

DEPARTMENT OF DEFENSE  
Office of the Secretary of Defense  
Narrative Statement on a New System of Records  
Under the Privacy Act of 1974

1. System identifier and name: DPR 42 DoD, entitled "Military OneSource (MOS) Case Management System (CMS)".

2. Responsible officials: Ms. Beth Riffle, Director, Military Community Outreach, Military Community and Family Policy, 4000 Defense Pentagon Room 2E355, Washington, DC 20301-2400, telephone 571-372-0461 and Mr. David Kennedy, Military OneSource Program Manager, Military OneSource Program Office, Military Community Outreach, Military Community and Family Policy, 4800 Mark Center Drive, Suite 14E08, Alexandria, VA 22350-2300, telephone 571-372-5323.

3. Purpose of establishing the system: The Office of the Secretary of Defense proposes to establish a new System of Records to support the Military OneSource Case Management System which will document an individual's eligibility; identification of the caller's inquiry or issue to provide a warm hand-off, referral and/or requested information; the development towards a final solution and referral information. Records may be used as a management tool for statistical analysis, tracking, reporting, and evaluating program effectiveness and conducting research. Information about individuals indicating a threat to self or others will be reported to the appropriate authorities in accordance with DoD/Military Branch of Service and Component regulations and established protocols.

4. Authority for the maintenance of the system: 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1781 note, Establishment of Online Resources To Provide Information About Benefits and Services Available to Members of the Armed Forces and Their Families; DoD Directive 1404.10, DoD Civilian Expeditionary Workforce; DoD Instruction (DoDI) 1342.22, Military Family Readiness; and DoDI 6490.06, Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members.

5. Provide the agency's evaluation on the probable or potential effects on the privacy of individuals: In constructing/reviewing this SORN, Military Community and Family Policy carefully reviewed the safeguards established for the system to ensure they

are compliant with DoD requirements and are appropriate to the sensitivity of the information stored within this system. Any specific routine uses have been established to ensure the minimum amount of personally identifiable information is provided. Military Community and Family Policy recognizes the sensitive nature of the information collected and stored within this System of Records and has considered this in developing the system and implemented ways to minimize any potential effects to the individuals on whom records might be retained.

6. Is the system, in whole or in part, being maintained, collected, used or disseminated by a contractor? Yes.

7. Steps taken to minimize risk of unauthorized access:  
Records are maintained in a controlled area accessible only to authorized personnel. Physical entry is restricted by the use of locks and passwords and administrative procedures which are changed periodically. Records are encrypted while not in use (encrypted at rest). The system is designed with access controls, comprehensive intrusion detection, and virus protection. Access to personally identifiable information in this system is restricted to those who require the data in the performance of the official duties and have completed information assurance and privacy training annually. Authority to access records is role-based and requires two-factor authentication.

8. Routine use compatibility: In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act of 1974, as amended, these records may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C 552a(b)(3) as follows:

To authorized DoD MOS contractors for the purpose of responding to Service Member or family member needs.

To local law enforcement entities for the purpose of intervention to prevent harm to the individual (self) in accordance with DoD/Military Branch of Service and Component regulations and established protocols.

Any release of information contained in this system of records outside the DoD under a routine use will be compatible with the purpose(s) for which the information is collected and maintained. The DoD Blanket Routine Uses set forth at the beginning of the Office of the Secretary of Defense (OSD) compilation of systems of records notices may apply to this system.

9. OMB information collection requirements:

OMB collection required: Yes

OMB Control Number:

Title of collection if other than #10:

Date Approved or Submitted:

Expiration Date:

If No, then state reason: Participants are not defined as "members of the public."

10. Name of IT system (state NONE if paper records only):

Military OneSource Case Management System (DITPR 15776).

DRAFT

System identifier and name:

Military OneSource (MOS) Case Management System (CMS)

System location:

DISA DECC Oklahoma City, 8705 Industrial BLVD, Building 3900,  
Tinker AFB OK 73145-3336.

Categories of individuals covered by the system:

Active Duty Service members; Reserve and National Guard members; members of the Coast Guard activated as part of the Department of the Navy under Title 10 authority; Medically discharged Service members participating in one of the Services Wounded Warrior or Seriously Ill and Injured Programs; those with honorable and general (under honorable conditions) discharges (includes retirees and those on the Temporary Disability Retirement List (TDRL)), during the first 180 days after separation date; and DoD Civilian Expeditionary Workforce Personnel; the immediate family members of the groups described above to include same-sex domestic partners; individuals with a legal responsibility to care for a deployed service members children acting for the benefit of the children; and Survivors of deceased Service members who contact Military OneSource seeking information, referrals, or non-medical counseling.

Categories of records in the system:

Individual's name, date of birth, gender, marital status relationship to service member, rank, unit, branch of military service, military status, current address and mailing address, telephone number, email address, participant ID and case number (automatically generated internal numbers not provided to the participant), presenting issue/information requested, handoff type to contractor; handoff notes, if interpretation is requested and the language, referrals, and feedback from quality assurance follow-up with participants.

Non-medical counseling information includes psychosocial history; assessment of personal concerns; provider name, phone number, and location; authorization number; and outcome summary.

Authority for maintenance of the system:

10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1781 note, Establishment of Online Resources To Provide Information About Benefits and Services Available to Members of the Armed Forces and Their Families; DoD Directive 1404.10, DoD Civilian Expeditionary Workforce; DoD Instruction (DoDI) 1342.22, Military Family Readiness; and DoDI 6490.06,

## Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members.

### Purpose:

MOS CMS allows the documentation of an individual's eligibility; identification of the caller's inquiry or issue to provide a warm hand-off, referral and/or requested information; the development towards a final solution and referral information. Records may be used as a management tool for statistical analysis, tracking, reporting, and evaluating program effectiveness and conducting research. Information about individuals indicating a threat to self or others will be reported to the appropriate authorities in accordance with DoD/Military Branch of Service and Component regulations and established protocols.

Routine uses of records maintained in the system, including categories of users and the purposes of such uses:

In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act of 1974, as amended, these records may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C 552a(b)(3) as follows:

To authorized DoD MOS contractors for the purpose of responding to Service Member or family member need.

To contractors and grantees for the purpose of supporting research studies concerned with the effectiveness of non-medical counseling interventions.

To local law enforcement entities for the purpose of intervention to prevent harm to the individual (self) in accordance with DoD/Military Branch of Service and Component regulations and established protocols.

Any release of information contained in this system of records outside the DoD under a routine use will be compatible with the purpose(s) for which the information is collected and maintained.

The DoD Blanket Routine Uses set forth at the beginning of the Office of the Secretary of Defense (OSD) compilation of systems of records notices may apply to this system.

Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

### Storage:

Electronic storage media.

**Retrievability:**

Information is retrieved by the Participant's full name.

**Safeguards:**

MOS CMS is hosted on a DIACAP certified and accredited infrastructure. Records are maintained in a secure building in a controlled area accessible only to authorized personnel. Physical entry is restricted by the use of locks and passwords and administrative procedures which are changed periodically. Records are encrypted while not in use (encrypted at rest). The system is designed with access controls, comprehensive intrusion detection, and virus protection. Access to personally identifiable information in this system is role based and restricted to those who require the data in the performance of the official duties and have completed information assurance and privacy training annually. PII data is encrypted during transmission to protect session information. .

**Retention and disposal:**

Disposition Pending. Until the National Archives and Records Administration has approved the retention and disposal of these records, treat them as permanent.

**System manager:**

Director, Military Community Outreach, Military Community and Family Policy, 4000 Defense Pentagon Room 2E355, Washington, DC 20301-2400; or Military OneSource Program Manager, Military OneSource Program Office, Military Community Outreach, Military Community and Family Policy, 4800 Mark Center Drive, Suite 14E08, Alexandria, VA 22350-2300.

**Notification procedures:**

Individuals seeking to determine if information about themselves is contained in this record system should address written inquiries to appropriate system manager.

Written requests should be signed and include the individual's full name, current address, and telephone number.

**Record access procedures:**

Individuals seeking to determine if information about themselves is contained in this record system should address written inquiries to the Office of the Secretary of Defense/Joint Staff Freedom of Information Act Requester Service Center, 1155 Defense Pentagon, Washington DC 20301-1155.

Written requests should be signed and include the individual's full name, current address, and telephone number and this system of records notice number.

In addition, the requester must provide a notarized statement or an unsworn declaration made in accordance with 28 U.S.C. 1746, in the following format:

If executed outside the United States: 'I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed on [date]. [Signature].

If executed within the United States, its territories, possessions, or commonwealths: 'I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on [date]. [Signature].

Contesting procedures:

The OSD rules for accessing records, for contesting contents, and appealing initial agency determinations are published in OSD Administrative Instruction 81; 32 CFR Part 311, or may be obtained from the system manager.

Record source categories:

The individual, Military OneSource program officials, and authorized contractors providing advice and support to the individual.

Exemptions:

None.