

The seal of the Department of Defense is visible on the left side of the slide. It features an eagle with wings spread, perched on a shield with vertical stripes, and holding an olive branch and arrows. The seal is encircled by the text "DEPARTMENT OF DEFENSE" at the top and "UNITED STATES OF AMERICA" at the bottom.

Joint Family Support Assistance Program (JFSAP)

2008

Historical Briefing

Office of the Deputy Under Secretary of Defense
(Military Community & Family Policy)

Background

FY-07 Defense Authorization Act, Sec. 675, required the DoD to implement a Joint Family Support Assistance Program for families of members of the Armed Forces in six locations, up to three of which are geographically isolated from an installation, to provide:

- Financial and material assistance,
- Mobile support services,
- Sponsorship of volunteers and family support professionals for the delivery of support services,
- Coordination of family assistance programs and activities provided by *Military OneSource*, Military Family Life Consultants, counselors, the DoD, other federal agencies, state and local agencies, and non-profit entities.

Key Features

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**

Partnerships

- **National Guard Bureau**
- **RA Joint Deployment Support and Reintegration Office (YRRP)**
- **Services & Reserve Components**
- **Military OneSource**
- **Military Family Life Consultant Program**
- **American Red Cross**
- **Military Child Education Coalition**
- **Zero To Three**
 - **Coming Together Around Military Families**
- **4-H**
 - **Operation Military Kids**

Locations

JFSAP Pilot Locations (Nov 07-Aug 08):

Alabama, Arkansas, California, Colorado, Florida, Hawaii, Indiana, Minnesota, Nebraska, New Hampshire, Ohio, Oregon, Tennessee, Texas and West Virginia.

JFSAP Expansion (Sep-08):

Alaska, American Samoa, Arizona, Connecticut, Delaware, Georgia, Guam, Idaho, Illinois, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland/DC, Massachusetts, Michigan, Mississippi, Missouri, Montana, New Jersey, New Mexico, New York, Nevada, North Carolina, North Dakota, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, Utah, Vermont, Virginia, Washington, Wisconsin, Wyoming

JFSAP RESULTS 15 Pilot States

JAN-JUL 08

- **Provided services to 195,000 members and/or families at 5023 events**
- **Conducted 9044 outreach visits to state, local, and non-profit organizations to collaborate and integrate resources on behalf of members and families**
- **Entered 3,474 community resources into MySTATE**

JFSAP Staff (2008)

- **15 Pilot Sites**
 - **Military OneSource Consultant**
 - **Military Family Life Consultant (MFLC)**
 - **Child & Youth Behavioral MFLC**
 - **Red Cross**
 - **Operation Military Kids (OMK)**
- **Remaining 35 States & Puerto Rico (PR)**
 - **Military OneSource Consultant**
 - **1 or 2 MFLCS***
 - **Red Cross (Volunteer Position)**

*** Varies based on # of members/families impacted by deployment**

JFSAP State Visits

May-June 2008

- **OSD JFRC team visited 15 JFSAP “pilot” states to identify issues, lessons learned, best practices. Findings:**
 - **Each state is a unique culture with lessons learned and "best practices." JFSAP states work together and have created great systems, programs and products.**
 - **We identified very few issues! The JFSAP staff in each state have integrated very well with existing state family program teams. One state youth coordinator responded when asked how he viewed the new staff, "here comes the Calvary!"**
 - **MHN + MOS have hired a wonderful mix of military spouses, retirees, former military, G&R, etc. The ARC and OMK staff we met are also outstanding professionals who will add a great deal to the teams.**
 - **JFSAP is a wonderful program made more so by the SFPDs + their staff. We've learned a lot that will help the new States, most importantly to provide the resources, training, guidance, on-going support, and then "get out of the way!"**
 - **The JFSAP together with state teams and community resources is making a very positive difference for many. The clinical expertise of the MFLCs is highly valued by commands, members & families, and other family program team members.**

Alabama State Visit

- **Joint Force HQ Family Program is now serving all services and components.”**
- **Met with MG Blaylock, TAG**
- **JFSAP team briefing 800 educators at state-wide event at request of school superintendant**
- **MFLCs placed in different parts of state to better serve families**
- **AL has obtained permission for contractors to begin utilizing GSA vehicles to enhance JFSAP efforts**
- **Transition Assistance Advisor (TAA) working closely with Governor’s office and JFSAP team**
- **Approx. 3,000 service members will be impacted by deployment in next 18 months**

Arkansas State Visit

- Per State Family Program Director, “At first I was skeptical of JFSAP but have realized the value of the JFSAP team.”
- Former First Lady of AR is JFSAP American Red Cross Manager
- ISFAC recently established
- Child & Youth Behavioral MFLC efforts compliment efforts of National Guard Child & Youth Coordinator
- CYB MFLC and Youth Coordinator working with school administrators and as a result schools have established support groups for military children & youth
- MOS Consultant and MFLC have met with Military Liaison to the Governor
- JFSAP Team initially focused community capacity and outreach efforts on non-profit and military population and will focus on faith-based community next
- 3,500 ARNG service members currently deployed

California State Visit

- TAG briefed CA State Assembly on resources to include JFSAP
- JFSAP Section on CA National Guard Family Program website with on-line request form for JFSAP services
- JFSAP team placed in different parts of state to better assist families
- CA Operation Ready Families is conducting weekly webinars to educate families about resources and benefits during deployment
- Strong Family Assistance Network (FAN) for all services and components
- Operation We Care Meetings held monthly throughout state
- Hiring an additional MOS Consultant
- Mobilizing 5,000 National Guard Service Members in 2008

Colorado State Visit

- Per Adjutant General, “ We are privileged, in CO, to be a JFSAP Pilot State.”
- State-wide, monthly, regional support groups established by MFLC
- Support Group meetings being held in civilian facilities i.e. Red Cross Chapters and YMCAs
- Established a Counseling Room at Joint Force HQ for MFLCs to meet, privately, with families
- JFSAP team works one block from Joint Force HQ to allow for confidentiality
- CO NG Family Programs has unveiled new website to include JFSAP section
- Established a reintegration plan for 30, 60, 90 days
- Per State Family Program Director, prior to JFSAP they were unable to reach Reserve families
- TAG has approved NG laptops be provided to each JFSAP team members to allow access to National Guard data/info
- Approx. 500 Army and 200 Air National Guard service members deployed at any given time

Florida State Visit

- JFSAP program and staff are located with the Air National Guard in Jacksonville instead of with the NG Joint Force Headquarters in St Augustine due to space and logistical requirements
- JFSAP enjoys outstanding command support and commitment to the success of the program from the Air Wing
- Wing Family Program Director and FL JFSAP POC is a Navy spouse who has established collaborative relationships throughout the State with Military and civilian resources
- Extensive, integrated support networks for Military members and families from all Components
- Approximately 6304 G&R members & families impacted by deployment FY-08-10

Hawaii State Visit

- **HI JFSAP serves Oahu; Hawaiian Islands; Guam; America Samoa; Saipan and other smaller islands at great geographic distance**
- **Lack of resources and cultural differences are unique issues on America Samoa & Saipan**
 - **Recent concerns about family violence among command leadership**
- **HI has strong network of Active Duty, Guard, and Reserve leaders and program providers**
 - **JFSAP leadership and team reach out to and support all Components**
- **3000 NG members & families impacted by deployment FYs-08-10**

Minnesota State Visit

- **JFSAP staff support MN Deployment Cycle Support (DCS) Program, a model for the nation**
 - **In May 2008 provided outreach, briefings and/or services to 3166 persons**
- **MN has established and integrated strong military and civilian support networks on behalf of members and families**
 - **Working with all Components to develop effective outreach to families**
- **JFSAP provides outreach and resources to families of the fallen; also briefed casualty staff and chaplains on resources available to families**
- **TAG dedicates state resources to support the JFSAP Team to coordinate schedules and maintain calendar of events**
- **SFPD is developing manning (TDA) document to identify additional personnel requirements to support expansion of State Family Programs and JFSAP**
- **4313 G&R members/families impacted by deployment FY-08-10**

Nebraska State Visit

- JFSAP team members travel to different parts of the state and brief each other's programs to reach more people
- JFSAP team has established partnership with faith community that has established emotional support groups for members and families
- JFSAP has partnered with Red Cross and other helping agencies to provide outreach and services to members and families in rural communities
 - JFSAP team has traveled with chaplains to isolated communities
- JFSAP is doing effective outreach and providing resources to other Components.
- In response to JFSAP survey, members and families identified needs for information and counseling on financial issues; anger management; bullying
- JFSAP briefed state funeral directors on grief and resources available to military families
- Approximately 600 G&R members/families impacted by deployment FY-08-10

New Hampshire State Visit

Easter Seals “Civilian Model of Care”:

- Team of 21
- 6 Care Coordinators (OSD funded)
- Working approx. 400 cases
- Approx. 25% of military families they are assisting involve financial issues
- Evaluation being done by Institute of Disability at UNH
- Easter Seals interested in expanding model nationally

Other:

- New State Family Program Director on board
- Minimal connectivity with JFSAP efforts
- Deploying 1,000 ARNG soldiers within next 2 years

Ohio State Visit

- JFSAP Military OneSource Consultant represents State Family Program Director on the Ohio National Guard Community Outreach Taskforce, established by the TAG
- Strong state-wide ISFAC Committee
- Using JFSAP MFLCs for triage as well as “On Demand” MFLCs
- JFSAP MOS Consultant coordinated state-wide TAG Town Hall Meetings
- All JFSAP efforts throughout state are joint services
- Last 12 months 1,922 NG Service Members mobilized/deployed and 1,065 returned
- Next 12 months 1,000 + mobilized/deployed and 1,922 will return

Oregon State Visit

- JFSAP team is a “team’ in the truest sense of the word. They cover for each other on events, promote each other’s programs, and travel together
- JFSAP facilitated new Partnership with state Department of Veterans’ Affairs
- JFSAP provides outreach and services to all Components
- Active ISFAC – Rotates with State of Washington
- Developed a Soldier Readiness Processing (SRP) Deployment Questionnaire to gather data on Service members and family locations prior to deployment
- SFPD and one other State Family Program Staff or JFSAP staff meets one on one with each deploying Service member during the SRP
- Approximately 3700 G&R members & families impacted by deployment FY-08-10

Tennessee State Visit

- MOS Consultant establishing ISFAC, first meeting Jun 2008
- MOS Consultant has fulfilled request for 28 briefings to mostly Marine Corps, Navy, and Army Reserves since Nov 2007
- Former Chief of Staff convened Community Capacity Building meeting to include JFSAP team
- New State Family Program Director on board 1 July
- Preparing to send MOS materials to armories prior to mobilization briefs
- Approximately 14K Army and Air Guard
 - 99% have children
- 6,300 ARNG Soldiers will deploy next 12-16 months

Texas State Visit

- Strong Inter Service Family Assistance Center (ISFAC)
- Utilizing Global Information System (GIS) to map where families reside
- Partnering with “Partners Across Texas” (PAT) – a voluntary military cooperative partnership organized to provide multi-service networking for training and assistance to military members and their families and includes any private or veteran service organization that can provide assistance to veterans
- Using PAT on-line request form for JFSAP briefings/presentations
- Conducting outreach to active and reserve component populations
- Hiring an additional MOS Consultant
- 3,800 ARNG soldiers deployed and due back in Fall 2008
- 6,000-7,000 ARNG soldiers scheduled to deploy within next 2 years

West Virginia State Visit

- **Strong Inter Service Family Assistance Committee (ISFAC)**
- **JFSAP team working across services and components**
- **TAG supportive of JFSAP efforts**
- **Need for JFSAP marketing materials**
- **JFSAP team working on on-line request form for briefings/presentations**
- **Conducting Community Outreach**
 - **Faith based organizations**
 - **United Way 211**

Indiana State Visit

- **3 hour meeting with Major General Umbarger (TAG), Major Van Bree (SFPD), JFSAP Team, Dr. Shelly MacDermid (Director Military Family Research Institute - Purdue University), and State OMK; followed by 1 ½ hour session with everyone minus TAG**
- **Governor very supportive of family programs**
- **501 C3 established - Many donations to assist Service members and their families**
- **JFSAP Team well integrated into staff of SFPD - no distinction between JFSAP and SFPD staff (all one team)**
- **No active duty bases in the state**

Locations

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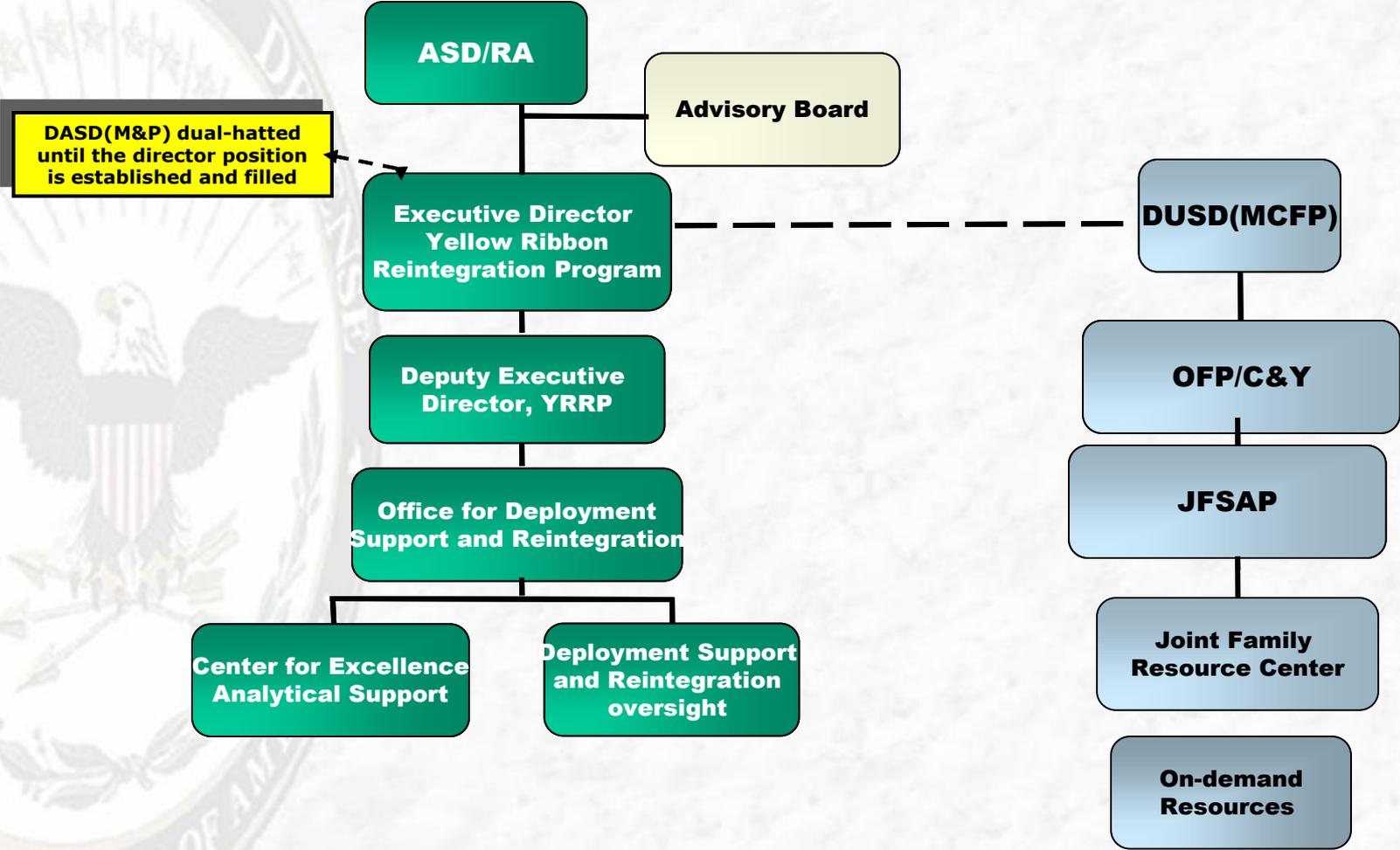
JFSAP Expansion (Sep-08):

Alaska, American Samoa, Arizona, Connecticut, Delaware, Georgia, Guam, Idaho, Illinois, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland/DC, Massachusetts, Michigan, Mississippi, Missouri, Montana, New Jersey, New Mexico, New York, Nevada, North Carolina, North Dakota, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, Utah, Vermont, Virginia, Washington, Wisconsin, Wyoming

OSD/JFSAP Emphasis

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

RELATIONSHIP JFSAP/YRRRP



JFRC/MC&FP “On-Demand” Resources (2008)

- 31 July 2008 JFRC launched web-based form and process for commands to request MOS, MFLC, Personal Finance & Transition (PF&T) resources to support events
 - Form: JFSAP.MHF.DOD.MIL
 - Emphasis Deployment/YRRP events
- Requests flow to JFRC through chains-of-command
- Deploy the resources and populate calendars showing events
- Commands will know of events taking place in their state

On-Demand Scheduling Process

- Units submit request **minimum** 30 days < event
- OSD approves request
 - Establish contact as primary POC for coordination of all resources
 - Discuss request & other available resources
 - Provide POCs information



Questions?

JFSAP Information
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