

# Quick Reference Guide

## On-Demand Resource Request at a Glance



### Description of Support

On-demand support is available for events that are one to three days in length. Event types include but aren't limited to: weekend events, annual trainings, marriage retreats, survivor support groups and family events. Leaders can request Military OneSource state consultants, military and family life counselors, child and youth behavioral counselors and personal financial counselors to support these events.

### Review Process

To streamline the approval process, complete all fields on the On-Demand Resource Request form. Incomplete forms will not be reviewed. Submit all address changes, date changes or cancellations through Military Community Support Programs. The Office of the Assistant Secretary of Defense for Military Community and Family Policy is the only office authorized to make changes to submitted requests.

**Note: Every request is considered on a case-by-case basis.**

### Eligibility

Service members and the families of active duty, National Guard and reserve (regardless of activation status), Coast Guard members when activated for the Navy, DOD expeditionary civilians and survivors.

### Time Frame

- Submit requests for on-demand resources **preferably 30 days prior but at least 15 business days** (three weeks) **before** the event. MCSP can process requests 180 calendar days prior to event.
- MCSP can schedule special circumstances, such as a crisis situation, natural disaster or casualty assistance that require non-medical support in a shorter timeframe.

### Request Criteria

All fields with red asterisks are required. If all request details are not provided, support may be delayed while processing the request. Check the following to make sure form is complete before submitting.

- Points of contact must complete city and state on form, so MCSP can initiate request processing.
- POCs must **provide event address 10 business days prior to the event.**

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### Quick Tips

- **Length and dates of most recent deployment** — Provide month/year of unit's return for post-deployment events.
- **Approximate length and dates of planned deployment** — Provide month and year of scheduled deployment to help determine eligibility for pre-deployment event.
- **Branch of service of requestor** – This is the branch of service of the requestor. For example, if the requestor belongs to the Air National Guard, select Air National Guard, not Air Force as a branch of service. The exception is that Coast Guard under Title 10 orders will select Navy in the drop-down menu
- **Programs and services requested** — Provide start and end dates first or "Services Requested" section will not open up. Check appropriate boxes for resources requested
- **Event times filled out** — Enter times and dates when resources are needed. If issues occur, enter the entire time of event start and end time
- **Primary and alternate POCs** — Ensure phone numbers and email addresses are correct. Request may be canceled if POC cannot be reached
- **Assignment location** — Enter city and state location of primary unit. Confirm spelling and check if location is listed in the drop-down. To select recruiting command, click "Unit is on an installation."
- **Processing request without full address** — Full address required or MCSP may return for updated address
- **Additional relevant information box** — Include additional information for review and justify utilization of resources, such as:
  - Breakdown of anticipated attendees, i.e., service and family members
  - Use of resources, i.e., agenda/itinerary indicating concurrent briefings, 1:1 counseling or possible sign-up for counseling
  - Description of special circumstances pertaining to this unit or event

**Submit requests as soon as possible – preferably more than 30 days prior to the start date.**