

On Demand Orientation

We Support those who Serve,
Military Members and their Family



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Training Goals

The goal of this training is to provide a comprehensive overview of Military and Family Life Counselor and Child and Youth (CYB-MFLC) supporting short duration On Demand events to include the role, scope, and services provided.

On Demand Program History

- Introduction
- History of the MFLC Program
 - 2004 Active Military
 - 2007 National Guard and Reserves
 - JFSAP (Joint Family Services Assistance Program) phased out in 2014
 - On Demand Events
 - Yellow Ribbon (Pre Deployment, During Deployment, Post Deployment)
 - Drill Weekends
 - Family Day
 - Command Support
 - Marriage Enrichment/Strong Bonds
 - Crisis

Resources

Magellan MFLC website: www.MagellanMFLC.org

MFLC Handbook

Instructions and application for CareW for entering activity reports

TimeW for entering timesheets

List of OSD Approved Presentations

Expense Reports

Orientation letter

Team Lead or Solo letter

Call voicemail and sign in

On Demand Scheduling Process

- On Demand Roles
 - Point of Contact (POC) requests MFLC support for On Demand Event
 - Office of the Secretary of Defense (OSD) tentatively approves MFLC support
 - Scheduler arranges for tentative MFLC support
 - OSD approves MFLC support and CTA is generated
 - Materials (ID badge, brochures, books) are sent to MFLC if needed
 - Supervisor emails On Demand event details
 - Solo MFLC or Team Lead contacts POC to confirm event details and shares that information with team. Know if there are recent unit losses (combat or other)
 - Supervisor is available for support prior to, during (for DTW and issues that cannot wait until Monday) and following OD event.

Scope of Services

- Active US Military and National Guard and Reservists and their families, Wounded Warriors and their families, and Gold Star Families (deceased service members).
- Help address the day-to-day stressors of military life and the impact of deployment and reintegration.
- Assisting with problem identification, action planning, non medical short term solution focused counseling services
- Referrals to Military One Source (1-800-342-9647) or other appropriate resources
- Individuals who have not been diagnosed with nor exhibit significant symptoms of a mental disorder defined in the DSM with the exception of V codes.
- Individuals who are not participating in Mental Health counseling, medical treatment or involved with any legal issues.

Out of Scope

Out of Scope for services

- Anyone who is not military, is not a Wounded Warrior, or is retired more than 180 days
- Individual requiring long term therapeutic services
- Individuals who have a diagnosis or exhibit significant symptoms of a mental disorder defined in the DSM.
- Individuals who are participating in Mental Health counseling, medical treatment or involved with any legal issues.
- Individuals being seen by the Chaplain

Common Tasks for On Demand

Tasks before the event

- Call the POC
- Request supplies from scheduler (name tag, brochures, coloring books)
- Prepare presentation(s) and briefing

Tasks you may be asked to perform at the event

- Presentations and/or Briefings (briefing outline is on brochure)
- Individual/couple/family psychoeducational sessions
- Display table outreach
- Purchase candy \$30 for table

Common Tasks for CYB during On Demand

CYB practices – requires signed release from parent – collected by POC

- Line of sight
- Incidental Contact

CYB Specific

- Work with children
- Groups, presentations or activities
- Individual session
- Work at a display table

PRESENTATIONS

- Ask POC if they want a specific presentation; get topic
- Download presentation from MagellanMFLC.org; tab materials
- Do not read all slides verbatim (death by PowerPoint)
- Refer to slide then expand
- Format: lecture, discussion groups
- Start with joke or story with application
- Establish importance for audience

Limits of Confidentiality (LOC)

- This is the heart of our program.
- Discuss LOC with your POC before there is an issue and know to whom to refer
- Our participants come to us because they have confidentiality In our program. We do not disclose to anyone who we talked to or the topic.
- Limits of Confidentiality – laminated card from scheduler
- LOC on activity form: 3 questions did you=yes, they understood=yes, DTW= no

Confidentiality Statement and Briefing Points

MFLC Confidentiality Statement (Marines, Army, Navy)

“Information you provide to me or other counselors will be kept confidential, except to meet legal obligations or to prevent harm to self or others. Legal obligations include requirements of law and DoD or military regulations. Harm to self or others includes suicidal thoughts or intent, a desire to harm oneself, domestic violence, child abuse or neglect, violence against any person, and any present or future illegal activity.”

Military & Family Life Counseling Program Brief Main Points

- Licensed counselors (“MFLCs”)
- Non-medical short-term solution-focused counseling
- Walk-around services on or off the installation
- Help address the day-to-day stressors of military life and the impact of deployment and reintegration
- Free service — complements existing military programs
- Counselors keep no records
- Confidentiality
- Duty to Warn obligation
- 8 a.m. – 8 p.m. M-F
- Support/education offered through formal and informal meetings
- Briefings can be provided on the program
- Do not see anyone “in the system”
- Types of MFLC counselors

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MFLC Cell Phone Number:

MFLC Confidentiality Statement (Air Force)

*The US Air Force requires additional directives regarding Informed Consent.

Are you covered by PRP?

If the client is covered by PRP, then the MFLC will read the following additional statement to the client, before providing any counseling services:

“As a Personnel Reliability Program (PRP) certified or administrative qualified individual, you are personally responsible for advising your Certifying Official or supervisor of any factors that could have an adverse impact on your performance, reliability, or safety while you are performing PRP duties. This includes factors that impact your physical and mental wellness, your dependability, your personal financial circumstances, or other legal concerns. When you receive any type of medical/dental treatment or evaluation, to include mental health or family related counseling, you are personally responsible for reporting the treatment or evaluation to your Certifying Official and for providing appropriate documentation concerning the treatment or evaluation to the competent medical authority (CMA) at your military treatment facility responsible for consulting with the certifying official on this matter. Failure to make these notifications or to provide the appropriate documentation may cast doubt on your reliability and may violate the provisions of DoD Regulation 5210.42 as supplemented by Air Force Manual 10-3902. If you have any questions regarding these requirements you should consult with your Certifying Official for more information.”

Duty to Warn or Mandated Report

- Only duty to warn if you hear it from the person (no second hand)
- We do not investigate! (no matter who asks)
- If you think you have a DTW or Restricted Report, call the On Call Supervisor to staff the situation
- Then notify POC or Restricted Reporter (usually is the chaplain at an On Demand) and turn the person over to the appropriate person
- You can no longer work with the person
- Complete activity form. Do not use the name of the person. Include the name of the POC who you turned the person over to and your supervisor's name. Write in 3d person. General not specific events.

ACTIVITY REPORTS

- Reports are due the day of service
- Goal is to account for 100% of your time. 60% face to face, 40% ancillary
- RANK QUICK GUIDE:
 - Enlisted: 18-22 = E1 TO 4, 24-30 E5-6, OVER 30 E7-9
 - Officers: 22-28 O1-3, OVER 30 O4-6
- LOCATION = On Demand or INSTALLATION
- Unit – preloaded
- LOC: Read = Yes, Understood = Yes, Applies = No (unless DTW or MR)
- IMPORTANT: Referrals- make referrals for each contact and record them – MOS, MFLC, VA, Tricare

Hours of Service

- Provide services during scheduled times – once the POC leaves you have no referral resources
- Scheduled hours are a contract from OSD to Magellan and Magellan with you.
- Chain of Command

Situational Awareness

- Social Media
- Dress Code
 - Business Casual
 - Wear your name tag
- Meals
 - Bring food just in case
 - Meal may be provided however, wait for POCs invitation and use the time to sit with (share) that meal with a military member.
- Surroundings

On Demand Timeline

- **Prior to OD Event**
 - Communicate with Scheduler and Supervisor with any questions
 - Confirm your user name and password are current
 - Contact the MFLC Service Center 855-653-6352 Monday thru Friday
 - Talk with the POC or Lead, Physical address, Pass for Installation, Unit expectations, Parking
- **During OD Event**
 - Arrive at least 15 minutes early. Check in with POC, Lead and Team
 - Bring hard copy of the OSD approved presentation just in case
- **After OD Event**
 - Submit your Survey Monkey if you are the lead or working solo
 - Submit your contacts/activities by Sunday evening following your event
 - Submit your timesheet by Monday following your event
 - Submit your expense report within one week of the OD event
 - If you were approved for lodging, per diem will be paid automatically