Military OneSource CMS and MFLC Locator

I. **General**: For both Military OneSource CMS and MFLC Locator

    a. **Login**: Using the Login page, users can log into the CMS and MFLC Locator sites. Users will be prompted to either enter in a username and password or use a CAC. Users must establish a username/password on the site before a CAC can be associated to an account.

Figure 1.1

    b. **Forgot Your Password?**: Users can retrieve usernames and reset passwords by using the "Forgot Your Password?" link on the login page. Users must enter in the email address that is associated with his/her account.

Figure 1.2

c. **Forgotten Password Confirmation Page**: Users will receive a confirmation message letting him/her know that the request has been sent. Users will be prompted to go to the homepage or to the login page.
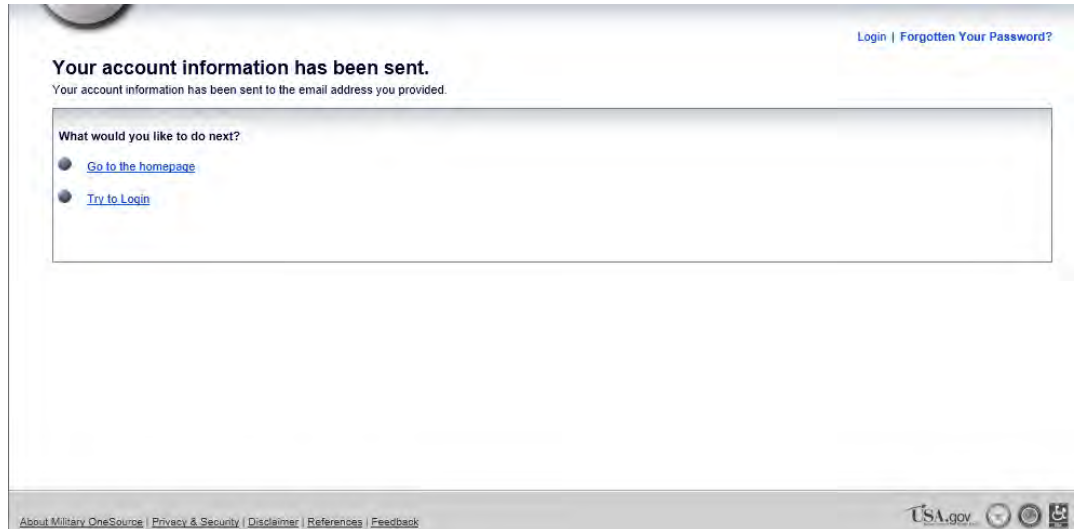

Figure 1.3

d. **Profile**: Users can click on the "Profile" from any page in the system to access his/her account profile. Users can view/update his/her information, email preferences, and change his/her password.
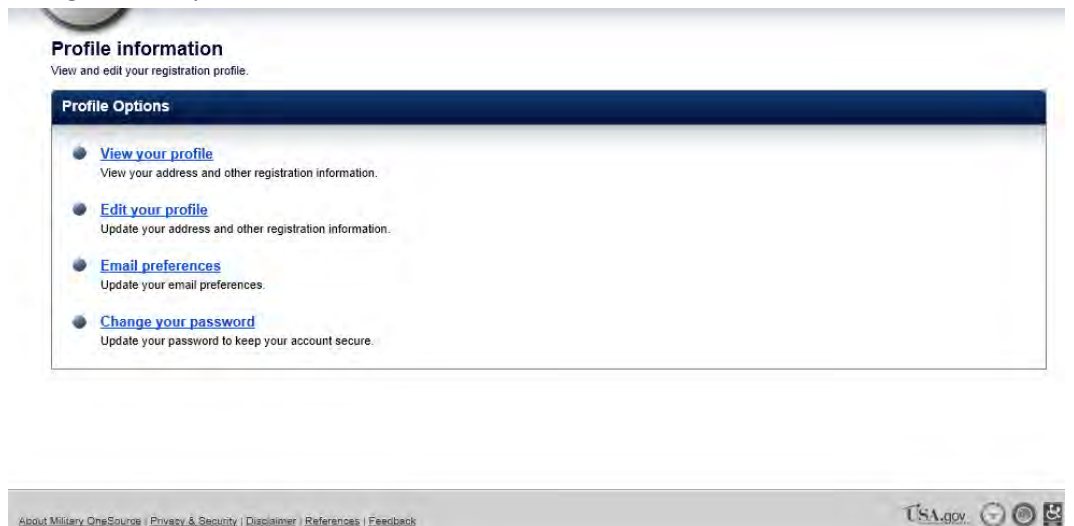

Figure 1.4

e. **View Profile**: Users can view account information including name, username, email address, and login information (Figure 1.5).
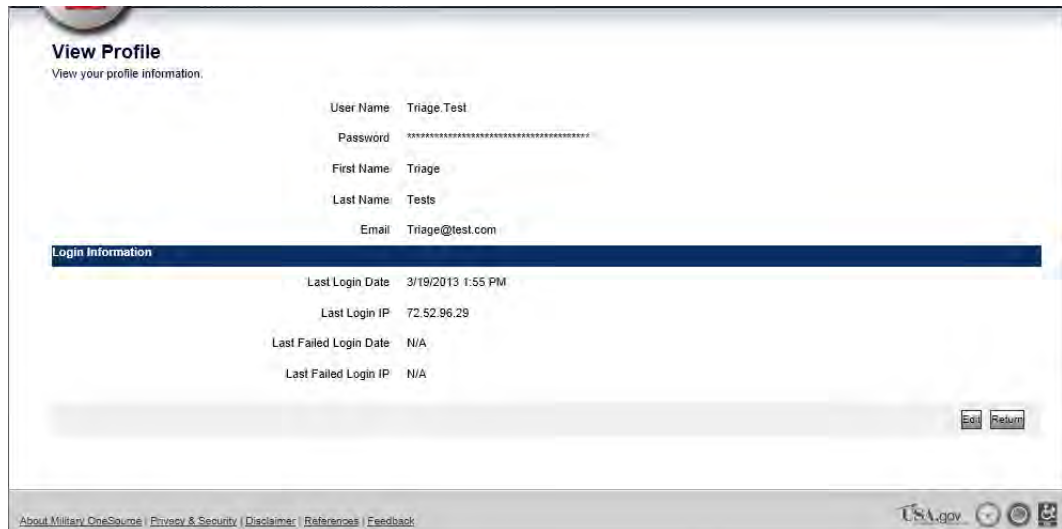
Figure 1.5

f. **Edit Profile**: Users can edit account information including name and email address (Figure 1.6).
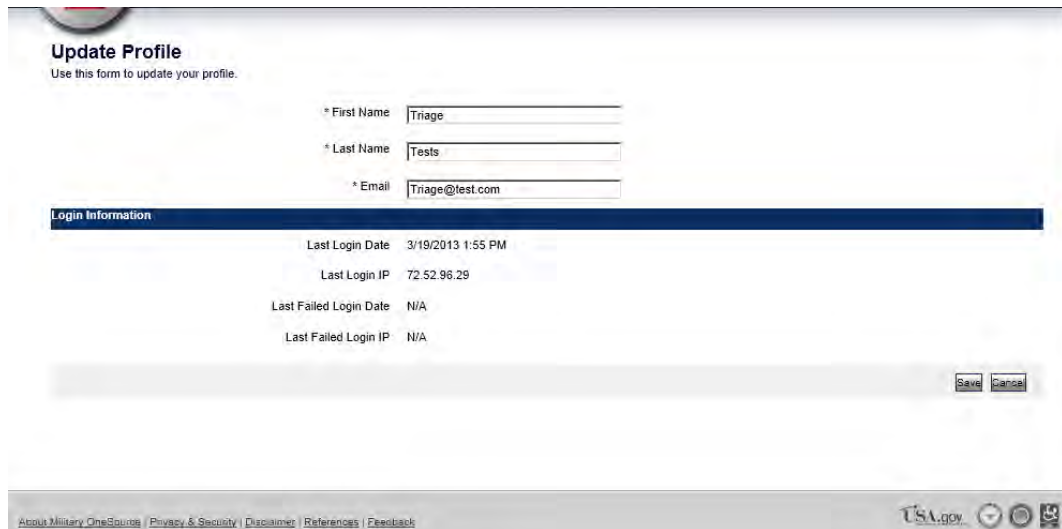

Figure 1.6

g. **Email Preferences**: Users can opt out of bulk email (if any bulk email will be sent from the site- such as newsletters).
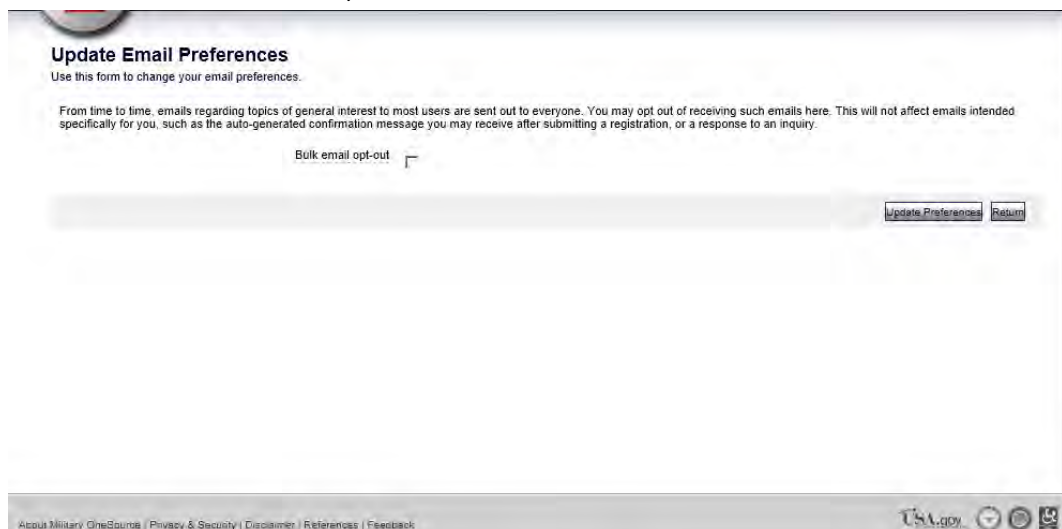

Figure 1.7

h. **Change Password**: Users can change his/her password by clicking on the "Change Password" link. Users will be prompted to enter in the old password once and the new password twice for confirmation purposes.

Figure 1.8

II. **CMS**
   a. **Search**
      i. **Search Page (without results)**: Users can use the search page to locate participant records.

Figure 2.1

ii. **Search Page (with results):** Users can click on a search result to open a participant record (Figure 2.2).

Figure 2.2

b. **Participant Record**

i. **Add New Participant**: Triage Consultants can use the "Add New" button on the Search page in order to add new participants to the system.

Figure 2.3

ii. **View Participant**: Users can view a participant's record by selecting an entry from the Search results.

Figure 2.4

iii. **Edit Participant**: Users can edit a participant's record by clicking on the "Edit" button on the "View Participant" page (Figure 2.5).

Figure 2.5

c. **Program Referrals**: Users can create program referrals by clicking on the "Create Case" button from a participant's record. All program referral options display (Figure 3.1).

Figure 3.1

i. **Financial**: Users can click on the Financial link to create a Financial Counseling program referral (Figure 3.2).

Figure 3.2

ii. **Non-Medical Counseling**: Users can click on the Non-Medical Counseling link to create a Non-medical Counseling program referral (Figure 3.3).

Figure 3.3

1. **Non-Medical Counseling**: with "In Scope" and "MFLC" selected (Figure 3.4).

Military OneSource
CASE MANAGEMENT SYSTEM

CRISIS/DTW/MR

PROGRAM REFERRALS

RELATED CASES

DASHBOARD

PARTICIPANT OVERVIEW

Name
Mary Jones

Participant ID
8

Current Address
123 First Street
Los Angeles, CA 91001
United States

Phone
+034-343-433-4343

DOB
2/1/2013

RELATED CASES

Recovering Warrior
Tax Services
SECO Specialty Consult
SECO Specialty Consult
SECO Specialty Consult
                    More

Non-Medical Counseling

Family member of those diagnosed with a mental disorder may be eligible for non-medical counseling. These are to be used for NON-CRISIS situations. If this is a CRISIS situation, then please use the Crisis Call Drawer to the right of the screen.

☐ Limits of Confidentiality Explained

Information you provide to me or other counselors will be kept confidential, except to meet legal obligations or to prevent harm to self or others. Legal obligations include requirements of law and DoD or military regulations. Harm to self or others include suicidal thoughts or intent, a desire to harm oneself, domestic violence, child abuse or neglect, violence against any person, and any present or future illegal activity.

Presenting Problem   Language
                                        ☐ Interpreter Requested
[Please Select ▼]   [Please Select ▼]

Referral Assessment

Select all that apply:

☐ Participant's Risk to Self   ☐ Recurring Psychiatric Hospitalizations   ☐ Substance Abuse
☐ Participant's Risk to Other   ☐ Fitness for Duty or Court Ordered   ☐ Illegal Activity
☐ Currently Receiving Mental Health   Evaluation
   Treatment   ☐ Domestic Abuse
☐ Currently Prescribed Psychoactive   ☐ Child Abuse
   Medication   ☐ Sexual Assault/Rape
☐ Diagnosed with Mental Condition

Scope Determination
[In Scope for Non-Medical Counseling ▼]   ☐ Cleared by FAP

*Counseling Preference [Please Select ▼]   ☐ Participant is within 40 miles of MFLC installation   Open MFLC Locator

*Type of Counseling Requested   ☐ Participant accepts MFLC services

☐ Individual
                                        *Referral Type
☐ Couple   [MFLC ▼]
☐ Family

MFLC Info

*MFLC Category
[Please Select ▼]

*POC Phone   POC Installation Name
[   ]   [   ]   +

2nd POC Phone   2nd POC Installation Name
[   ]   [   ]   +

Handoff Type
[Please Select ▼]

Handoff Notes   ☐ Urgent

[   ]

                                        Cancel   Save   Done

Figure 3.4

2. **Non-Medical Counseling**: With "In-Scope" and "MOS Network" selected (Figure 3.5).

Figure 3.5

3. **Non-Medical Counseling**: with "Outside Scope" selected (Figure 3.6).

Figure 3.6

iii. **SECO**: Users can click on the SECO link to create a SECO program referral (Figure 3.7).

Figure 3.7

iv. **Information and Referral**: Users can click on the Information and Referral link to create a I&R program referral (Figure 3.8).

Figure 3.8

v. **Tax**: Users can click on the Tax link to create a Tax program referral (Figure 3.9).

Figure 3.9

vi. **Specialty Consult**: Users can click on the Specialty link to create a Specialty program referral.

  1. **Specialty Consult: Special Needs**

Figure 3.10

  2. **Specialty Consult: Elder Care**

Figure 3.11

3. Specialty Consult: Adult Disability

Figure 3.12

4. Specialty Consult: Adoption

Figure 3.13

5. Specialty Consult: Work Life

Figure 3.14

6. Specialty Consult: Bulk Fulfillment

Figure 3.15

vii. **Health and Wellness Coaching**: Users can click on the Health and Wellness link to create a Health and Wellness Coaching program referral.

Figure 3.16

viii. **Recovering Warrior**: Users can click on the Recovering Warrior link to create a Recovering Warrior program referral.

Figure 3.17

ix. **Document Translation:** Users can click on the Document Translation link to create a Document Translation program referral.

Figure 3.18

x. **Related Cases:** All of a participant's cases will be located on the Related Cases tab.

Figure 3.19

d. **Quick Tracker**: Documents quick information requests such as directions for local fast food, contact information for base resources, or if the caller dialed the wrong number.

Figure 4.1

e. **Crisis/DTW/MR**: Crisis, duty to warn / mandated report, or adverse incident call ("crisis call").

i. **Crisis/DTW/MR**: Empty field

Figure 5.1

ii. **Crisis/DTW/MR**: Prompt that asks if the user would like to attach the Crisis Call to the participant record that the Search screen located (user with same name).
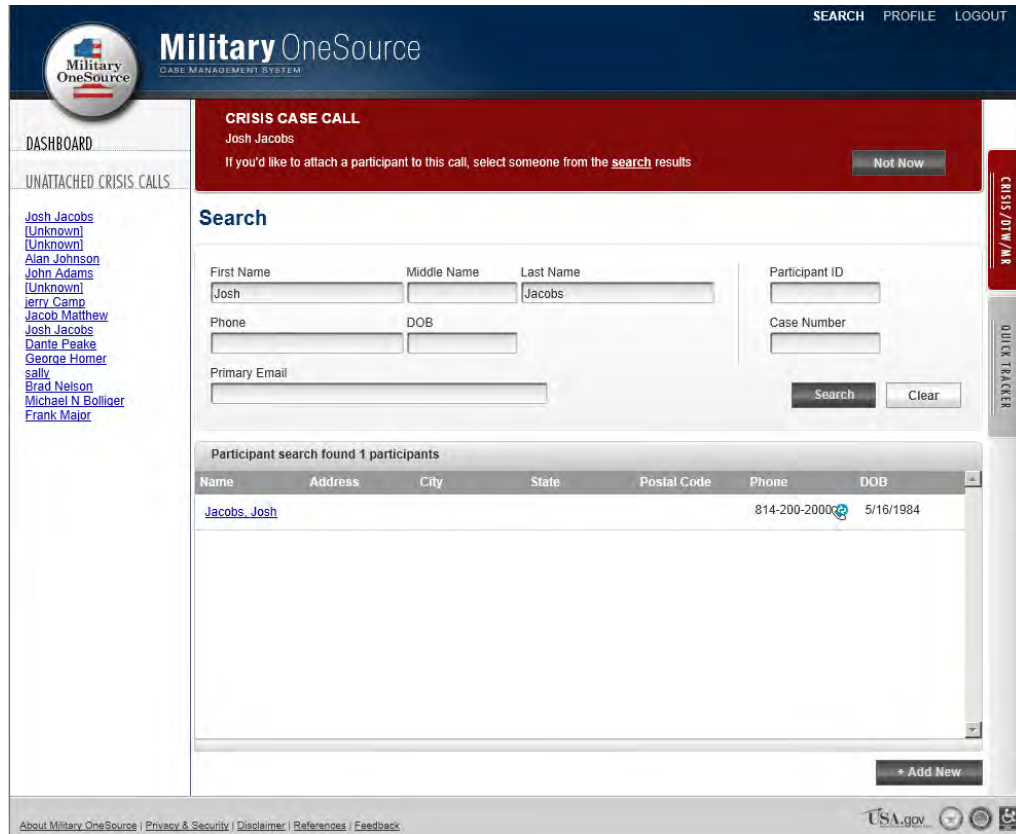
Figure 5.2

iii. **Crisis/DTW/MR**: Prompt that asks if the user would like to attach the Crisis Call to the participant (from View Participant screen).

Figure 5.3

iv. **Unattached Crisis Calls**: Crisis calls that have not been attached to a participant's record. Users can attach the Crisis Calls by clicking on the call from the "Unattached Crisis Calls" list and clicking on the "Attach" button (Figure 5.4).
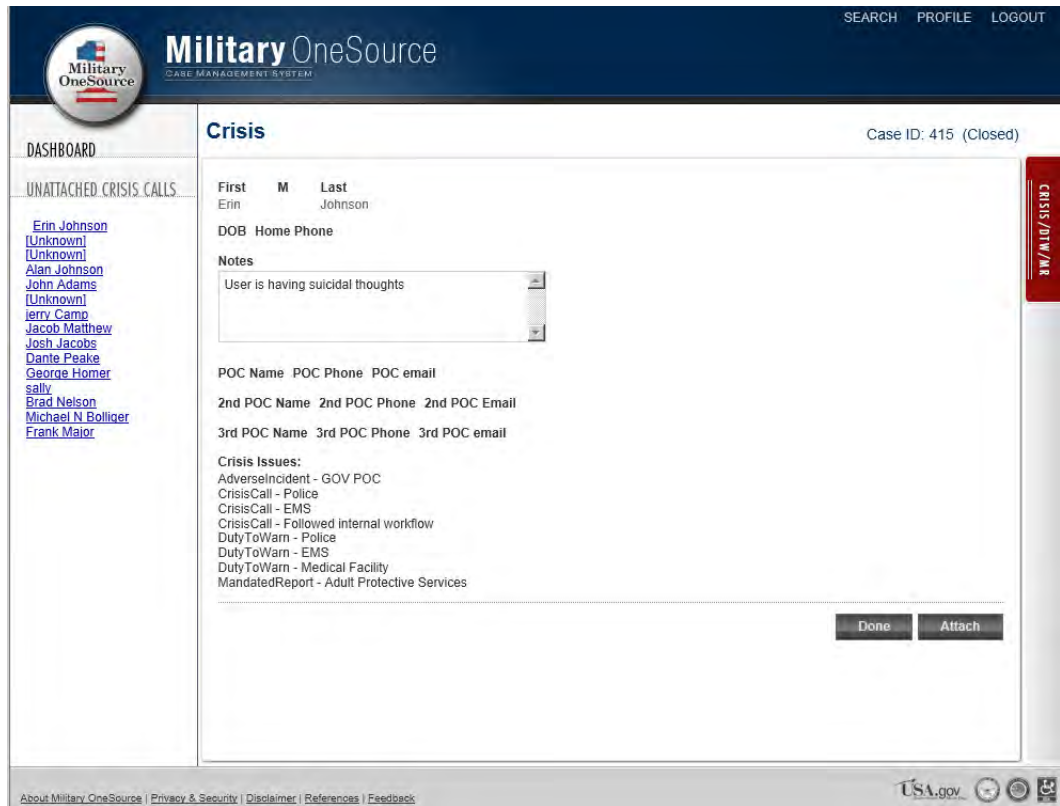
Figure 5.4

f. **Managing Cases**

    i. **My Dashboard**: Depending on access level, users will see a combination of the following: Unassigned cases, Stale Cases, My Assigned Cases, Crisis Calls to Associate, Follow Ups, and Expired.
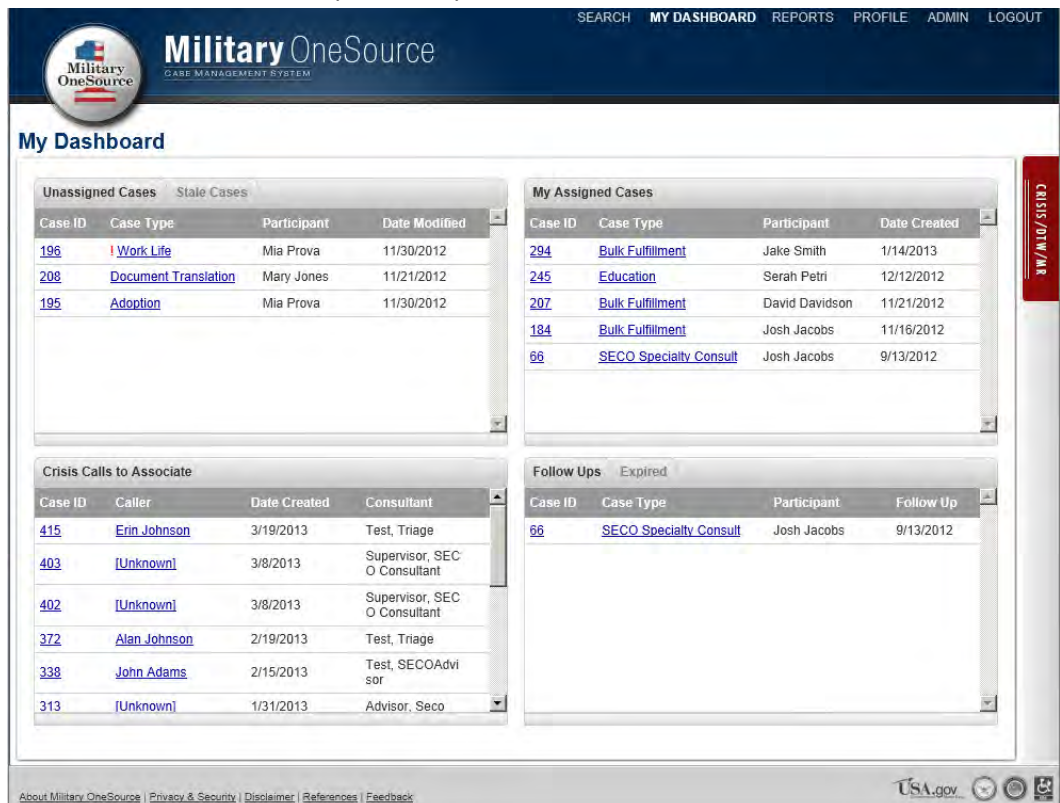
Figure 6.1

ii. **SECO**: SECO Advisors, SECO Specialty Consultants and SECO Specialty Consultant Supervisors will be able to work with SECO Triage cases and SECO Specialty Consult Cases.

1. **SECO Triage**: SECO Advisors will open the SECO Triage cases and decide if it was an Information and Referral case or a SECO Specialty Consult case.

Figure 7.1

2. **SECO Specialty Consult**: SECO Specialty Consultants will manage the SECO Specialty Consult cases from his/her "My Assigned Cases" area on the "My Dashboard" page.

Figure 7.2

iii. **Specialty Consultant**: Specialty Consultants and Specialty Consultant Supervisors will manage the Specialty Consultant cases assigned to them using the "My Dashboard" page.

1. **Specialty Consult: Tax Services**

Figure 8.1

2. Specialty Consult: Special Needs

Figure 8.2

3. Specialty Consult: Elder Care

Figure 8.3

4. Specialty Consult: Education

Figure 8.4

5. Specialty Consult: Adult Disability

Figure 8.5

6. Specialty Consult: Adoption

Figure 8.6

7. Specialty Consult: Work Life

Figure 8.7

8. Specialty Consult: Bulk Fulfillment

Figure 8.8

9. Specialty Consult: Recovering Warrior

Figure 8.9

10. Specialty Consult: Document Translation

Figure 8.10

g. **Reports**: Reports are accessed level based, and depending on the user, he/she will see a combination of the reports below.

Figure 9.1

i. **Crisis-DTW-MR Details Report**

Figure 9.2

ii. Crisis-DTW-MR Internal Summary Report
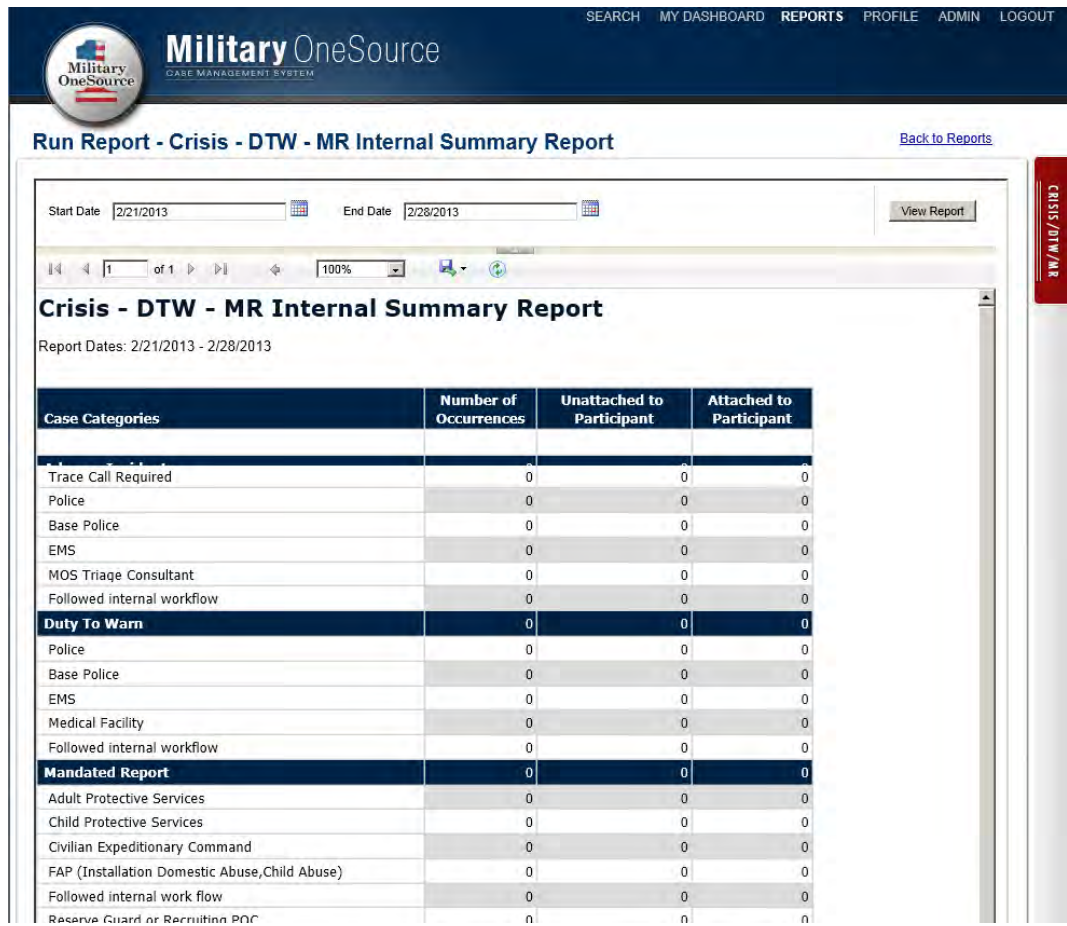
Figure 9.3

iii. Case Demographics Report
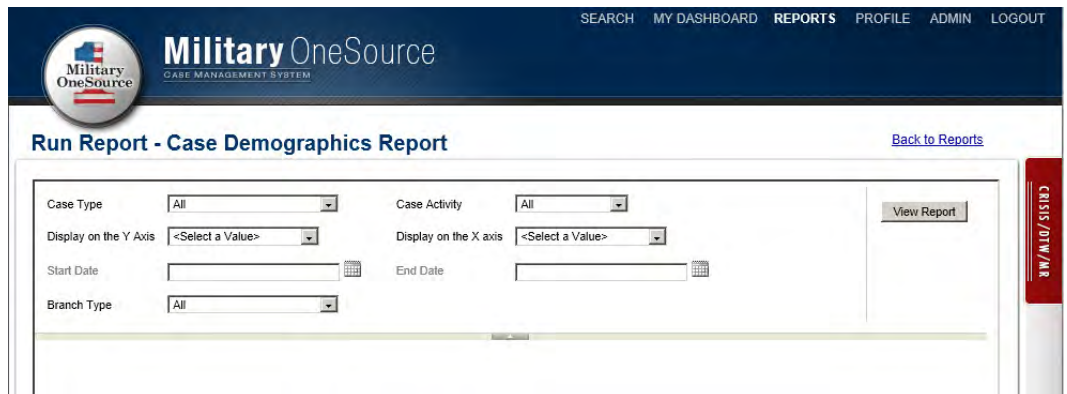
Figure 9.4

iv.   **SECO Participant Demographics Report**

Figure 9.5

v.   **Session Demographics**

Figure 9.6

vi.   **Quick Call Categories**

Figure 9.7

h. **Administration:** Users with Administrator access have access to a Control where he/she can perform basic administration duties.
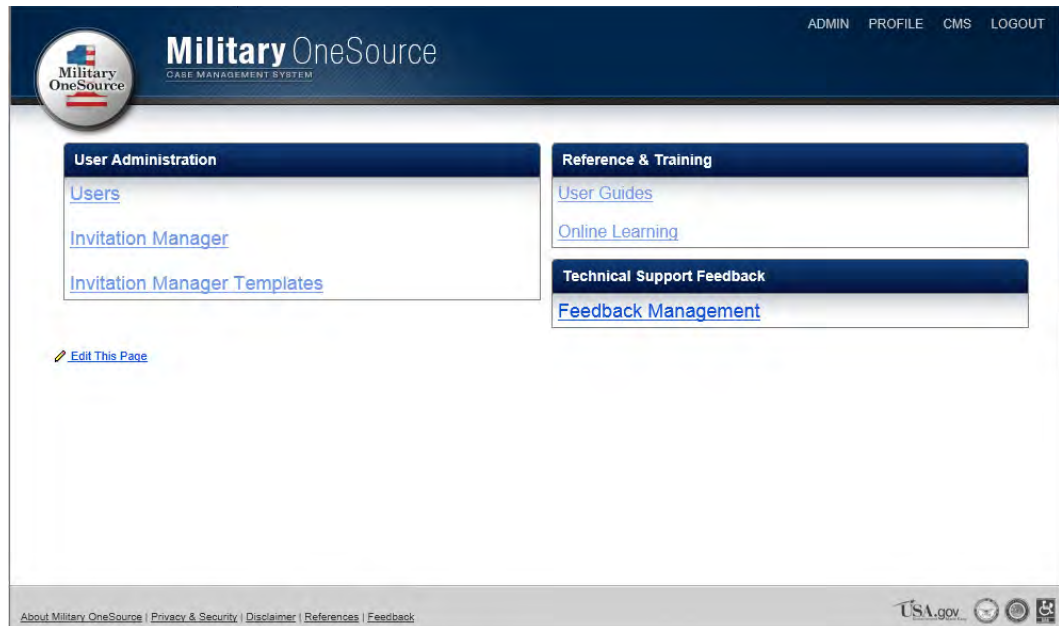
Figure 10.1

i. **User Module**: Administrators can access the "User" module to look up user profile information, reset passwords, and unlock disabled accounts.
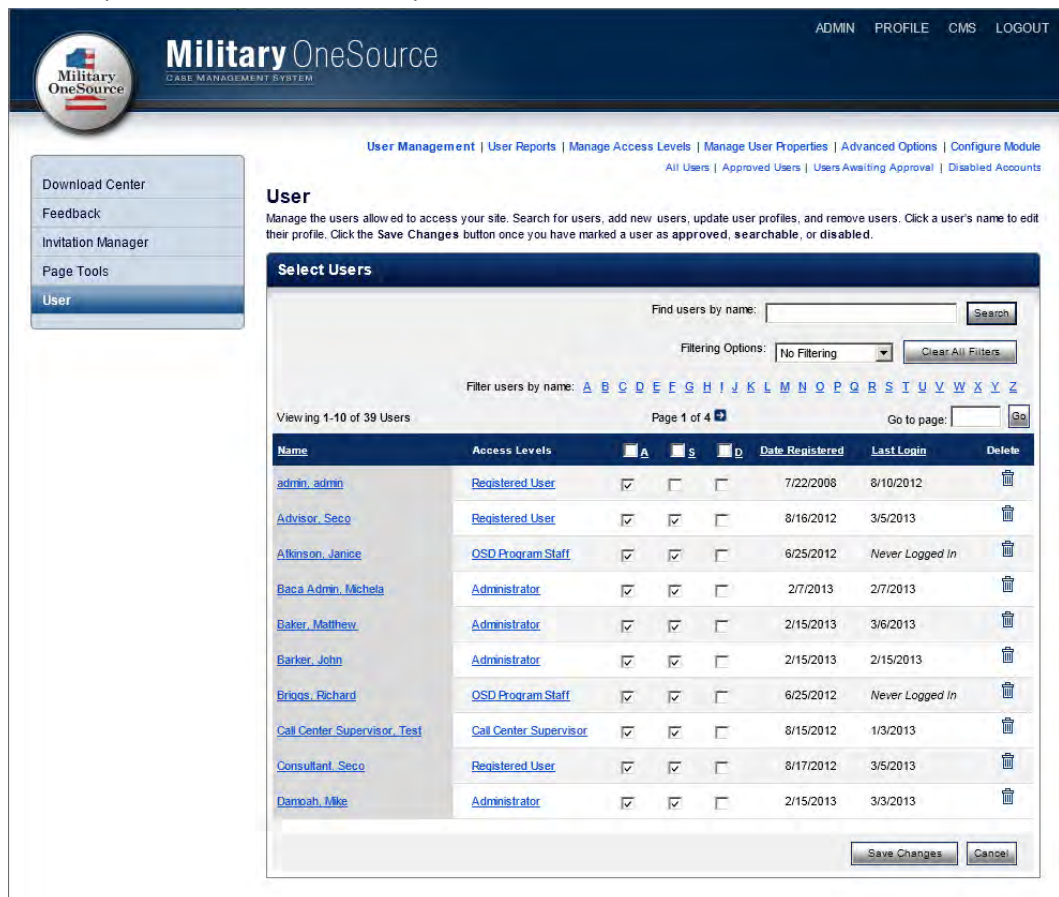
Figure 10.2

1. **View User Profile**: Administrators can view a user profile by clicking on the individual's name.

Figure 10.3

2. **Edit User Profile**: Administrators can edit a user's profile by clicking on the "Edit" button on the "View Profile" page.

Figure 10.4

ii. **Invitation Manager**: Administrators can invite others to the Military OneSource CMS by clicking on the "Invitation Manager" link on the "Admin" page.

Figure 10.5

1. **View Invitation Status**: Administrators can use the "View Invitation Status" to see what progress has been made on an invitation (figure 10.6).

Figure 10.6

2. **View Invitation**: Administrators can use the "View" link next to an invitation to view the invitation details.

Figure 10.7

3. **Invitation Manager Templates**: Administrators can use the Invitation Manager Templates to create a new invitation.
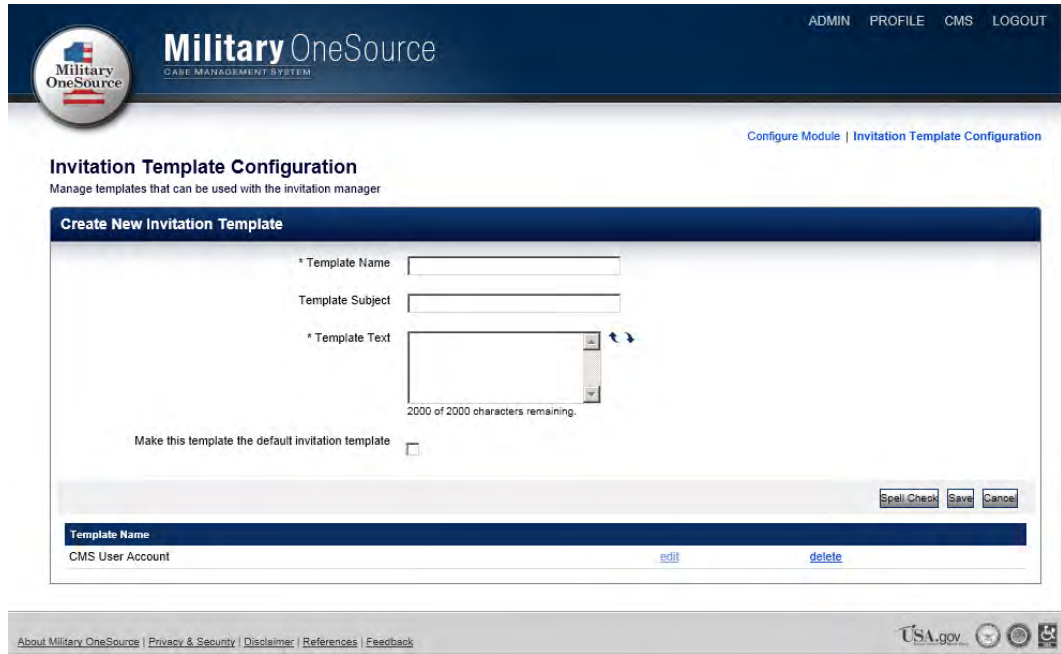
Figure 10.8

4. **Edit Invitation Template**: Administrators can use the "Edit" link next to a template to make any changes.
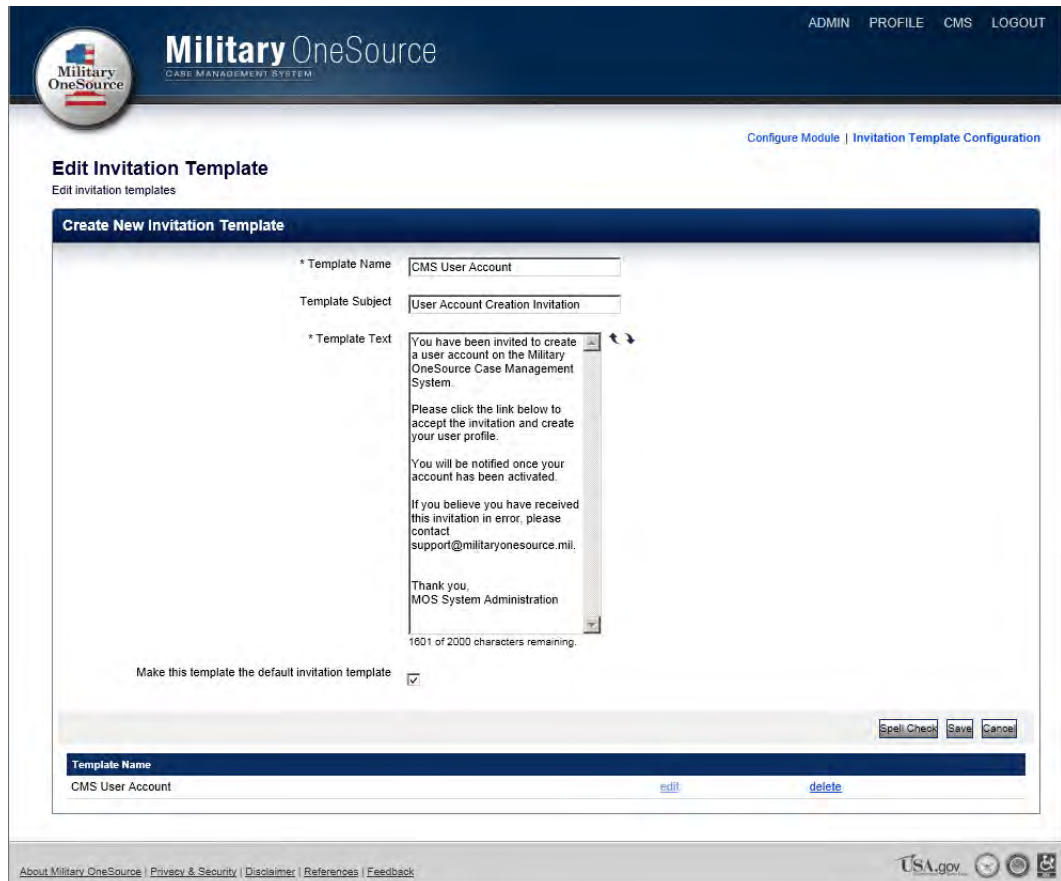
Figure 10.9

iii. **Download Center**: Users can access different resources in the Download center, including user manuals and computer based trainings.
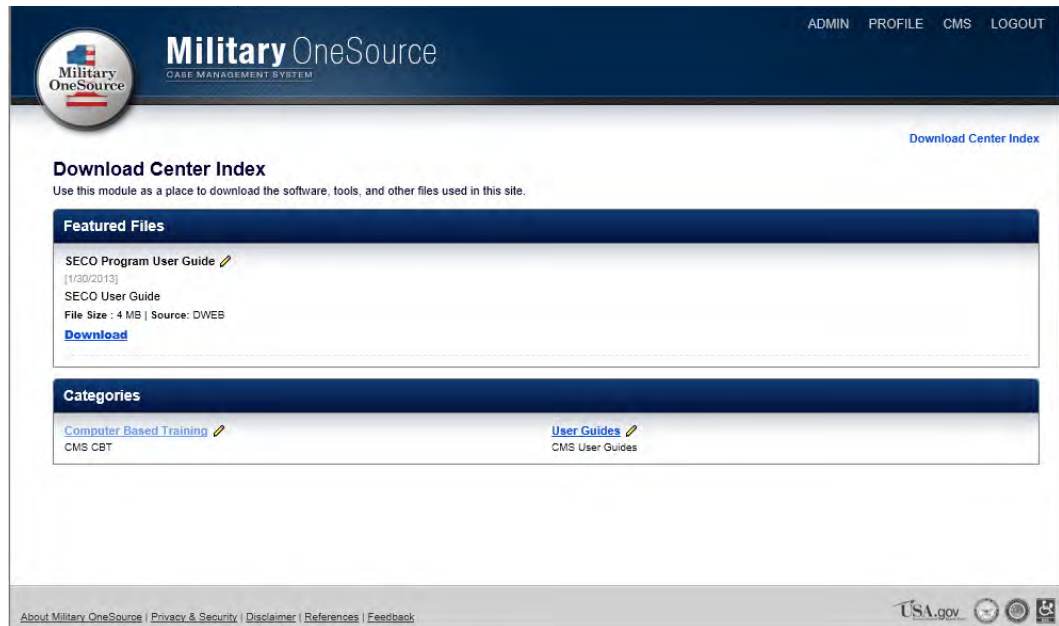
Figure 10.10

1. **User Guides**: Users can access the different user guides available for the Military Source CMS.

Figure 10.11

2. **Computer Based Trainings**: Users can access the different computer based trainings available for the Military OneSource CMS.

Figure 10.12

iv. **Feedback**: A feedback system is available on the Military OneSource site where users on the site can submit trouble tickets and administrators can go in and assist.

Figure 10.13

1. **View Suggestion**: Administrators can view any incoming trouble tickets/suggestions/comments by clicking on the "View" link next to the feedback item (Figure 10.14).

Figure 10.14

2. **Add Suggestion**: Users can add feedback items on behalf of users by clicking on the "Add Suggestion" link in the feedback management links (Figure 10.15).

Figure 10.15

3. **Add Common Responses**: Administrators can create common responses to make the feedback process more efficient.

Figure 10.16

4. **Edit Common Responses**: Administrators can edit existing common responses (Figure 10.17).
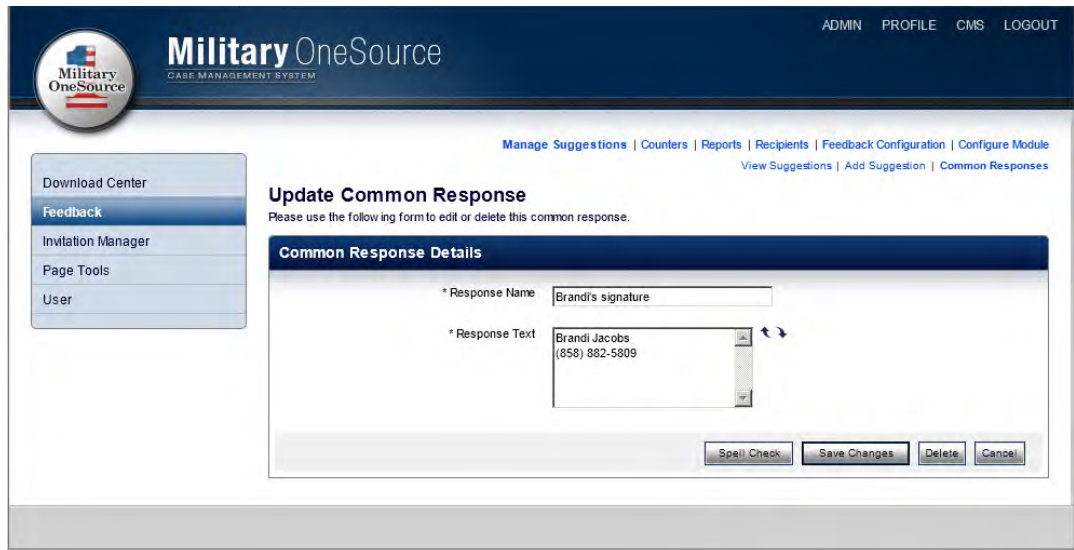
Figure 10.17

5. **Feedback Counters**: Administrators can use the Counters link to track any telephone calls or direct emails related to feedback items.
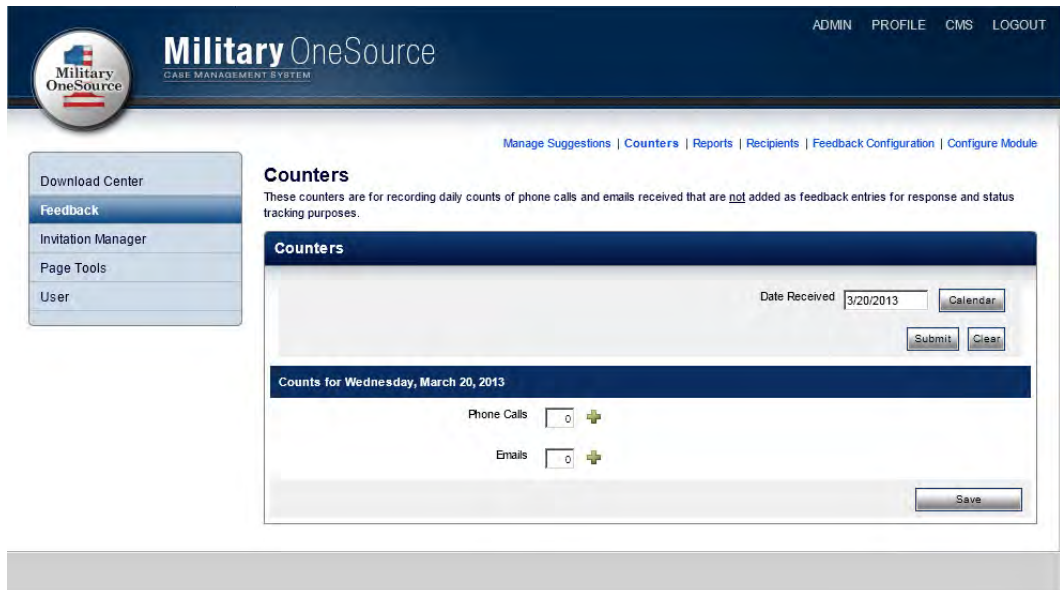
Figure 10.18

6. **Feedback Reports**: Administrators can generate reports to collect data on feedback items (Figure 10.19).
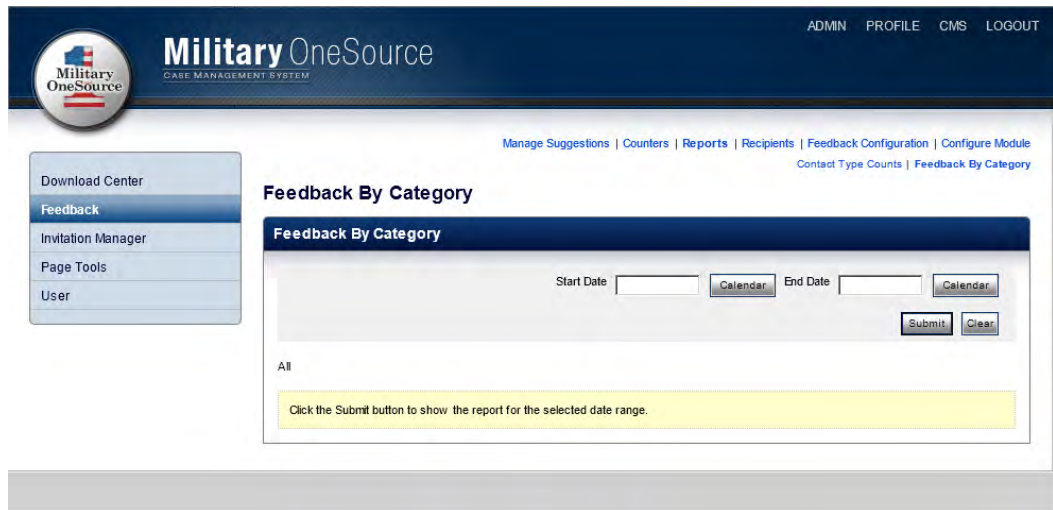
Figure 10.19

7. **Feedback Recipients**: Administrators can view who receives the incoming feedback items via email.
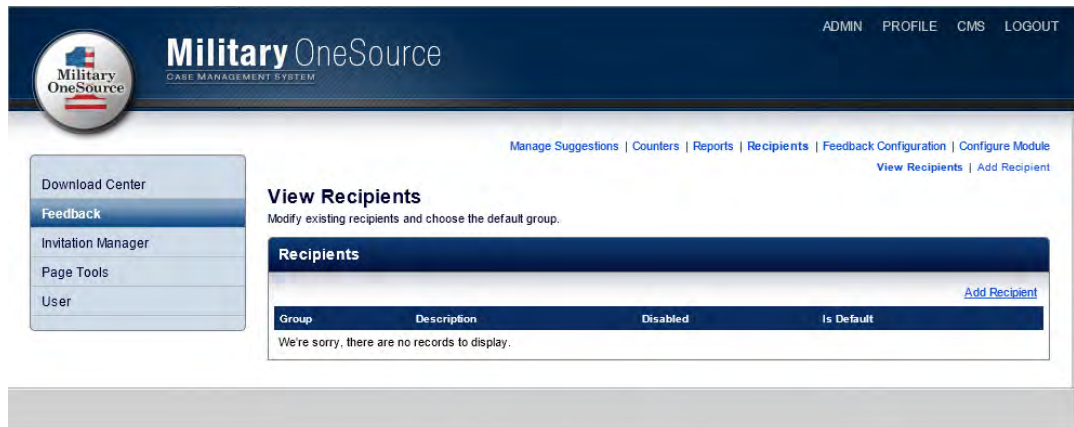
Figure 10.20

8. **Add Feedback Recipient**: Administrators can edit who receives the incoming feedback items via email (Figure 10.21).

Military OneSource
CASE MANAGEMENT SYSTEM

Download Center

Feedback

Invitation Manager

Page Tools

User

Add Recipient

Please use the following form to add a recipient. A recipient group consists of those individuals you have selected to receive suggestions from your users. You may have a single recipient group to handle all suggestions, or multiple groups to handle comments on specific topics. Click "Add Recipient" when finished.

Recipient Information

* Name

Description

Is Default   ☐ Yes ☑ No

Responses to full "To" group   ☑ Never ☐ Always ☐ Only Upon Status Set To "Resolved"

Responses to full "Cc" group   ☑ Never ☐ Always ☐ Only Upon Status Set To "Resolved"

Responses to full "Bcc" group   ☐ Never ☑ Always ☐ Only Upon Status Set To "Resolved"

"To:" Recipients

"Cc:" Recipients

"Bcc:" Recipients

"To:" Users   You can specify recipients by user account after pressing the Add Recipient button.

Spell Check   Add Recipient   Cancel

Figure 10.21

III. MFLC Locator

a. **Search**: The Search page without any results generated.

Figure 11.1

b. **Search**: The Search page with results generated.

Figure 11.2

c. **Edit Location**: Administrators can click on the Location to edit it.

Figure 11.3

d. **Add New Location** Users must first generate a search to ensure that the location does not already exist, but once a search is generated, the administrator can click on the "Add New" button to add a new single location (Figure 11.4).

Figure 11.4

e. **Settings**: Administrators can go to the "Settings" page to change the default radius, export MFLC Locator data, upload files, and locate the location template (Figure 11.5).

Figure 11.5

i. **Export MFLC Locator Data**: Administrators can export MFLC Locator data which is an Excel file of the locations in the system.

Figure 11.6

ii. **MFLC Locator Locations Template**: Administrators can download the Excel template in order to upload multiple MFLC locations.

Figure 11.7

iii. **File Upload Details**: Administrators can click on a previous file upload to view its details.

Figure 11.8

f. **Invitation Manager**

Figure 11.9

i. **View Invitation Status**

Figure 11.10

ii. View Invitation

Figure 11.11

iii. Invitation Template

Figure 11.12

iv. Edit Template

Figure 11.13

IV.   **Miscellaneous**
   a. **About Military OneSource**: Users can click on the About Military OneSource link at the
       bottm of every page to learn about Military OneSource.
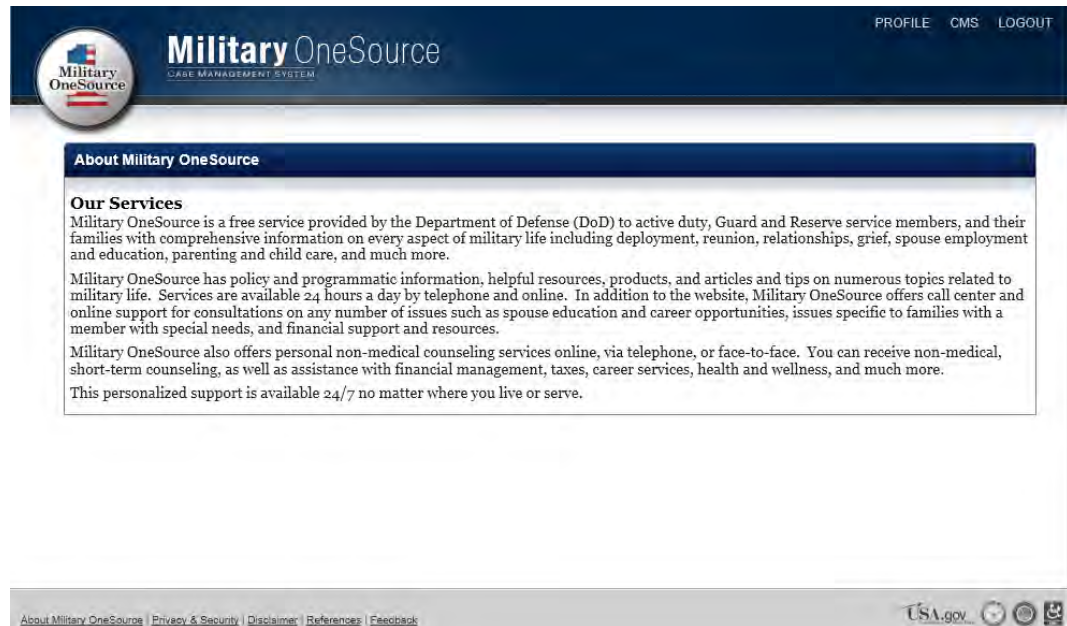
Figure 12.1

   b. **Privacy & Security** : Users can click on the Privacy & Security link at the bottom of every
       page to learn more about Privacy Policy and Security.

Figure 12.2

   c. **Disclaimer**: Users can click on the Disclaimer link at the bottom of every page to learn
       more about the site's Disclaimer (Figure 12.3).

Military OneSource
CASE MANAGEMENT SYSTEM

Disclaimer

Protection of Rights

Military OneSource Case Management Sytem (CMS) does not share personally identifiable information with vendors or other agents, companies, or services without your expressed permission. Your personal information is used only to enhance your experience with Military OneSource CMS; it is not sold, rented, loaned, or transferred to any unrelated third parties. Although aggregated statistics about site usage are prepared to better serve our customer base, no identifiable information is tracked in these statistical reports. However, Military OneSource is obligated to provide certain reportable information to the appropriate military authority for discussions concerning your safety or the safety of others. Military OneSource is also mandated to notify the proper State agencies in these instances.

You should be aware that if you use employer-provided equipment, email services, or use employer access to the Internet, monitoring software may be used at any time and no rights to privacy will be afforded. Employers may use monitoring software from time to time to log all accesses to the Internet and report such activity to management. Employers may also monitor all email messages by you, or others using employer equipment or an employer network for access or transmission of data.

General Information

Military OneSource Online services is an Internet-based information and referral service. The information contained on Military OneSource Online is presented for the purpose of educating participants; it is not intended to provide exhaustive information or advice on a particular topic. The information on this Web site should not be relied on to suggest an authoritative course of action for an individual with legal, financial, educational, medical, or mental health concerns. The information contained on this Web site should not replace a consultation with a qualified expert in the field, such as an attorney, accountant, teacher, physician, health care provider, or therapist.

You should never disregard legal, financial, or medical advice from a professional or delay in seeking it because of information you have read on Military OneSource Online. If you are intending to pursue a legal action against someone, or if legal action is being threatened against you, obtain detailed legal advice from independent counsel who is familiar with the laws as they relate to your jurisdiction. If you have concerns or questions about financial matters, you should contact a banker, accountant, financial planner, or investment broker; their advice will best serve your specific circumstances and needs. Always consult with your physician or health care provider before embarking on a new treatment, diet, or fitness program.

If you are experiencing a crisis situation, such as a medical emergency, suicidal intent, a danger to yourself or others, are in an abusive relationship, or are concerned about child abuse or the abuse of an older relative or dependent adult, please contact the appropriate authorities promptly.

Military OneSource believes that individuals have the right and responsibility to evaluate and choose the most appropriate services and information to meet their needs. The information and referrals provided on this Web site are not endorsements or recommendations of services, providers, or products by Military OneSource, its agents, or the company providing this service to you.

Whenever you submit personal information to Military OneSource Online, Secure Socket Layer (SSL) technology is offered in an to attempt to protect your confidentiality. The technology staff regularly checks for the success and failure of system processes and services to maintain web security and integrity.

Other Web Sites

Military OneSource Online provides links to other Web sites for educational purposes only. Participants are encouraged to exercise discretion when accessing links to other Web sites through Military OneSource Online. When participants link to an external Web site from Military OneSource Online, they leave the Military OneSource Online site. Military OneSource Online makes no representations concerning any effort to review all of the content of these external Web sites. Military OneSource Online is not responsible for the quality of information on any of the external Web sites or any link contained in the external Web sites. These links may lead unintentionally to sites containing information that some people may find inappropriate or offensive. It may also lead to sites that contain inaccurate information, false or misleading advertising, or information that violates copyright, libel, or defamation laws. The services, products, and resources available from these Web sites are not endorsed in any way by Military OneSource Online, nor does Military OneSource Online endorse any of the sponsors or advertisers on these sites.

No guarantee about any external Web site's security is made by Military OneSource Online. Additionally, Military OneSource Online cannot control the use of "cookies" or any other such tracking devices that are used by external Web sites to record personal information. The external Web sites are solely responsible for how they use any personal information that you provide to them. If you have questions about security provisions for an external Web site, review that site's disclaimer or privacy statement.

The entire contents of Military OneSource Online are copyrighted as a collective work under the laws of United States and other copyright laws. The collective work includes works that are the property of the Information Providers that are also protected by copyright and other intellectual property laws. You may display and, subject to any expressly stated restrictions or limitations relating to specific material, download portions of the material from the different areas of Military OneSource Online solely for your own personal, non-commercial use. Any redistribution, retransmission, or publication of any copyrighted material is strictly prohibited without the express written consent of the copyright owner. You agree not to change or delete any proprietary notices from materials downloaded from Military OneSource Online.

Military OneSource Discussion Boards

To foster a sense of community, and to allow for a useful, interactive dissemination of ideas within the online community, Military OneSource offers Discussion Boards to help participants share ideas and experiences with one another. All content posted on the Military OneSource Discussion Board is moderated by Military OneSource staff.

The Military OneSource Discussion Board service is free to all eligible Military OneSource participants. This service allows participants to post questions or concerns to the entire Military OneSource community. If a participant reads your posting on the Military OneSource Discussion Board, he/she may post a response directly to it.

Please be aware that Military OneSource Discussion Boards are available to all members of DoD, including Active Duty, Reserve, Guard and their family members at your installation and command. Please be aware that your User ID will show next to your posting.

If you are in an emergency medical situation, if you have suicidal intent, if you feel that you may be an immediate danger to yourself or others, if you are in an abusive relationship, or if you are concerned about child abuse or the abuse of an older relative or dependent adult, you should promptly contact the appropriate authorities in that matter.

There are rules of etiquette and standards of behavior that must be adhered to when accessing these Military OneSource services. Compliance with the rules and standards listed below is required from all Military OneSource participants. Although Military OneSource wishes to accommodate a variety of diverse viewpoints and ideas, participant communication must remain respectful at all times.

All correspondence should be clear, concise, considerate, and meaningful. No participant has the right to infringe upon another participant's ability to obtain information on this site by methods such as, but not limited to, harassment, insults, or invasion of privacy. Messages posted or sent should not include any language, or visual or audio component that could be construed as unlawful, threatening, libelous, defamatory, obscene, fraudulent, harmful, abusive, hateful, pornographic, or in violation of any law or the Uniform Code of Military Justice (UCMJ), including the property rights of others or the privacy or publicity right of others.

Logging on to the Military OneSource site and impersonating another individual is a violation of the terms of this agreement. Participants may not send or post advertisements to sell products or services, or make any offer that will result in financial gain, to other participants. Any such postings will be deleted from the Military OneSource Discussion Boards.

Failure to comply with the terms listed above may lead to the termination of your access to this site. Military OneSource has the sole right to discontinue the access of any participant who violates the Military OneSource guidelines for online behavior.

As a participant of Military OneSource, you assume responsibility for all activity that is undertaken in your name. For this reason, sharing your passcodes or other personal data with unreliable or suspect individuals is strongly discouraged.

The interactive nature of the Military OneSource Discussion Boards makes it impossible for Military OneSource to assume responsibility for any of the content posted by its participants. The ideas, suggestions, thoughts, recommendations, opinions, comments, advice, and observations made by participants of these interactive services are not endorsed by Military OneSource or the Department of Defense. Military OneSource makes no guarantee regarding the reliability, accuracy, or quality of any material that is posted from any participant onto the Military OneSource Discussion Boards.

Military OneSource Discussion Board Moderators reserve the right to edit and/or delete any postings that are submitted to the Military OneSource Discussion Boards if they are found to be in violation of the rules and regulations outlined above. Military OneSource is not responsible for any failure or delay in removing material from the site that participants may find offensive.

All materials, writings, and correspondence submitted to the Military OneSource Discussion Boards are considered content and become the property of Military OneSource. By posting your ideas, thoughts, opinions, suggestions, advice, observations, and comments on this site, you are representing that you are the creator of such material or have authorization to distribute it. When you post content on Military OneSource, you expressly grant Military OneSource the rights to use, reproduce, modify, or distribute the content in any form.

You must not copy, transmit, modify, distribute, publish, or create any derivative works from any of the content you find on Military OneSource, unless you have the legal right to, or it is for personal, non-commercial purposes. Making unauthorized copies of any material (including, but not limited to, text, graphics, audio, and video) found on this site may lead to the termination of access to this site, and may subject you to legal action from the content owners who may file criminal or civil proceedings against you. In that event, you agree to hold Military OneSource harmless, as well as its vendors, related companies, employees, officers, directors, and agents.

Military OneSource Online will not make available any identifiable information in any form without the prior written or electronic consent of the individual identified, with the following exceptions: providing information as required by law, court order, or other valid legal processes.

Figure 12.3

d. **References**: Users can click on the "References" link to access the Download Center that contains the user manuals and the computer based trainings.

Figure 12.4

e. **About MC&FP**: Users can click on the "About MC&FP" link to locate more information regarding MC&FP (Figure 12.5).

Military OneSource
CASE MANAGEMENT SYSTEM

About Military Community & Family Policy

MC&FP Mission

The Office of the Deputy Assistant Secretary of Defense for MC&FP is directly responsible for programs and policies establishing and suppor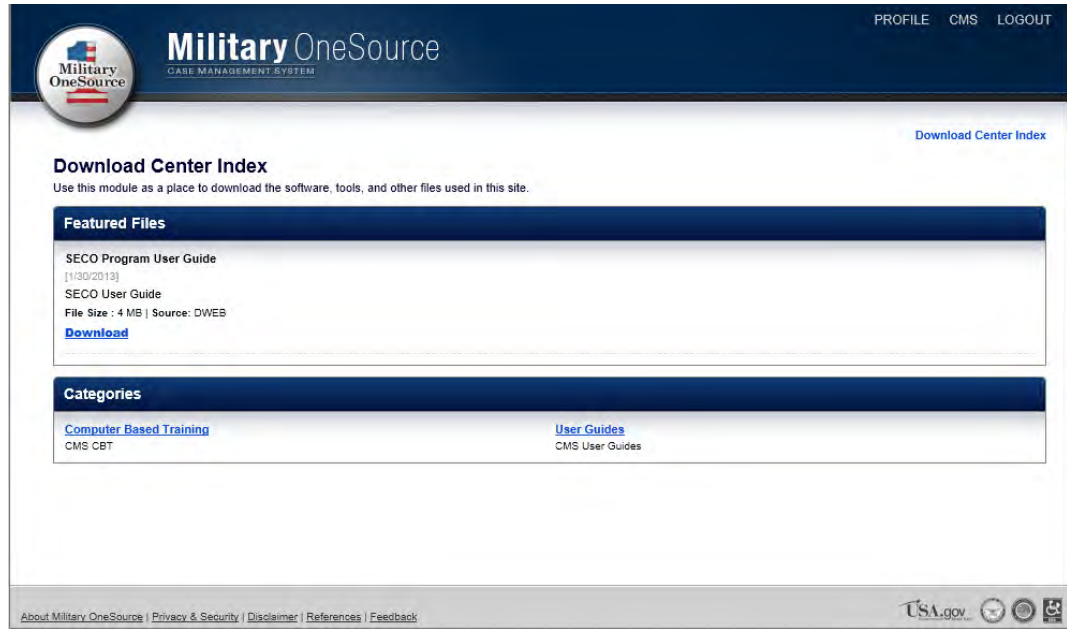ting community quality of life programs for service members and their families worldwide. This office also serves as the focal point for coordination of the broad range of QOL issues within the Department of Defense. Specifically, the Deputate performs the following functions:

- provides for family support policies and programs in areas including family center operations, child care, youth programs, family advocacy, relocation, transition support services, and support during mobilization and deployment (including casualty affairs)
- provides policy and management direction for dependents' education programs stateside and overseas to ensure educational services are uniform and high quality
- establishes program policy for mission sustaining and basic community programs for Morale, Welfare and Recreation, and Voluntary and Post-Secondary Education
- coordinates the services of nonprofit agencies such as the Red Cross, Armed Services YMCA and the USO
- provides policy and program oversight to ensure military community QOL programs are designed and executed to support the needs of the post-drawdown force and the DoD mission
- coordinates DoD oversight of the Armed Forces Retirement Home Board

Armed Forces Retirement Home

The AFRH is a one-of-a-kind independent federal agency established to care for veterans in three settings: independent living, assisted living, and long-term care. Services include physical activities, health care, arts and crafts, dining, travel, and social and cultural activities with campuses in Washington, DC and Gulfport, Mississippi.

Community Support for Families with Special Needs

The Office of Community Support for Families with Special Needs ensures that military families with special needs receive direct services (policy and oversight of early intervention services and special education provided to military children from the military medical departments and the DoD schools); assignment coordination (policy and oversight of the Exceptional Family Member Program enrollment and assignment coordination function); and family support (policy and oversight of the expansion of the EFMP family support function).

Defense Commissary Agency

DeCA, with headquarters at Fort Lee, Virginia, operates a world-wide system of commissary stores as an integral element of the military pay and benefits package for members of the uniformed services on active duty, members of the Reserve Components, retired members, and others authorized by law or regulation.

Department of Defense Education Activity

DoDEA plans, directs, coordinates, and manages the education programs for DoD dependents who would otherwise not have access to a high-quality public education.

Family Advocacy

FAP is the DoD social services program at every installation with command-sponsored families to address child abuse and domestic abuse in the military community, promoting public awareness and prevention, early identification, reporting, comprehensive and coordinated safety planning and support to victims, and treatment for all family members when appropriate, in collaboration with civilian agencies.

Family Policy/Children and Youth

The Office of Family Policy/Children and Youth provides oversight for child development programs; services and support for geographically dispersed service members and families in all states and territories; youth financial readiness services and tools that promote financial literacy and well-being; education programs that build skills for individual and family life development; and partnerships with federal and non-federal entities to augment support for service members and their families.

Military OneSource

Military OneSource provides service members and their families with access to a wide variety of resources and support in order to weather the demands of military life. In an increasingly technological and mobile world, MilitaryOneSource.mil offers support 24/7, telephonically as well as online.

Morale, Welfare and Recreation

MWR encompasses a wide array of community support and business operations, supporting authorized patrons worldwide. Participation in recreation, fitness, sports, cultural arts, and other leisure activities is the key to active living, which leads to improved personal health and well-being and helps build strong military families and healthy communities.

Resale Activities and Nonappropriated Fund Policy

The Resale Activities and Nonappropriated Fund Policy Office is responsible for the oversight and policy governing the commissary and exchange benefits, operations, and programs, which are among the most valued contributors to the quality of life of service members and their families.

Strategic Outreach

The Office of Military Community Outreach is responsible for developing and implementing outreach tactics supporting MC&FP, communicating critical program and policy information to service members and their families, leadership, and service providers through public affairs activities, online tools and resources, social media channels, and print products.

State Liaison and Educational Opportunities

Through engagement and education of state policymakers, nonprofit associations, concerned business interests, and other state leaders, DSLO seeks to work with states to remove unnecessary barriers and significantly improve the quality of life for military families. In addition, through program and policy oversight, the Educational Opportunities office supports the voluntary education requirements of one of the largest continuing education programs in the world.

Figure 12.5

f. **Accessibility**: Users can click on the accessibility link to locate more information regarding Accessibility.
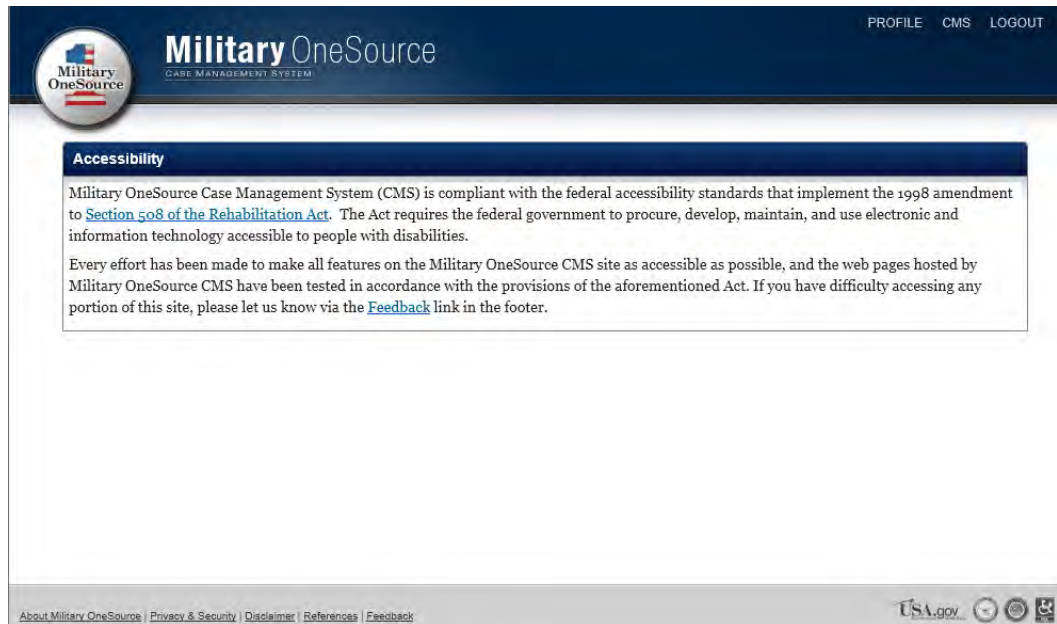

Figure 12.6