

MILITARY COMMUNITY SUPPORT PROGRAMS RESOURCE REQUEST PROCESS INFORMATION PAPER FOR ON-DEMAND SUPPORT

SUBJECT: Resource Request Process for On-Demand Events

BACKGROUND:

- The Non-Medical Counseling Program Office within the Office of the Deputy Assistant Secretary of Defense centrally manages Military Community Support Programs resources 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 DoD expeditionary civilians (when deployed 90 days prior and up to 180 days post-deployment), their immediate family and survivors (non-remarried spouses and their children) are eligible. Veterans and their immediate family members are eligible post separation or retirement (up to 365 days for Military OneSource and up to 180 days for Military and Family Life Counseling and Personal Financial Counseling services).
- Requests for Personal Financial Counselor (PFC) support are approved by the Office of Force Readiness and Education*. All other requirements and policies for support remain unchanged.
- 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:

- All requests for support must be submitted using the 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* (three weeks) before the event occurs.
 - 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 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.
- 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 Military Community Support Programs 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 Military Community Support Programs 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 Military Community Support Programs On-demand resources to support your event.

For questions about On Demand MFLC or CYB MFLC support please call the Military Community Support Programs Manager, ODASD(MCFP); osd.pentagon.osd-p-r.mbx.mcfp-nmc@mail.mil, (571)372-4530.

***For questions about On Demand PFC support please call the Force Readiness Office Program Manager, ODASD (FE&T); osd.mc-alex.osd-p-r.mbx.financial-readiness@mail.mil, (703-695-3090).**