On-Demand Resource Request at a Glance

The completeness of the Resource request form minimizes multiple telephone calls and expedites the approval process. On demand support is for events lasting 1 to 3 days, such as drill weekends, annual training, marriage retreats, survivor support group and family events. Military OneSource, military and family life counselors, child and youth behavioral counselors and personal financial counselors support events.

Every request is reviewed and staffed based on its own merit.

Resource Request Criteria:
- ✓ Requests for on-demand resources must be submitted at least *15 business* days (three weeks) before the event occurs.
- ✓ Short notice requests with less than 15 business days are for special circumstance situations that may include crisis situation, natural disaster, casualty assistance and or wounded warrior that need Non-Medical counseling support.
- ✓ The Program Offices must have a City and State to begin processing requests. Points of contact (POC) must provide event address *10 business* days prior to the event.
- ✓ Requests may be processed 180 calendar days prior to the event.
- ✓ If all request details are not provided, and additional questions addressed, support may be delayed while processing the request.

Quick Tips:

Before submitting request, review form for completeness by checking the following.

- ✓ **Length/Dates of most recent deployment –** If this is a post-deployment event provide unit's return date (Month/Year),
- ✓ **Approx Length/Dates of Planned Deployment -** If this is a pre-deployment event, provide unit's scheduled deployment date (Month/Year), this helps determine eligibility.
- ✓ **Branch of Service-** This is the Branch of Service of requestor. For example, if the requestor belongs to Air National Guard, then they should not select Air Force as a branch of service. It should be "Air National Guard".
- ✓ **Programs and Services Requested** – Ensure start and end dates are provided first. Otherwise, "Services Requested" section will not open up. Check appropriate boxes for resources, i.e., Face to Face Counseling and Counseling Presentation for MFLCs, CYBs. Military OneSource In-person support may not be selected in conjunction with Virtual Services.
- ✓ **Event times filled out?** Ensure times/dates when resources are needed are entered. If issues occur, enter the entire time of event start and end time.
- ✓ **Main and Alternate POCs-**Ensure phone numbers and email are correct
- ✓ **City and State for Unit Information-**This should be the City and State where the primary unit is located. Review listed city or installation to confirm accurate spelling and if it is already in drop down. Please note that in order to select recruiting command, one has to click "Unit is on an installation".
- ✓ **Event Address-**POCs should provide this information no later than 10 business days before the event occurs.
- ✓ **Processing Request without Full Address-**If request is sent to COR review without full address, it may need to be resent back for re-staffing again once the address is updated.
- ✓ **Additional Relevant Information Box -**Include any additional information in this box which will help us review and justify utilization of resources, such as:
  - o Breakdown of anticipated attendees, i.e., service and family members
  - o Utilization of resources, i.e. agenda/itinerary indicating concurrent briefings, 1:1 counseling or the possibility of sign up for counseling.
  - o Explanation of special circumstances pertaining to this unit.

Process requests as soon as possible preferably 30 days prior to the event.