

NON-MEDICAL COUNSELING RESOURCE REQUEST PROCESS INFORMATION PAPER FOR ON-DEMAND EVENTS

SUBJECT: Resource Request Process for On-Demand Events

BACKGROUND:

- Non-Medical Counseling resources are centrally managed by the Non-Medical Counseling Program Office within the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (ODASD (MCFP)).
- Military OneSource, Military and Family Life Counselor (MFLC), Child and Youth Behavioral (CYB-MFLC), and Personal Financial Counselor (PFC) support is available to Active Duty, National Guard and Reserve Service members (regardless of activation status), and their spouses. Service members transitioning out of the military are eligible for up to 180 days after separation or retirement. Members of the Civilian Expeditionary Workforce who are deployed in service of the DoD are eligible.
- On-demand events last up to three days for the Active, National Guard and Reserve Components. Examples of on-demand events are Yellow Ribbon Reintegration Programs, drill weekends, family events, annual training, and marriage retreats.

DISCUSSION:

- Starting 1 August 2015, resource requests must be submitted using the New Resource Request Form at: <https://supportrequest.militaryonesource.mil>.
- In order to request support for an event, the criteria below must be met:
 - * All requests for on-demand resources must be submitted at least *15 business* days before the event occurs.
 - * Non-Medical Counseling Program may delay processing and disapprove requests submitted without an event address. Points of contact (POC) must provide event address *10 business* days prior to the event.
 - * Requests may not be submitted earlier than 180 calendar days prior to the event.
 - * In order to be eligible for in-person support, resource guidelines require that a minimum of 50 eligible individuals are anticipated to attend an event.
 - * Adult MFLCs and CYB-MFLCs are required to have a minimum of six (6) direct face-to-face contacts daily, and PFCs are required to have four (4) direct face-to-face contacts daily.
- If in-person Military OneSource support cannot be provided, virtual support to include webinar, telephonic, train-the-trainer, and materials only will be offered.
- If the request is approved our vendors will provide you with the representative's contact information at least seven business days prior to the event. Based on the different types of resources supporting the event, multiple vendors may contact the POC. POCs must notify the Non-Medical Counseling Program staff of all event and resource cancellations or changes no less than six days before the event.
- Each event POC is responsible for ensuring that Non-Medical Counseling Program office has current information, including but not limited to: dates/cancellations, points of contact, number of attendees, and other related information.
- Every request is reviewed and staffed based on its own merit.

Thank you for considering the Non-medical counseling program's On-demand resources to support your event.

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Updated: 24 November, 2015