



Joint Family Support Assistance Program

September 2008

Overview

- **OSD/JFSAP Emphasis**
- **JFSAP & Joint Family Resource Center (JFRC)**
- **Role of JFSAP in Yellow Ribbon Re-integration Program (YRRP)**
- **How to request resources for unit events**
 - Form
 - Process
- **Evaluate process and resources**
- **Results to date**
- **Q&As**

OSD/JFSAP Emphasis

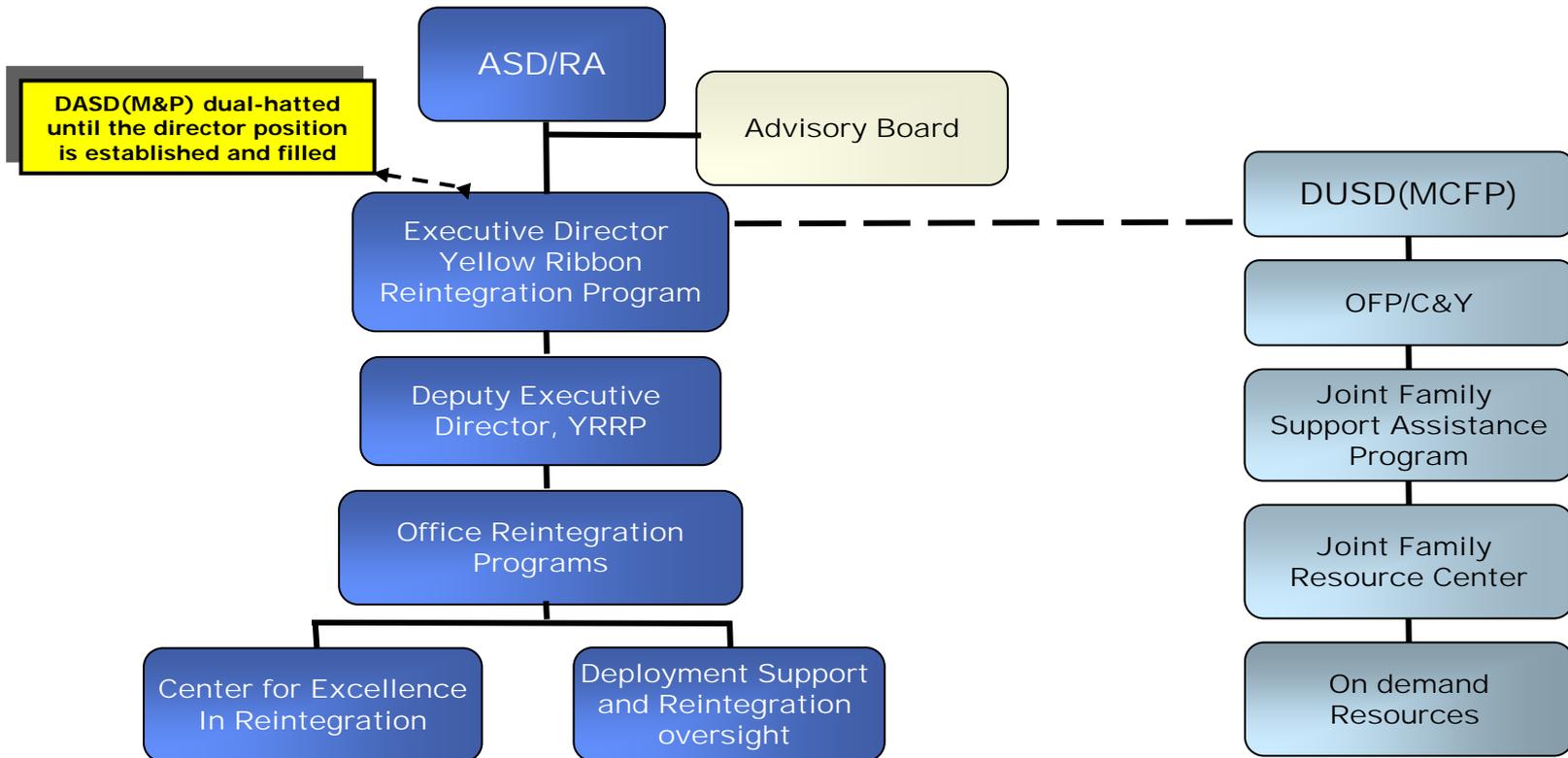
- **Support to YRRP**
 - On-Going Family Support During Deployment Cycle
- **On-Demand and Community-Based Services**
 - Counseling (MFLCs/MOS)
 - Personal Finance & Transition
 - Child Care
 - Recreation
 - Commissary/Exchange Outreach

Joint Family Resource Center (JFRC)

- **Established 2/08 to help JFSAPs attain state of the art, world-class status by providing comprehensive policy, guidance, support and resources and technical assistance. JFRC will:**
 - Gather and disseminate information
 - Work with states to resolve issues
 - Provide training
 - Maintain and/or establish partnerships with national organizations
 - Implement quality assurance and program evaluation
 - Identify issues and trends
 - Document lessons learned and best practices
 - **Schedule on-demand resources in support of Yellow Ribbon Reintegration Program (YRRP) events**

Toll-free #: (888)-256-9920

RELATIONSHIP JFSAP/YRRP



On-Demand Deployment Support Resources*

- **Military OneSource**
 - Program Overview/Briefing
 - Training
 - Resource Booth/Table
 - Materials Only
- **MFLC/Personal Financial Counselors (PFC)**
 - Counseling
 - Program Overview/Briefing
 - Training
 - Resource Booth/Table
- **Personal Finance and Transition (PF&T)**
 - PF &/or T Program Overview/Briefing
 - Resource Booth/Table

*Above resources are currently centrally requested through JFRC. Other DoD resources (e.g., commissary/exchange on-site sales; MWR) are currently requested from their source, e.g., DECA; AAFES; MWR & will be briefed separately during this training.

On-Demand Scheduling Process

- Units submit request **minimum 30 business days < event**
- OSD approves request; JFRC staff calls unit coordinator to:
 - Establish contact as primary POC for coordination of all resources
 - Discuss request & other available resources
 - Provide MOS/PF&T/MHN POC information
 - » MHN coordinator for MFLC/PFC resources
 - » MOS/PF&T actual resource to support event

Access to JFRC Application

- **Users on email notifications list must first register their client certificate (CAC or ECA)**
 - Click link in email and then click "First Time User" button (on the "DoD Notice and Consent" page)
 - Contact Helpdesk 1-888-363-6431 to request access to application
 - If you don't have a CAC, you need to apply for an ECA; to start application process contact Helpdesk 1-888-363-6431
- Requests to be added to the email notifications list **must be submitted to OSD through pre-designated Service/Component POC**
- Form: JFSAP.MHF.DOD.MIL

JFSAP On-Demand Reports

Once you have registered your CAC/ECA per directions on the previous slide and have been granted access to the application by the Helpdesk, you may access reports at:

jfsap.mhf.dod.mil/admin

Process & Resource Evaluation

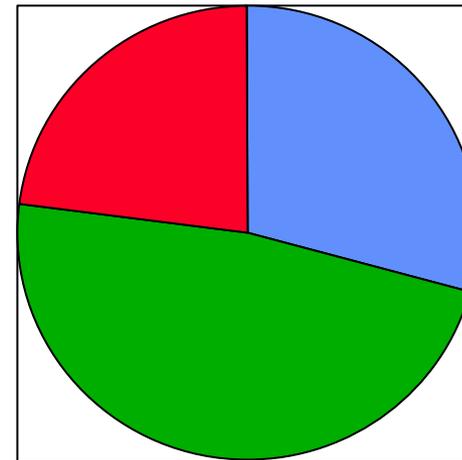
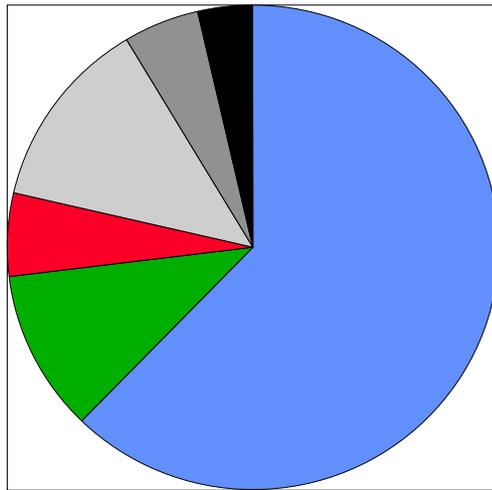
- **Goal: Continuous Process Improvement**
 - **Feedback from units on process and resource provided**
 - » **Web-based evaluation form**
 - » **3 business days following event email sent to unit with web-link to form**
 - » **Unit completes form within 5 business days**
 - **Feedback from all users on the process**
 - » **jfsap@jfsap.org**

Summary On-Demand Resource Requests

1 August – 14 September 2008

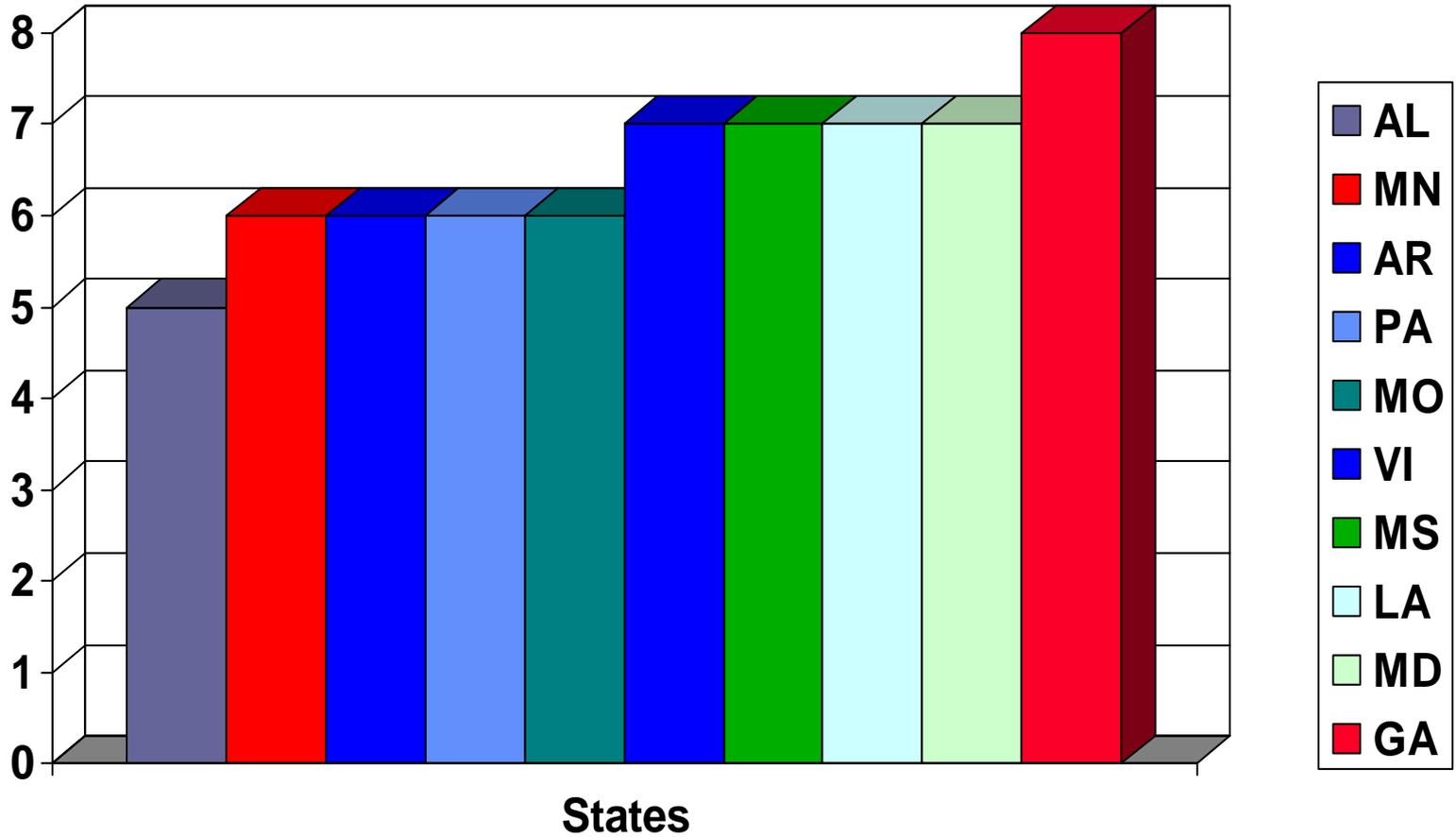
On-Demand Usage

1 Aug - 14 Sep 2008 230 Requests



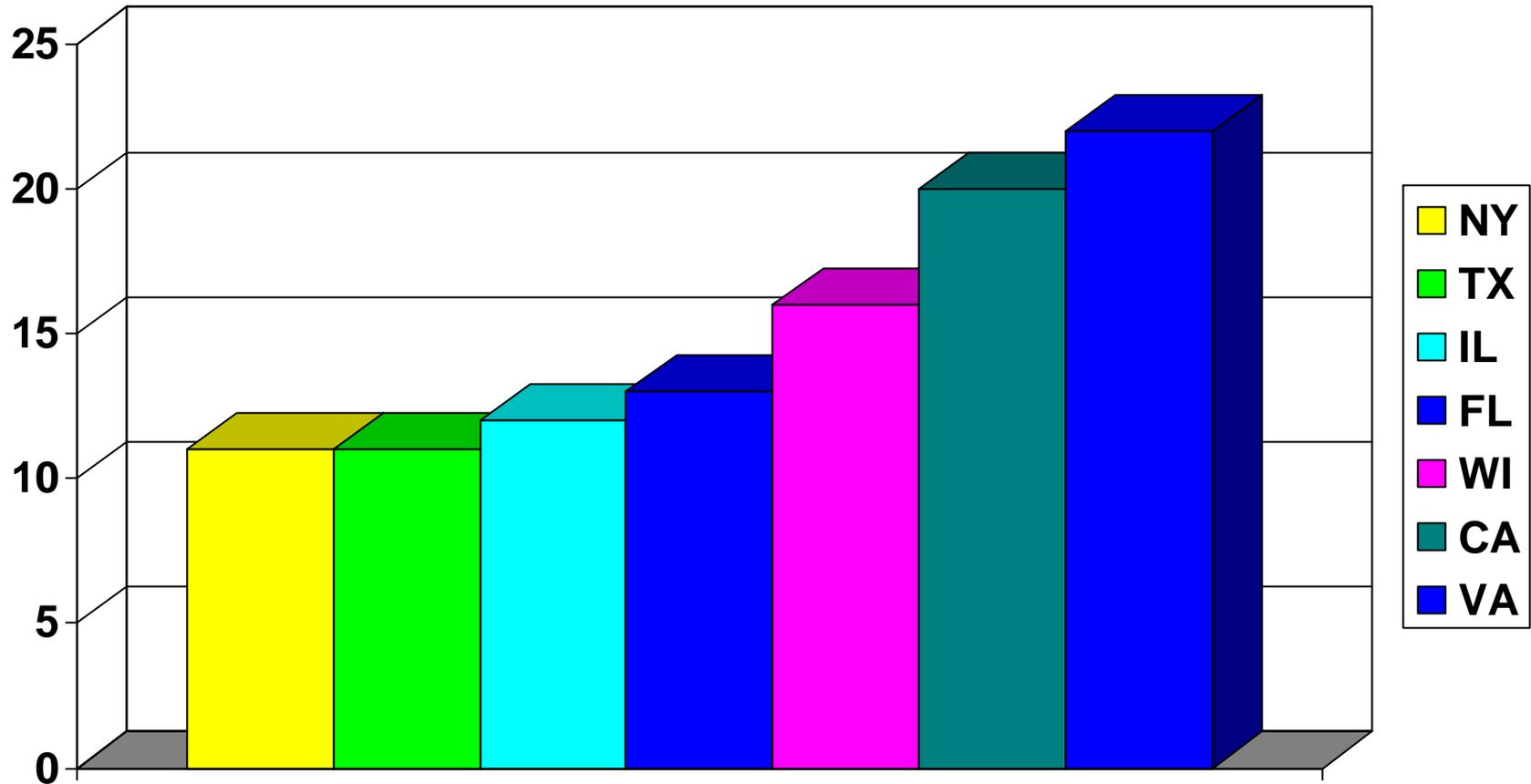
Usage by State

5-9 requests



Usage by State

10 + requests



Questions?