



MILITARY & FAMILY LIFE COUNSELING



MILITARY AND FAMILY LIFE COUNSELING **Program Guide**

FOR WHEREVER YOU ARE IN LIFE.



TABLE OF CONTENTS

Overview	2
Eligibility	2
The Role of MFLCs	2
Military and family life counselors	2
Child and youth behavioral military and family life counselors	3
Counselor work schedules	4
Counselor travel	5
Types of Support Provided by the MFLC Program.....	5
Ongoing rotational support	5
Short-term surge support	5
School support	6
Summer program and camp support	6
On-demand support	6
Support request reviews	6
Basic Guidelines for Counseling Support	7
Stakeholder Roles and Responsibilities	8
Presentations	10
Reporting and Documentation	11
Conflict Resolution	11
Frequently Asked Questions	12
Appendices	17
Parent Consent Letter	18
ABCs of CYBs	20
Training Request Template	28
Background Verification Letter	29
Briefing and Presentation Review Template.....	30
Summary of Military Community Support Programs Reports	31

MILITARY AND FAMILY LIFE COUNSELING:

Program Guide

Overview

The Military and Family Life Counseling Program provides confidential, non-medical, short-term, counseling services. The non-medical counseling approach is psychoeducational, which helps participants learn to anticipate and resolve challenges associated with the military life. Support is aimed at preventing the development or exacerbation of mental health conditions that may detract from military and family readiness. The contract is centrally managed by the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy. These general program guidelines do not supersede service regulations.

Eligibility

Active-duty service members, National Guard and reserve members (regardless of activation status), Coast Guard members when activated for the Navy, Department of Defense expeditionary civilians (90 days prior to deployment through 180 days post-deployment) and their immediate family members are eligible for services. Veterans and their immediate families are eligible up to 180 days past separation from the military.

The Role of MFLCs

Military and family life counselors and child and youth behavioral military and family life counselors provide confidential non-medical counseling services face-to-face, both on and off military installations. Counselors rotate at locations worldwide.

Military and family life counselors

Military and family life counselors, or MFLCs, assist service members and their family members with circumstances occurring across the military life cycle and aim to enhance operational and family readiness. Counselors provide support to individuals, couples, families and groups for a range of issues including, but not limited to, deployment stress, reintegration, relocation adjustment, separation, anger management, conflict resolution, parenting, parent-child communication, relationship and family issues, coping skills, homesickness, and grief and loss.

Child and youth behavioral military and family life counselors

Child and youth behavioral military and family life counselors, or CYB-MFLCs, support and augment child and youth programs, Department of Defense Education Activity schools, local education agencies, and camps designed for military children and youth and special operations commands. Counselors provide non-medical support to eligible faculty, staff, parents and children. They may observe, participate and engage in activities with children and youth; provide coaching, guidance and support to staff and parents; and model behavior management techniques for staff and parents. Parents must acknowledge, in writing, the availability of CYB-MFLC support and whether their child may receive assistance from a CYB-MFLC (see [Parent Consent Letter](#)). The CYB-MFLC's work is conducted within line-of-sight supervision of staff or a parent.

Child and youth behavioral military and family life counselors provide support on topics including, but not limited to:

- Identifying feelings
- Bullying
- Conflict resolution
- Self-esteem
- Managing anger and aggression
- Separation from parents
- Problem-solving
- Coping with deployment and reunification
- Transition and moving
- Sibling and parental relationships
- Time management
- Divorce

Children of civilians are not eligible to receive counseling on a one-on-one basis; therefore, they will not have a signed parental consent. If nonmilitary-connected youth are in a group setting with military-connected youth, the CYB-MFLC shall support the group as a whole, to include both the military-connected youth and nonmilitary-connected youth. For more details, see [ABCs of CYBs](#).



Counselors support and augment installation child and youth programs by providing private and confidential non-medical counseling services to children and youth up to age 18 in groups or individually and by offering guidance and modeling to families, staff and support personnel.

Counselor work schedules

The normal counselor work schedule is a highly flexible 40 hours per week. Appointments, meetings and briefings may extend beyond typical work hours and may include evenings and weekends. Counselors should take into consideration the unique nature of the work and recognize that mission requirements may necessitate work outside normal hours, including work on federal holidays. In these situations, work hours may be adjusted to accommodate the workload. Overtime beyond 40 hours is not authorized.

School rotations for CYB-MFLCs cover the entire academic year, which may range from nine to 12 months. In coordination with installation points of contact, counselors assigned to a school before the academic school year may remain on the installation during school recesses or breaks and provide services throughout the assignment rotation. This would include providing presentations and walk-around coaching services* throughout the installation.

The decision to maintain a counseling presence on the installation or at the school during school breaks is collaboratively made by the school point of contact, installation and Military Community Support Programs. Final decisions regarding counselor presence during school breaks come from Military Community Support Programs.

If a counselor is unable to complete an assignment, Military Community Support Programs will work to backfill the assignment.

* Walk-around coaching refers to a more casual outreach opportunity that allows counselors to discuss issues that service members and their families are experiencing. Using this approach, counselors go to the people instead of waiting for them to schedule an appointment in a traditional office setting.

Counselor travel

Both MFLCs and CYB-MFLCs are authorized to provide support for activities within a 50-mile radius of their assignment location. In general, travel beyond 50 miles during a rotation is not required. If service members and their families need non-medical counseling in a location beyond 50 miles, commanders on active-duty installations, state family program directors and reserve headquarters points of contact, or their designees, may submit a request for travel in advance through their chain of command to Military Community Support Programs. All travel must be in direct support of counselor assignments and be approved in advance by the contracting officer representative.

Types of Support Provided by the MFLC Program

Ongoing rotational support

Rotational support is provided by counselors on an ongoing basis on active-duty military installations, as well as within various recruiting commands. Requests to initiate support are done through the [BOSS support request system](https://supportrequest.militaryonesource.mil/) (<https://supportrequest.militaryonesource.mil/>). Support for seamless transitions is automatically approved for active-duty installations. Requests to discontinue support or to extend a specific MFLC or CYB past 12 months should be done by sending an email to the chain of command or service headquarters points of contact.

Rotational support is provided by counselors at National Guard and reserve locations for six months. Six-month extensions at National Guard and reserve locations may be provided upon request by the respective service. Requests should be made by sending an email to the chain of command or service headquarters points of contact.

The same counselor may support back-to-back rotations. Requests can be made for a specific MFLC or CYB to extend past 12 months for active-duty locations and up to six months for National Guard and reserve locations on a case-by-case basis. This request should be made by sending an email to the chain of command or service headquarters points of contact.

Short-term surge support

Short-term surge support provides service members and families confidential, non-medical counseling services for up to 90 days.

Commanders on active-duty installations may request surge support using the [BOSS support request system](https://supportrequest.militaryonesource.mil/) (<https://supportrequest.militaryonesource.mil/>) through their service headquarters family program manager. Surge support can fill short-term or unanticipated needs, such as support in the aftermath of a natural disaster. When the installation level point of contact identifies the need for surge support, they should contact their service headquarters to receive approval prior to submitting a request to the BOSS system. Military Community Support Programs is the final approval authority for surge support.

Commanders on active-duty installations and National Guard and reserve headquarters points of contact may request an extension of surge support by sending an email for extension up through the chain of command or to the service headquarters points of contact. Requests for extensions must be received in Military Community Support Programs no fewer than 15 workdays prior to the end of the initial surge support. During a surge, commanders are encouraged to mandate each service member meet with a counselor. Family member participation is highly encouraged. An example of a mandated surge includes counselors meeting with unit members each day, Monday through Friday, for approximately 30 minutes each. Friday is generally reserved for follow-up appointments.

School support

School support is provided to Department of Defense Education Activity, or DoDEA, schools and local education agencies with a substantial population of military children during the academic school year. School-based counselors may be in place up to two days prior to the beginning of the school year. Rotations are the length of the academic year. Counselors may remain for a second academic year if requested by the school. Use the [BOSS support request system](https://supportrequest.militaryonesource.mil/) (https://supportrequest.militaryonesource.mil/) when requesting school support.

Summer program and camp support

Summer program and camp support is provided to military children during installation child and youth summer programs, DoDEA summer school, Operation Purple Camps and Family Retreats, National Guard and reserve camps, and Operation Military Kids camps. Program directors may request support using the online [BOSS support request system](https://supportrequest.militaryonesource.mil/) (https://supportrequest.militaryonesource.mil/). Submissions should be made at least 15 business days in advance.

On-demand support

Counselors may be deployed to support events, such as Yellow Ribbon Reintegration Program events and family events, during weekdays, weekends and on drill weekends. These events, typically lasting one to three days, are held primarily in the United States and U.S. territories. Unit representatives or event points of contact may request support using the [BOSS support request system](https://supportrequest.militaryonesource.mil/) (https://supportrequest.militaryonesource.mil/). Submissions should be made at least 15 business days in advance of the event; the event location must be confirmed at least 10 days prior to the event.

Support request reviews

Requests for MFLC and CYB-MFLC support are thoroughly reviewed upon submission and evaluated based on each request's merit. The following areas are taken into consideration when requests for support are submitted:

- The number of eligible service and family members at the event or location
- The identified needs of the participants at the location or on the installation
- The number of MFLCs and CYB-MFLCs currently providing support
- The previous utilization of MFLCs and CYB-MFLCs at the location, installation or supported event, if available

Basic Guidelines for Counseling Support

All counselors must have a master's or doctorate degree in a mental health-related field, such as social work, psychology, marriage and family therapy or counseling. Counselors must also possess a valid unrestricted counseling license or certification from a state, the District of Columbia, a U.S. commonwealth or a U.S. territory that grants authority to provide counseling services as an independent practitioner in their respective field.

Eligible participants may receive up to 12 sessions of non-medical counseling **PER ISSUE**.

Counselors may be assigned to various locations including, but not limited to, installation Military and Family Support Centers, resiliency centers, child development centers, teen centers, DoDEA schools, local education agencies and installation welcome centers. In addition, counselors may be embedded with military units. They are not limited to their assigned location and are encouraged to meet in various locations as they provide walk-around coaching support. Support may not be provided in a client's home or vehicle. A CYB-MFLC may provide support to children and families enrolled and receiving child care in family child care homes as long as the line-of-sight requirement is met.

Counseling is private and confidential with the exception of mandatory state, federal and military duty-to-warn reporting requirements.

Situations meeting the diagnostic criteria for mental disorders, such as those found in the current edition of the "Diagnostic and Statistical Manual of Mental Disorders" are not authorized for support. Participants needing treatment for these conditions will be referred via a warm handoff to behavioral health providers, TRICARE, military treatment facilities or other providers of professional mental health services as appropriate.

The Military and Family Life Counseling Program can provide a source of assistance in addressing issues encountered by military families. However, diagnosis and treatment of medical conditions such as post-traumatic stress disorder, traumatic brain injury, depression, or other medical and mental health disorders are outside the scope of MFLC support. **Installation points of contact or designees should have a robust communication system established to guide MFLCs to where support is needed.** It is important that the installation designees understand their roles and responsibilities, including the scope of the program, to help guide MFLCs for the most effective utilization. This can be accomplished by building relationships based on communication, collaboration and trust.

The MFLC Program contract is a non-personal services contract, centrally managed by the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy; therefore, the government does not direct or supervise the counselors. All counselors are under the supervision and control of their contractor. Contract supervisors provide weekly supervision of the counselors. The contract supervisor should remain in contact with the installation point of contact on a monthly or as-needed basis to address counselor support. Contract personnel cannot participate on boards, become voting members on boards or committees, attend conferences on behalf of a command or attend events in which strategy and policy are discussed.

The contractor, in collaboration with the designated installation point of contact, establishes a schedule and a system to demonstrate day-to-day counselor accountability. At a minimum, the MFLC or CYB-MFLC will notify the designated installation point of contact when the counselor begins and finishes each workday, either through email or another auditable process. Installation points of contact may opt out of receiving these notifications by submitting a request to Military Community Support Programs via their service headquarters point of contact.

Counselors assigned to continental U.S. locations and outside the continental U.S. locations will have seamless and transparent transitions with the outgoing counselors.

Stakeholder Roles and Responsibilities

Military Community Support Programs:

- Centrally manages the MFLC contract
- Establishes policy, guidance and scope
- Reviews MFLC Program performance
- Reviews and approves requests for support

Service headquarters point of contact:

- Reviews and forwards requests for MFLC support
- Receives data and monitors trends
- Communicates trends and makes suggestions to stakeholders on how to use data to improve support services
- Keeps Military Community Support Programs apprised of curricula and training requests (The program office must approve counselor attendance at installation trainings in advance. See [Training Request Template](#).)
- Approves access of installation points of contact to [Data Warehouse](#) (<https://apps.militaryonesource.mil/>)

Contractor:

- Verifies each counselor's education and license
- Ensures all counselors undergo background checks
- Ensures a Tier 1 National Agency Check with Inquiries, or NACI, investigation is processed by the government for all approved counselors
- Ensures a background check is processed by the government in accordance with Department of Defense Instruction 1402.5, "Background Checks on Individuals in DoD Child Care Services Programs"
- Ensures each counselor receives a background check letter signed by the program office prior to the beginning the assignment (See [Background Check Verification Letter](#).)
- Provides required training on military culture to include chain of command, rates, ranks and insignia, and other specialized subject areas

Contract regional supervisor:

- Ensures counselors work required hours
- Provides initial orientation and ongoing training for counselors
- Ensures counselors have an established work schedule
- Provides regular administrative and clinical supervision to counselors
- Consults with counselors regarding duty-to-warn and mandated reporting situations
- Maintains ongoing communication with installation points of contact, including addressing any issues or concerns

Installation point of contact or designated point of contact:

- Requests MFLC Program support
- Remains current on program policies, guidelines and resources
- Reports any compliance and performance issues
- Reports any issues with compliance in duty-to-warn protocol
- Communicates to families and staff the role of MFLCs and CYB-MFLCs
- Coordinates access for counselors onto military installations
- Possesses knowledge of the whereabouts and schedule of assigned counselors
- Maintains contact and coordinates with the regional and service headquarters program point of contact, contractor representative and Military Community Support Programs (as appropriate) to address issues that cannot be resolved locally
- Serves as the liaison for all community contact and coordination for the MFLC Program
- Ensures a variety of logistical and communications activities are in place for counselors, as well as coordinating and guiding work schedules

- Trains counselors on procedures and protocols for the local child and youth program, DoDEA, and local education authorities
- Ensures parental consent for CYB-MFLC services
- Provides counselors with community and unit orientations, including information on the installation mission and demographics
- Provides information on installation reporting procedures for domestic abuse and child abuse or neglect, potential harm to self and others, and other duty-to-warn situations
- Coordinates space for counselors' use
- Serves as the liaison between the counselor and the local community
- Provides training on service-specific positive guidance and touch policies for counselors working with children and youth
- Assists in prioritizing community support needs
- Maintains an awareness of issues encountered by counselors
- Informs Military Community Support Programs via service headquarters point of contact of temporary or permanent changes in reporting location

Presentations

Military and family life counselors and CYB-MFLCs can access a variety of products approved by the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy in the [Military and Family Life Counseling Program presentation library](https://www.militaryonesource.mil/military-and-family-life-counseling-program) (<https://www.militaryonesource.mil/military-and-family-life-counseling-program>). If an installation point of contact would like a briefing or presentation reviewed and approved for use by an MFLC or CYB-MFLC, the installation point of contact or designated point of contact must submit the request through the chain of command to the service headquarters for review and submission to Military Community Support Programs. Requests must be submitted (using the [Briefing and Presentation Review Template](#)) at least 10 business days in advance, completed in full, and detail how the briefing or presentation differs from what is available in the library.

Reporting and Documentation

Domestic abuse, child abuse or neglect, potential harm to self and others, and other duty-to-warn situations must be reported to the designated installation point of contact and contractor chain of command immediately. Counselors must personally report suspected child abuse or neglect to the local child protective services agency in order to meet the requirements of state and federal law and must report suspected domestic abuse and child abuse or neglect to the nearest installation's Family Advocacy Program office. Counselors are not responsible for determining the veracity of the report or the seriousness of the incident and should facilitate a warm handoff of the affected individual to the proper resource. The point of contact should verify

the incident is reported to the appropriate reporting agency in accordance with installation protocol but should not screen reports of suspected child abuse or neglect or domestic abuse in lieu of the counselor making the report. The counselor must notify their contract supervisor as soon as possible. Duty-to-warn protocols may vary depending on federal, state, local and installation regulations.

Military and family life counselors are not authorized to receive domestic abuse or sexual assault restricted reports. If the person receiving counseling requests restricted reporting pursuant to domestic abuse or sexual assault, the counselor should transfer the person to a specified individual who is authorized to receive a restricted report in accordance with Department of Defense Instruction 6400.06, "Domestic Abuse Involving DoD Military and Certain Affiliated Personnel," August 21, 2007 and Department of Defense Directive 6495.01, "Sexual Assault Prevention and Response (SAPR) Program," January 23, 2012.

Duty-to-Warn and Mandated Reporting reports are provided to inform services of duty-to-warn situations that have occurred and been reported by the MFLCs and CYB-MFLCs. Reviewing the reports provides an opportunity to cross-check reports received through the reporting chains and provides the ability to monitor compliance with reporting protocols. In addition, the reports provide data to target resources and better support service members and their families.

The MFLC Activity Report (formerly the Monthly Command Summary Report) summarizes the non-medical Military and Family Life Counseling Program services provided to military personnel and their family members. The MFLC Activity Report, along with monthly Military OneSource reports and Duty-to-Warn and Mandated Reporting reports may be accessed via the [Data Warehouse](https://apps.militaryonesource.mil) (<https://apps.militaryonesource.mil>).

For more information about reports, see the [Summary of Military Community Support Programs Reports](#).

Conflict Resolution

Most conflicts can be resolved through open communication between the counselor and the installation point of contact. If a counselor or an installation point of contact cannot resolve an issue, the contract regional supervisor and Military Community Support Programs should be contacted to help resolve the issue.

Frequently Asked Questions

The Role of MFLCs

Q: Do MFLCs and CYB-MFLCs receive training before they arrive at an assignment?

A: Yes, MFLCs and CYB-MFLCs arrive at an assignment fully trained. Counselors also receive training by installation points of contact on installation access, security, military service protocols and culture, and installation-specific protocols.

Q: Can an installation request an MFLC or CYB-MFLC to attend training during an assignment?

A: Yes, requests for training should be submitted through each service's chain of command to Military Community Support Programs for consideration. Training must be shown to benefit the MFLC or CYB-MFLC in supporting service and family members. Not all types of training is approved by the program. (See [Training Request Template](#).)

Q: What are the normal work hours for counselors?

A. Counselors work a highly flexible 40-hour workweek to accommodate the needs of the community. Appointments, meetings and briefings may extend daily work hours and may include evenings and weekends. In these situations, work hours may be adjusted to accommodate the workload. Overtime beyond 40 hours per week is not authorized. The work hours and locations should be a product of ongoing collaboration and communication between the installation point of contact and the counselor.

Q: How do MFLCs and CYB-MFLCs submit timecards?

A: Counselors submit timecards as directed by the respective contract company.

Q: How far can counselors travel to support service members and their families?

A: Counselors are authorized to provide local support for activities within a 50-mile radius of their assignment location. If service members and their families need non-medical counseling in a location beyond 50 miles, commanders on active-duty installations, state family program directors and reserve headquarters points of contact, or their designees, may submit a request for travel through their chain of command to Military Community Support Programs to be reviewed by the contracting officer representative.

Basic Guidelines for Counseling Support

Q: What types of issues can MFLCs address?

A: Military and family life counselors assist service members and their families with circumstances occurring across the military life cycle and are tasked with enhancing operational and family readiness. Counselors provide support to individuals, couples, families and groups for a range of issues including, but not limited to, deployment stress, reintegration, relocation adjustment, separation, anger management, conflict resolution, parenting, parent-child communication, relationship and family issues, coping skills, homesickness, and grief and loss.

Q: What types of issues can CYB-MFLCs address?

A: Child and youth behavioral military and family life counselors can address the same issues as MFLCs. Counselors support child and youth programs and schools to augment services provided by others through walk-around coaching support and counseling to military children, youth, families and staff. This may include modeling effective strategies and interactions for challenging behaviors. Additionally, CYB-MFLCs provide non-medical counseling to youth on issues including, but not limited to, school adjustment, deployment and reunion adjustment, and parent-child communication. All CYB-MFLCs conduct their work within line-of-sight supervision by staff or parents.

Q: What are the background check requirements for CYB-MFLCs?

A: All CYB-MFLCs must undergo a background check in accordance with Department of Defense Instruction 1402.5, "Background Checks on Individuals in DoD Child Care Services Programs." All counselors must have a signed letter that attests to their background check status. Counselors must work under line-of-sight supervision regardless of their background check status.

Q: Are CYB-MFLCs permitted to make contact with children whose parents are on deployment or is this by request only?

A: Counselors may make contact with children if the parent or guardian requests the child to be seen. Additionally, the parent or guardian must have signed the [Parent Consent Letter](#) acknowledging and authorizing MFLC support.

Q: Can a counselor participate in physical contact, for example holding an infant, having a child sit in the counselor's lap or hugging?

A: Each branch of service has established positive guidance and appropriate touch protocols and policies based on Department of Defense Instruction 6060.02, "Child Development Programs," August 5, 2014, Enclosure 3. Counselors should follow their service's positive guidance and touch policies when interacting with children and for coaching and mentoring CYP staff. Designated installation points of contact will review the service-specific policies with the CYB-MFLC during installation in-processing.

Q: Do service and family members need a referral to see an MFLC?

A: No, service and family members may see an MFLC without a referral. Service providers can assist those interested in contacting MFLCs and CYB-MFLCs, but service members and their family members may also contact counselors directly.

Q: What is the cost of counseling to military service members and their families?

A: There is no cost to the active-duty service members, National Guard and reserve members, their family members and other eligible populations.

Q: Are MFLCs and CYB-MFLCs able to support civilians?

A: Counselors support civilians who are the spouses or children of service members. They also support Department of Defense expeditionary civilians and their immediate family members 90 days prior to deployment, throughout deployment and 180 days post-deployment. Civilians may attend group settings that an MFLC or CYB-MFLC is supporting.

Q: What do MFLCs and CYB-MFLCs do when an installation is closed due to a natural or regional disaster or for another reason?

A: The MFLCs and CYB-MFLCs should look for guidance from the local point of contact and installation during these situations. In general, if the installation is closed, the MFLC or CYB-MFLC cannot report for duty on the installation and may find it necessary to stay home or in his or her designated housing area. If the installation point of contact requests that the counselor work at an off-installation location (and the counselor is safely able to do so) then he or she may do that.

Q: Are CYB-MFLCs allowed to participate in the Inclusion Action Teams that support families of children with special needs?

A: A CYB-MFLC may not participate as a member of an Inclusion Action Team and may not develop an Individual Education Plan or a 504 Plan. Although CYB-MFLCs are not dedicated resources for families with special needs, if eligible members of the family need non-medical counseling support, the CYB-MFLC may provide support. It is imperative that non-medical counseling not interfere with the primary purpose of the Inclusion Action Team goals.

The MFLC Program is designed to address issues that occur across the military lifestyle through non-therapeutic counseling. This psychoeducational counseling is not for individuals needing clinical therapy for issues of a medical nature and diagnosis. If individuals are receiving services through other Department of Defense support programs, counselors should not duplicate services nor replace them, but they can augment them.

Although a CYB-MFLC cannot be a member of an Inclusion Action Team, a counselor can support classroom teachers by providing options for classroom management techniques to address behavior issues.

Q: Are MFLCs or CYB-MFLCs allowed to participate in Behavior Support Plans?

A: Although CYB-MFLCs may not participate in the development of Behavior Support Plans, counselors may provide non-medical counseling support to families who have a Behavior Support Plan established for their child. This includes supporting classrooms by modeling effective interactions for challenging behaviors. Counselors may not conduct or administer systematic and structured assessments for the purpose of developing a Behavior Support Plan.

Q: Can a CYB-MFLC provide support outside a child development center?

A: Yes, depending on the needs of the child development center, counselors may provide support outside the center if coordinated by the installation point of contact. For example, CYB-MFLCs may support outreach events and programs at the installation Military and Family Support Center or unit family events if there are needs to support the request.

Q: How is the number of MFLCs and CYB-MFLCs on an installation determined?

A: Counseling services are requested by installation points of contact through their respective service headquarters. Once Military Community Support Programs receives the request, it is reviewed. The program office considers the merits of the request, the number of current MFLCs supporting the location and current MFLC utilization (if available).

Stakeholder Roles and Responsibilities

Q: Can an installation request a contractor to hire a specific counselor?

A: The Federal Acquisition Regulation prohibits by-name requests for counselors. In accordance with contract regulations, government personnel must avoid implying or specifying who a contractor should hire.

Q: Who supervises counselors? How are concerns about a specific counselor addressed?

A: Counselors are managed by supervisors employed by their respective contract companies. If a point of contact, commander, family program director or headquarters point of contact identifies a personnel issue with a particular counselor, he or she should address the concern with the contract supervisor first. If the contract supervisor does not resolve the issue or responds in an unsatisfactory manner, or if the issue needs higher level attention, he or she should contact the service headquarters point of contact who will reach out to Military Community Support Programs for assistance.

Reporting and Documentation

Q. Can the MFLCs take notes or keep records on individuals who receive counseling services?

A. No, MFLCs do not take notes or keep counseling records on individuals.

Appendices

[Parent Consent Letter](#)

[ABCs of CYBs](#)

[Training Request Template](#)

[Background Verification Letter](#)

[Briefing and Presentation Review Template](#)

[Summary of Military Community Support Programs Reports](#)

Parent Consent Letter

From: _____

[Insert name of installation, school, camp, facility]

Subject: Child and Youth Behavioral Military and Family Life Counselor

1. This letter is to inform you about Military and Family Life Counseling Program services. Due to the unique challenges faced by military families, the Department of Defense is offering this private and confidential non-medical counseling service to military service members and their families, including children, through child and youth programs, Department of Defense Education Activity schools, local education agencies, DoDEA and CYP summer programs, National Military Family Association Operation Purple Camps, Guard and reserve camps, and Operation Military Kids camps.
2. Child and youth behavioral military and family life counselors, or CYB-MFLCs, may provide support in Military and Family Support Centers, schools, summer programs and camps. They work with military children and their families in the following ways:
 - Observe, participate and engage in activities
 - Interact directly with military children
 - Model behavioral techniques and provide feedback
 - Suggest courses of age-appropriate behavioral interventions to enhance coping and behavioral skills
 - Reach out to military parents when convenient, such as when they drop off or pick up their children or at family events
 - Be available for military parents to contact for guidance and support
 - Facilitate psychoeducational groups
 - Conduct training for staff and parents
 - Recommend referrals to military family programs and other resources as needed
3. Counselors may assist military parents and children with the following types of issues:
 - Communication
 - Self-esteem and self-confidence
 - Conflict resolution
 - Behavioral management techniques
 - Bullying
 - Anger management
 - Sibling and parental relationships
 - Deployment and reintegration issues

4. Counselors may also work with military children on field trips and during camp or school-sponsored activities.
5. Counselors are available to accommodate appointments, meetings and activities after hours and on weekends with advance notice.
6. At no time will a counselor meet individually with a child without being in line of sight of a program employee or a parent or guardian.
7. Counselors may use only OSD-approved materials for trainings, groups and other activities.
8. **With the exception of mandatory state, federal and military reporting requirements (for example, domestic violence, child abuse and duty-to-warn situations), as well as oversight review by the Department of Defense of the service you received should an adverse or harmful event occur, MFLC Program support is private and confidential to encourage the greatest level of participation.**

Print name of child: _____

Check only one box below:

I understand the above CYB-MFLC Program description and authorize my child to participate in CYB-MFLC services. This authorization is valid for the duration of my child's enrollment. I understand I can revoke this authorization at any time in writing.

I authorize my child to participate and be supported as part of a group of students (military affiliated and non-military affiliated).

I do not authorize my child to participate in CYB-MFLC services.

Parent or guardian signature

Date



Military Community & Family Policy

ABCs of CYBs Child and Youth Behavioral Military and Family Life Counselors (CYB-MFLC) Webinar Series

Military Community Support Programs



COMMITTED TO READINESS & RESILIENCE



ABCs of CYBs

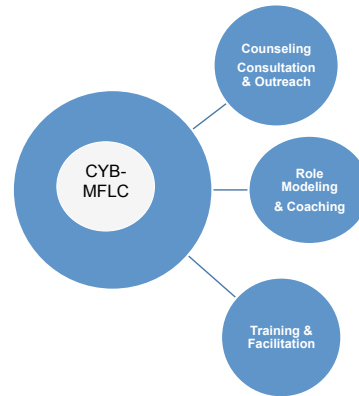
- Welcome and Introductions
- Webinar Rules of Engagement
- Webinar Objectives
 - A. CYB-MFLC Purpose
 - B. CYB-MFLC Scope of Responsibility
 - C. Communicate Keys to Successful Service Delivery

2



CYB-MFLC Purpose

- CYB-MFLCs support and augment installation Child and Youth Programs (CYP), Department of Defense Education Activity (DoDEA) Schools, Local Education Agency (LEA) schools, and camps to provide private and confidential non-medical counseling service to service members, families, children and staff of CYPs through non-medical counseling support to children and youth up to age 18 in groups or individually.
- CYB-MFLCs provide support on topics including, but not limited to:



IDENTIFYING FEELINGS	BULLYING	CONFLICT RESOLUTION	SELF ESTEEM	MANAGING ANGER & AGGRESSION	SEPARATION FROM PARENT(S)
PROBLEM SOLVING	COPING WITH DEPLOYMENT AND REUNIFICATION	TRANSITION AND MOVING	SIBLING/PARENTAL RELATIONSHIPS	TIME MANAGEMENT	DIVORCE

3



CYB-MFLC Purpose

- Non-medical counseling is short-term non-therapeutic counseling that is not appropriate for individuals needing clinical therapy.
- CYB-MFLCs refer issues of a medical nature requiring a medical diagnosis (depression, bipolar disorder, anxiety disorder) to a military treatment facility.
- CYB-MFLC services augment, but do not replace, other DoD support services/programs.



4



CYB-MFLC Purpose

- CYB-MFLCs are in the environment to augment services others provide. They do this by providing:
 - **"Walk-around" coaching, support and counseling to military children, youth, families and staff**
 - Role modeling effective strategies and interactions for challenging behaviors

5



CYB-MFLC Scope of Responsibility – In Scope

In Scope

Observe, participate, and engage in activities with children/youth.

Provide direct interventions with children.


Model behavioral management techniques and provide feedback to staff.

Be available to staff to discuss interactions and other concerns.

Be visible, present, available and establish rapport and trust with parents to make them feel comfortable to seek support.

Facilitate psycho-educational groups.


Conduct trainings for staff and parents using OSD approved briefings.



CYB-MFLC Scope of Responsibility – In Scope

In Scope
Consult with providers, parents, and children regarding disruptive class behaviors.
Support students exhibiting challenging classroom behavior who are referred.
Conduct presentations for teachers and parents in small and large groups on topics such as teaching children problem solving skills, compassion, and anger management.
Support teachers in managing their stress levels (for issues related to working environment only).
Observe children and provide concrete support to staff to address and redirect challenging behaviors.

7



CYB-MFLC Scope of Responsibility – Out of Scope

Out of Scope
CYB-MFLC will not meet individually with a child without being in line of sight with a staff member or parent.
CYB-MFLCs will not be counted in the child/staff ratio.
CYB-MFLCs shall not be members of inspection teams.
CYB-MFLCs MAY NOT provide therapy services or formal critical incident/stress debriefings, but may assist with grief and loss support.
CYB-MFLC is not authorized to speak to the media/press without specific approval from the ODASD (MC&FP).
CYB-MFLC may not transport any child or family member in any vehicle.

8



CYB-MFLC Scope of Responsibility – Out of Scope

Out of Scope

CYB-MFLCs may not meet with children/families in individual's home residence.

CYB-MFLCs shall not engage in political discussions concerning military policy.

CYB-MFLCs shall not engage in self-promotion that may be perceived as promoting an outside business interest.

CYB-MFLCs may not participate in the process to develop treatment plans for special needs families and may not be a dedicated resource for the formal treatment plan. However, if special needs families have non-medical counseling needs, CYB-MFLCs may provide support.

CYB-MFLCs should not initiate conversations with parents regarding their child's challenging behaviors.

9



CYB-MFLC Service Delivery Stakeholder's Roles

Stakeholder	Role
• CYB-MFLCs	<ul style="list-style-type: none">• Provide non-medical counseling support to children and youth up to age 18 in groups or individually• Notify the contractor supervisor about duty-to-warn situations as soon as possible• Follow reporting procedures for domestic abuse, child abuse/neglect potential harm to self and others, or other duty to warn situations• Work flexible 40 hours per week to meet the needs of the organization and families, (may include evenings and weekends) for training, field trips, meeting with families, and general outreach• Complete activity forms

10




CYB-MFLC Service Delivery Stakeholder's Roles

Stakeholder	Role
<ul style="list-style-type: none"> Contractor Regional Supervisors 	<ul style="list-style-type: none"> Provide initial orientation and ongoing training of CYB-MFLCs Ensure that CYB-MFLCs have an established work schedule and perform required hours Provide regular administrative and clinical supervision to CYB-MFLCs Consult with CYB-MFLCs regarding duty-to-warn and Mandated Reporter situations Collaborate with installation point of contacts (POCs) to address issues/concerns

11




CYB-MFLC Service Delivery Stakeholder's Roles

Stakeholder	Role
<ul style="list-style-type: none"> Installation POCs and Designees 	<ul style="list-style-type: none"> Request CYB-MFLC Support Remain current with CYB-MFLC policies, guidelines, and resources Report any issues with compliance about the aforementioned and performance issues Report any issues with compliance with duty-to-warn protocol Communicate to families and staff the role of the CYB-MFLC Ensure and maintain parental notification and consent for CYB-MFLC services Coordinate CYB-MFLC access onto military installations Maintain contact and coordinate with the regional and service headquarters POC, contractor representative, DoDEA representative, and ODASD (MC&FP) (as appropriate) to address issues that cannot be resolved locally

12



CYB-MFLC Service Delivery Stakeholder's Roles

Stakeholder	Role
<ul style="list-style-type: none"> Installation POCs and Designees 	<ul style="list-style-type: none"> Serve as the liaison for all community contact and coordination for the CYB-MFLC Ensure that a variety of logistical and communications activities are in place for the CYB-MFLC as well as communication and coordination on work schedule Train on local procedures and protocols Facilitate line of site as required to enable CYB-MFLC to meet with children, family members for counseling support situations



It's a Team Effort



14



Keys to Success



- **Knowledge**
 - Understand roles, guidance, and policies



- **Relationship**
 - Collaboration and trust



- **Communication**
 - Provide guidance and expectations within scope



- **Value**
 - A part of the team making a difference

15



What is Next?

**NMC Program office will be conducting
regularly scheduled webinars**



Communication is a key to success

16

Training Request Template

Use this form to request training for an MFLC or CYB-MFLC. Please complete the form in full, submit at least 10 business days in advance and include the training flier or link.

Service requesting training:
Installation requesting training:
Training start date:
Training end date:
Total number of training hours:
Address of training location:
Is this training on or off the installation?
Name and position of MFLC or CYB-MFLC to attend training:
Title of training:
Individual or organization providing the training:
Additional information: (How will this training benefit the MFLC or CYB-MFLC in supporting service and family members?)



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE

1500 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-1500

MANPOWER AND
RESERVE AFFAIRS

Date _____

To Whom It May Concern:

This letter acknowledges that _____ in support of the Military & Family Life Counseling (MFLC) Program contract _____ has successfully obtained the following:

- ☐ Favorable pre-employment criminal history background check on _____
☐ Favorable pre-employment FBI fingerprint check on _____

Child and Youth Behavioral Military and Family Life Counselor:

- ☐ Adjudicated CNACI/Tier 1 investigation with State Criminal History Repository (SCHR) check as of _____
☐ Initiated CNACI/Tier 1 investigation with State Criminal History Repository (SCHR) check as of _____
☐ Advanced FBI Fingerprint check on _____
☐ Installation Records Check (IRC) on _____
☐ N/A Counselor does not have a current or prior DOD affiliation
☐ DD Form 2981 on _____

Military and Family Life Counselor:

- ☐ Adjudicated NACI/Tier 1 on _____
☐ Initiated NACI/Tier 1 on _____

In accordance with contractual requirements, a Child and Youth Behavioral Military and Family Life Counselor, when providing counseling services, will always remain in line-of-sight supervision (LOSS), or in the presence of a parent or guardian, and will wear a name tag identifying them by name and as a member of the MFLC program.

Cordially,

Lee Kelley, LGSW
Director, Non-Medical Counseling Program Office
Office of Military Community & Family Policy

Briefing and Presentation Review Template

Use this form to request a review of a new briefing or presentation. Please complete the form in full, submit at least 10 business days in advance of the presentation date and attach the briefing or presentation for review.

Service requesting the review:
Installation requesting the review:
Briefing or presentation date:
Briefing or presentation title:
MFLC or CYB-MFLC presenting the briefing: (Include name and position.)
Individual or organization providing the training:
Is there a briefing or presentation in the MFLC presentation library that provides the same information?
Additional information: (How will this briefing benefit service members and families?)

Summary of Military Community Support Programs Reports

What You Need to Know About MFLC Program Reports

These reports summarize the non-medical Military and Family Life Counseling, or MFLC, services provided to military personnel and their family members. Access the reports via the Non-medical Counseling [Data Warehouse](#).

Report type	Purpose and description	Intended audience
1. MFLC Activity Reports	These reports reflect Military and Family Life Counseling Program activity among service members and their families for the previous month or per the support period. It is recommended that the reports be used in conjunction with other tools to track trends and inform commanders and service providers how and why service members and their families seek support for life stressors and assessed problems. This information can assist support agencies as they target resources to counter presenting issues.	<ul style="list-style-type: none"> • Branch of service specialists • Commanders, senior leaders, school liaison officers, Military and Family Support Center directors • Support agencies' points of contact who have requested MFLC Program support and oversee the MFLC Program at the installation level
2. Monthly MFLC Duty to Warn, or DTW, and Mandated Reports, or MR	These reports account for the incidents in which MFLCs encountered circumstances indicating a danger of domestic violence, child abuse or neglect, sexual assault, violence against any person, present or future illegal activity, suicidal thought, intent or a desire to harm oneself or others. These reports are designed to be used in conjunction with other tools available to monitor trends and to inform commanders and service providers in order to promote resource allocation and the delivery of prevention and intervention services. In addition, it is recommended these reports be used to verify reports received through the reporting chains to ensure reporting protocols were followed.	<ul style="list-style-type: none"> • Designated points of contact