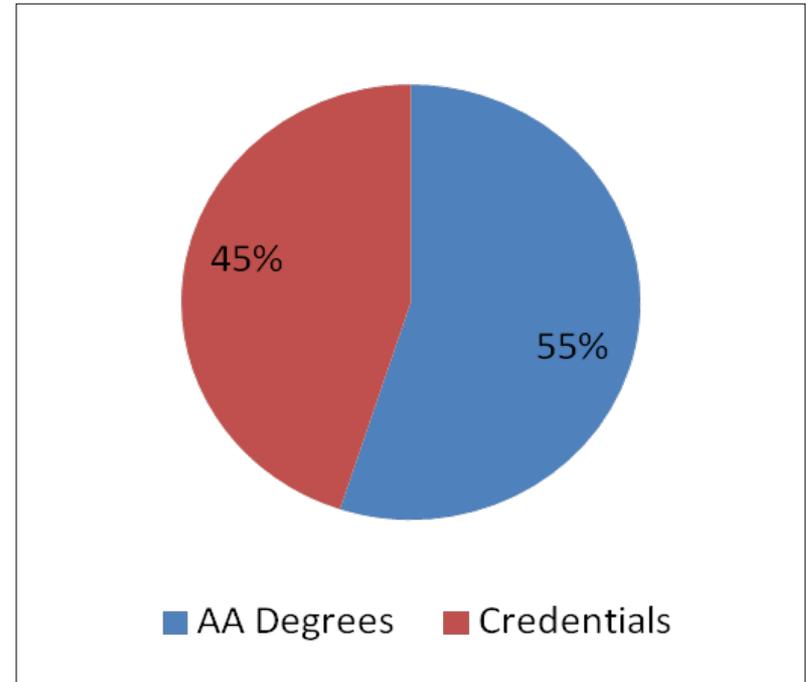


**Entry at any Education or Career Level - Services are Spouse-Centric**

# MyCAA Utilization



Top 5 Career Fields Selected by MyCAA Spouses



MyCAA Funds used for Education or Credentials

# Military Spouse Employment Partnership (MSEP)



- **Leverages successful Army Spouse Employment Partnership for expansion to Navy, Marine Corps, and Air Force spouses.**
  - Over 102,000 Military Spouses have been hired since program inception in 2003
  - Links Fortune 500 PLUS companies and the Military Services to offer long-term career opportunities to military spouses
  - Provides corporate America direct access to America's skilled, talented, educated, and motivated military spouses
  - Provides military spouses options for financial security, career mobility, and tenured employment
  - MOU signing ceremony at US Chamber of Commerce – June 2011
  
- **MSEP Statement of Support** Jointly Signed by Corporate Partners and DoD Leaders
  - **MSEP Partner Organizations commitments**
    - Identify and promote career and employment opportunities for Military Spouses
    - Post job openings on MSEP web portal
    - Link Corporate Human Resource landing page to MSEP web portal to make the job application process easier
    - Offer transferrable, portable career opportunities to Military Spouse employees relocating due to PCS.
    - Participate in semi-annual MSEP meetings to continue program success

Military Spouses – The **best choice** for your next hire.



# Joint Family Support Assistance Program

- Background
  - FY-07 NDAA, Sec. 675, required DoD to implement a Joint Family Support Assistance Program for families of members of the Armed Forces to provide:
    - Financial and material assistance
    - Mobile support services
    - Coordination of family assistance programs
- Resources



# Joint Family Support Assistance Program

- JFSAP partners with military, state, and local resources to:
  - Assess needs
  - Identify resources & address gaps
  - Enhance/build community capacity
    - Facilitate an integrated service delivery system and a community of support and outreach for military families
  - Provide outreach to families to inform them about available resources



# Military OneSource

- Centralized Assistance Program
- Provided by DoD at no cost to active duty, Guard and Reserve (regardless of activation status) and their families
- Call Center
- Website
- Top five reasons for calling:

*Couples relationships*

*Depression*

*Anger Management*

*Stress Management*

*Family Relationships*





# Military OneSource

- Provides
  - Non-medical, short-term, solution focused counseling sessions
  - In-person and telephonic financial counseling
  - Spouse education and Career Advancement
  - Wounded Warrior Resource Center
  - Online educational materials
  - Health coaching
  - Translation Services





# Mission

*“To support, educate, and empower  
the mobile DoD force”*



The background of the slide is a close-up, slightly blurred image of the American flag, showing the stars and stripes in a warm, golden light. The text is centered over this background.

**THANK YOU**  
for being there  
for our families!!