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MC&FP: Family Advocacy Program Initial Entry Point Environmental Scan

Stakeholder Engagement Script

May 2022



Stakeholder Conversation Plan

OVERVIEW

- Deloitte will have conversations with DoD stakeholders at nine (9) installations to gain insight into known, unknown and potentially new entry points through which military family members may seek information and support for domestic abuse and child abuse and neglect. Installations were identified according to criteria (e.g. Service, size, location, mission focus) aimed at yielding a representative set of observations.
- Conversations will be conducted via phone call and last approximately 5-10 minutes.
- Questions will be closed-ended and limited to fact-based queries that do not elicit stakeholders' personal beliefs, values, or attitudes.

OUTREACH PROCEDURES

- MC&FP will distribute a memo about the Environmental Scan and procedures to the Services and installations to ensure their awareness.
- Deloitte will identify contact information for the identified entry sites using publicly available sources like installation websites and will initiate direct contact.
- Only government employees will be interviewed; information will not be collected from servicemembers or government contractors.
- Two members from the Deloitte team will join each call. One person will be a designated notetaker while the other person guides the conversation using the Stakeholder Engagement Questions reviewed by MC&FP.
- To ensure consistency, Deloitte will initiate all calls using the Stakeholder Engagement Script reviewed by MC&FP.
- Calls will not be recorded.
- Participation is strictly voluntary.

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-XXXX, is estimated to average 7 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

DoD Stakeholder Engagement Script

The following script and questions will guide stakeholder conversations for the Family Advocacy Program Environmental Entry Point Scan.

Introduction

Use the following script as a reference to introduce the team and kick off the conversation.

Interview Introductions: Hi, this is _____ and _____. We work for Deloitte and are gathering information from DoD civilian employees at the request of the Deputy Assistant Secretary of Defense for Military Community and Family Policy. This is in response to a Congressional request aimed at understanding where dependents access military program information and services.

This is voluntary and will take about 5-10 minutes. Nearly all questions are Yes/No and we will not attribute your name to your responses.

The Installation Commander, [COMMANDER'S NAME], is aware that we're making these calls. Do you have time to answer a few questions?

If 'Yes': Thank you! We appreciate your time.

If 'No': We understand. Participation is strictly voluntary. Is someone else in your office available to speak with us? If not, is there another time we could call back?

If 'Questions or concerns': I understand. I'd be happy to forward the memo distributed to installation commanders and the National Defense Authorization Act tasking if you'd like to see additional information. What is the best email address?

Have you worked in your role for less than six (6) months?

If 'Yes': Is someone else in your office available to speak with us who has worked in their role for more than six (6) months?

If 'No': Great, thanks!

Stakeholder Questions

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Use the following script to gather information regarding the stakeholder's knowledge of known and potential entry points through which military family members may get information about domestic abuse and child abuse and neglect.

1. Approximately how many military family members does your office/department/program serve daily?
 - 1-10 military family members
 - 10-25 military family members
 - 25-100 military family members
 - 100+ military family members
2. Do you know where you could refer a military family member for information about domestic abuse and child abuse and neglect?
3. The Family Advocacy Program, or FAP, is the Department of Defense program designated to address domestic abuse, child abuse and neglect, and problematic sexual behavior in children and youth. Does your office/facility distribute or have information available regarding FAP?

If so:

- How is the information shared with military family members? (Examples: Flyers, brochures, posters, handouts, branded pens, employee knowledge of program, etc.)
- Is the information presented to everyone or do people request it?
- Did military family members have access to your office/program during Covid? Were services in person or virtual?

If not:

- Do you know how to reach the Family Advocacy Program?
 - Does your office distribute or have information available regarding domestic abuse and child abuse and neglect?
 - Would it be possible to make FAP-specific materials available where you work/in your program? (Examples: FAP's flyers, brochures, posters, handouts, etc.; can provide an example by email.)
 - Would it be possible to include information about FAP in your materials? (Examples: Providing FAP phone number or website on your brochures, website, posters, etc.; can provide sample communication by email.)
4. The New Parent Support Program helps military parents, including expectant parents, transition successfully into parenthood and provide a nurturing environment for their children. Does your office/facility distribute or have information available regarding the New Parent Support Program?
 5. Have you seen or heard information about domestic abuse and child abuse and neglect available elsewhere on the installation?
 - If so, where?
 6. Have you seen or heard information about FAP available elsewhere on the installation?
 - If so, where?

Use the script below to close the interview and thank the interviewee for their time and positive contribution.

This concludes our questions. Thank you for taking the time to speak with us. We appreciate it!