

THE OFFICE OF THE DEPUTY ASSISTANT SECRETARY OF DEFENSE

Military Community and Family Policy

Quick Reference Guide for Health Care Providers



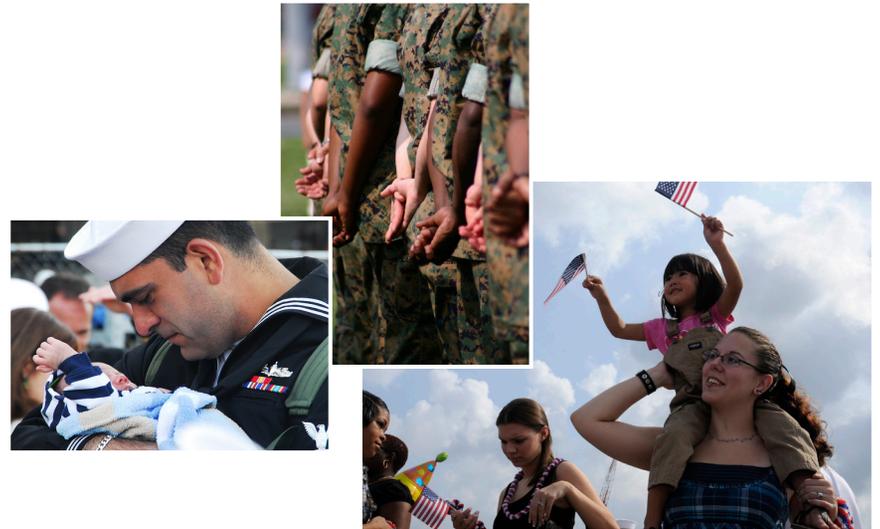
Providing policy, tools, and resources to further enhance the quality of life of service members and their families.

Updated May 25, 2012

Introduction

The Office of the Deputy Assistant Secretary of Defense, Military Community and Family Policy (MC&FP) Quick Reference Guide for Health Care Providers offers practical information about military families for use in assessing their medical and psychosocial needs and in delivering effective services.

This guide provides demographic information and highlights the factors that make military family needs unique. Given the current high operational tempo, it highlights the importance of assessing for the impact of deployment on family members and offers suggestions for talking with them about their experiences and needs. The guide also provides referral information for families who need additional support.



Military Demographics: A Young, Married Force with Children

- Active duty: 1.42M service members/1.98M family members (1.25M children)
- Reserves: 857,000 service members/1.16M family members (746,000 children)
- 66% of the active duty force and 52% of the Reserves are 30 years of age or younger
- 56.4% of the active duty force are married; 48% of Reserve personnel are married
- Active duty: 1.25M dependent children; 42% are 5 years old or younger
- Reserves: 746,000 dependent children; 28% are 5 years old or younger

What Makes Military Families Different from Non-Military Families?

- Demographics such as ages of parents and children, a large single population (many of whom have children), cultural diversity
- Living on a military installation, often in remote locations, away from extended family support
- Frequent absence of military members due to training and deployments
- Multiple relocations, sometimes entailing living separately
- Exposure to various cultures
- Risk of injury/death for the military member
- Military command involvement in the military member's personal and family life
- Irregular hours/unpredictable schedule

Note that these (and other) factors generate strength in some families while posing challenges for others.

What Impacts Family Readiness for Deployment?

- Member readiness
- Spouse satisfaction with the military
- Experience with separation
- Marital and family relationships and the ability to manage the causes of stress
- Co-occurring stressors such as relationship difficulties, health problems, and financial stress
- Whether they prepared
- Feeling connected to, and informed about, available support

What Can You Do To Help?

- When military family members come to you for health care
 - Ask them why they came to see you.
 - Then ask them what else they would like to talk about (the real issue is often the one they bring up as they exit the exam room, leaving little time to respond).
 - Observe energy level, eye contact, facial expression, posture, and other indicators of both physical and emotional distress.
 - Listen to what they do say but also to what they do not say.



Focus on Deployment

- In this time of high military operational tempo there is a good chance that family members have had some experience with deployment.
- Bring it up if they do not.
- If their military member has been, is now, or will be deployed
 - Label deployment as a stressful situation.
 - Ask what concerns they have about deployment.
- Ask what support systems they have in place to help address these concerns and others that may come up later.
- Ask them to contact one of the resources noted at the end of this guide for assistance with current issues and those that might emerge.
- Schedule a return visit within a specific timeframe if family members seems unlikely to follow through on their own.
- Make a direct referral for specific services as necessary.

DoDEA Schools and Initiatives

- 194 schools in two school systems:
 - The Department of Defense Dependents Schools (DoDDS) overseas - 130 schools in 9 districts located in 12 foreign countries
 - The Domestic Dependent Elementary and Secondary Schools (DDESS) stateside - 64 schools located in 7 states and 2 territories for eligible dependents of active duty members and DoD civilians who reside on military installations
- Over 8,700 educators serving more than 86,000 students
- Approx 98% high school graduation rate
- The Educational Partnership Branch - provides programs and academic support to public school districts to improve educational opportunities and outcomes for the 89% of military students that do not attend DoDEA schools

- Educational Partnerships - champion a world class education for military children in public schools by supporting military-connected local education agencies (LEAs):
 - Assists military children in their transitions to different schools
 - Sharpens the expertise of teachers and administrators in meeting the needs of military children
 - Educates parents on the LEA's academic requirements
 - Provides assistance to LEAs on deployment support for military children
- Grant Program
 - FY09 DoDEA awarded \$56M in grants to 44 military-connected LEAs
 - FY10 DoDEA awarded over \$33M in grants to 32 military-connected LEAs
 - FY11 DoDEA awarded nearly \$70M in grants to 56 military-connected LEAs
- Virtual High School - a fully accredited, diploma granting school launched during the 2010 school year with over 50 available courses and nearly 1,000 enrollees; a Virtual Middle School is also planned

Children and Youth

- 354 Youth Centers worldwide
- 920 Child Development Program facilities, providing 174,000 child care spaces
- 97% of eligible centers are nationally accredited
- Department of Defense child care ranked #1 for standards and #1 for oversight in the continental United States (CONUS)
- Approximately 5,500 Family Child Care homes
- Respite child care provided by the Services and through MC&FP partnership with the YMCA for families of deployed and independent duty personnel

Family Centers

- 267 Installation Family Centers worldwide; all are required to provide
 - Relocation assistance
 - Deployment assistance
 - Information and referral
 - Personal financial management
 - Employment assistance
 - Outreach
 - Family life education
 - Crisis assistance
 - Volunteer coordination
- The Services vary with respect to whether counseling and Family Advocacy Program services are offered in Family Centers.

Exceptional Family Member Program

- As many as 220,000 members of active duty families may have a member with special needs; over 120,000 are currently enrolled in the Exceptional Family Member Program (EFMP).
- EFMP enrollment is mandatory for these members.
- EFMP enrollment provides information about the family member's needs, which is taken into consideration when approving an assignment.
- All Services provide EFMP family support programs.



Child and Domestic Abuse Prevention and Treatment

- 169 New Parent Support Programs
 - Supports 328 home visitors at 169 installation programs with a budget of \$10M: 45 Army programs, 16 Marine Corps programs, 37 Navy programs, and 71 Air Force programs
- 238 child and domestic abuse prevention programs
 - Supports 1,334 positions with budget of \$131M: 81 Army programs, 18 Marine Corps programs, 60 Navy programs, and 79 Air Force programs

Outreach

Military OneSource

Military OneSource (MOS) 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. MOS 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 MOS 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, and an exhaustive online library; the site also includes 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 counseling services with licensed counselors who provide confidential non-medical, short-term, solution-focused counseling face-to-face in the local community, by telephone, and online through secure chat (up to twelve sessions per person, per issue)

- Health and wellness coaching by telephone or online with information, support, 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
- Simultaneous language translation and official document translation in support of a consultation
- Outreach support that incorporates a network of Joint Family Support Assistance Program (JFSAP) MOS 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 (MFLCs) are licensed professionals who provide confidential non-medical counseling services, similar to those provided by MOS, at no cost to military members and their families for everyday issues such as anger management, stress, parenting, family relationships, and deployment adjustment. MFLCs are available to service members and their families on military installations and with mobile JFSAP teams reaching those who cannot access traditional installation support services. MFLCs

- 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, solution-focused counseling
- Provide private and confidential counseling, with the exception of mandatory state, federal, and military reporting requirements (e.g., 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 Guard and Reserve members and families located in geographically dispersed locations as members of JFSAP teams in all fifty states, four territories, and the District of Columbia

- Provide surge support for service members returning from combat or in response to emergency situations at a commander's request with up to twenty MFLCs for up to forty-five days
- May be embedded to provide military units with dedicated support
- Support service members and family members on rotations up to ninety days
- Include Child and Youth Behavioral (CYB) MFLCs 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. JFSAP supports Guard and Reserve 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. JFSAP teams

- Provide support to geographically dispersed service members and their families in all fifty states, four territories, and the District of Columbia
- Include MFLCs, CYB-MFLCs, Personal Financial Counselors (PFCs), and MOS counselors
- Provide information and referrals, non-medical counseling and education services, child and youth services, and financial counseling and education
- Offer on-demand support at briefings, Yellow Ribbon Reintegration Program events, and other deployment events
- Work with state National Guard and Reserve centers and family programs on military installations to augment existing services

Online Resources

Military OneSource

<http://www.militaryonesource.mil>

Provides 24-7 toll-free information and referral telephone service worldwide to active duty, Reserve, and National Guard military members and their families, offering a wide range of information from everyday concerns to deployment-related issues

MilitaryHOMEFRONT

<http://www.militaryhomefront.dod.mil>

Serves as the official MC&FP website for accurate and timely programmatic and policy information for troops and their families, leaders, and service providers

Plan My Move

<http://planmymove.mhf.dod.mil>

Provides online organizational tools designed to make frequent moves easier and less disruptive for service members and families

MilitaryINSTALLATIONS

<http://www.militaryinstallations.dod.mil>

Provides contact information for programs and services, maps and directions, links to comprehensive location overviews, and community points of interest for military installations worldwide

Military Youth on the Move

<http://apps.mhf.dod.mil/myom>

Provides information and resources for elementary, middle, and high school-age children, and parents to help them navigate the challenges of the mobile military lifestyle

Joint Family Support Assistance Program

<http://www.militaryhomefront.dod.mil/sp/jfsap>

Provides information and resources related to JFSAP including the JFSAP Desk Reference and the link for On-Demand Support requests.

Joint Services Support

<https://joinservicessupport.org>

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

Wounded Warrior Care

<http://www.militaryonesource.mil/woundedwarrior>

Provides articles and links to other resources specific to the needs of Wounded Warriors and their families.

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Military Community and Family Policy

For assistance with:

Military Life and Deployment

Career and Education

Crisis Situations

Family Life and Recreation

Finances and Legal Affairs

Health and Relationships

Contact

Installation Family Center:

Visit MilitaryINSTALLATIONS for local Family Center contact information:
www.militaryinstallations.dod.mil

Military OneSource: 1-800-342-9647 or
www.militaryonesource.mil





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.

Brought to you by the MC&FP
Office of Military Community Outreach



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