



Department of Defense Military Family Readiness Council

A Federal Advisory Council -- Providing Independent Advice to SECDEF
Sponsored by USD(P&R) and Supported by ASD(M&RA)

June 9, 2020

Agenda

- **Call to Order / Roll Call**
- **Welcome and Opening Remarks – Chairman**
- **Administrative Issues / Written Public Submissions**
- **Focus Area:**
 - **Community Collaboratives and Partnerships**
- **Presentations:**
 - **Building Healthy Military Communities Pilot**
 - **DoD Collaboration and Partnerships with State Governments**
 - **Military OneSource – Connecting Our Military Community**
- **Q & A Session and Council Member Discussion**
- **Closing Remarks – Chairman**
- **Meeting Adjourned**

DoD MFRC Today

Mr. William G. Bushman

PTDO the Deputy Under Secretary of Defense
for Personnel and Readiness
DoD MFRC Chairman

18 Council Members

16 Members present

Support Team

Ms. Melody McDonald
Mr. Frank Emery
Mr. Bill Hampton

MFRC Human Resource Liaison & Logistics
MFRC Travel & Logistics
Alternate Designated Federal Officer



Welcome and Opening Remarks

Mr. William G. Bushman

**PTDO the Deputy Under Secretary of Defense for
Personnel and Readiness
DoD MFRC Chairman**

DoD MFRC

General Meeting Guidance

1. DoD MFRC Council

- Congressionally mandated, non-discretionary Federal Advisory Committee
- Provides independent advice and recommendations to the Secretary of Defense
- DoD MFRC must follow guidelines established by:
 - Federal Advisory Committee Act (FACA) of 1972
 - DoDI 5105.04, DoD Federal Advisory Committee Management Program, August 6, 2007
- Public may provide written statements for review and consideration
- DoD MFRC documents are available for review on the DoD MFRC webpage

2. Council membership

- 18 Council Members (10 required for quorum)
- 10 USC 1781a(b) as amended
- Only Members may deliberate and vote
- A formal motion required to bring an issue to a vote

3. Participation

- Members, presenters
- Others (advisors, representatives) if called upon by the Chairman
- DoD MFRC meetings are open to the public
- Meetings are not Town Hall meetings unless specifically announced as such

How to Contact the DoD Military Family Readiness Council

eMail:

osd.pentagon.ousd-p-r.mbx.family-readiness-council@mail.mil

Mail:

Office of Military Family Readiness Policy
Attn: DoD Military Family Readiness Council
4800 Mark Center Drive
Suite 03G15
Alexandria, VA 22350-2300

MFRC Webpage:

<https://www.militaryonesource.mil/web/mos/military-family-readiness-council>

Written Submissions

- Request Information (Slides)
- VA Lessons Learned
- Request for Written Submissions (DHA)
- Request for Written Submissions (SAF/MRR)
- Request for Assistance
- TriCare for Kids Coalition submission / June 9 Meeting
- DoD IG Complaint regarding EFMP/OSN-August 2018
- DoD MFRC Recommendation for 9 June 2020 Meeting
- Submission for Military Family Readiness Council
- DoD MFRC Meeting – 6/9/2020 – Written Statement Submission (PiP)
- DoD MFRC Meeting – 6/9/2020 – White Paper Submission (PiP)
- MAZON submission to MFRC for meeting 06.09.20
- MFRC Submission – Survey recommendation
- EFMP Medical and Family Support integration initiative at JB-MDL
- EFMP Suggested Submissions



Community Collaboratives and Partnerships

Building Healthy Military Communities: Leveraging Civilian and Military Partnerships to Amplify Impact

09 JUN 2020

CAPT Kimberly Elenberg
Director, Total Force Fitness
DHA Public Health Division



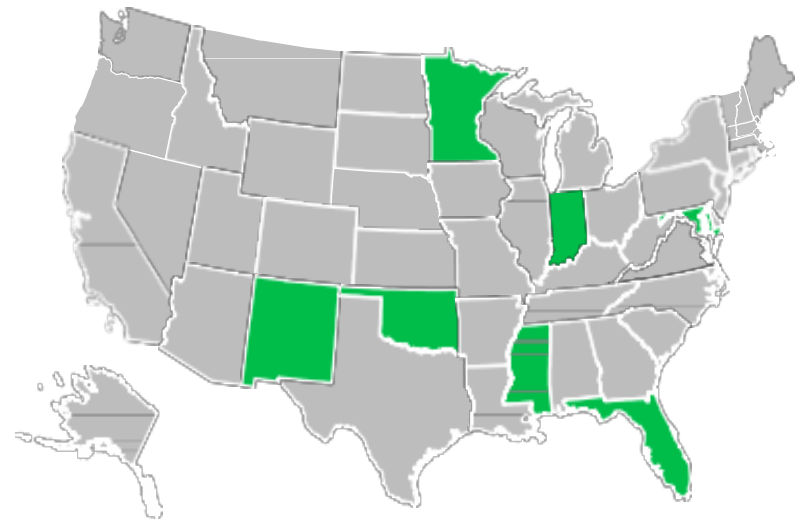
Overview of BHMC Pilot

The Building Healthy Military Communities (BHMC) Pilot:

- Is a Congressionally mandated initiative. The pilot is multi-year effort in **seven states** and part of a larger effort to achieve Force resiliency and readiness in all three military components: Active Duty, Reserve, and National Guard as well as the Recruiting and Cadet Commands
- Aims to **better understand and address unique readiness and well-being challenges** facing geographically dispersed Military Service members, their families, and the communities in which they live
- Takes a **data-driven approach** to contextualize and geospatially map data, identifying challenges and poor health outcomes by county in alignment to provide targeted interventions
- Engages **Service Leadership, DoD Service Members, their families, and the community** to identify capabilities and gaps
- **Builds partnerships** at the local, state, and Federal levels to successfully achieve the Pilot aims and amplify impact

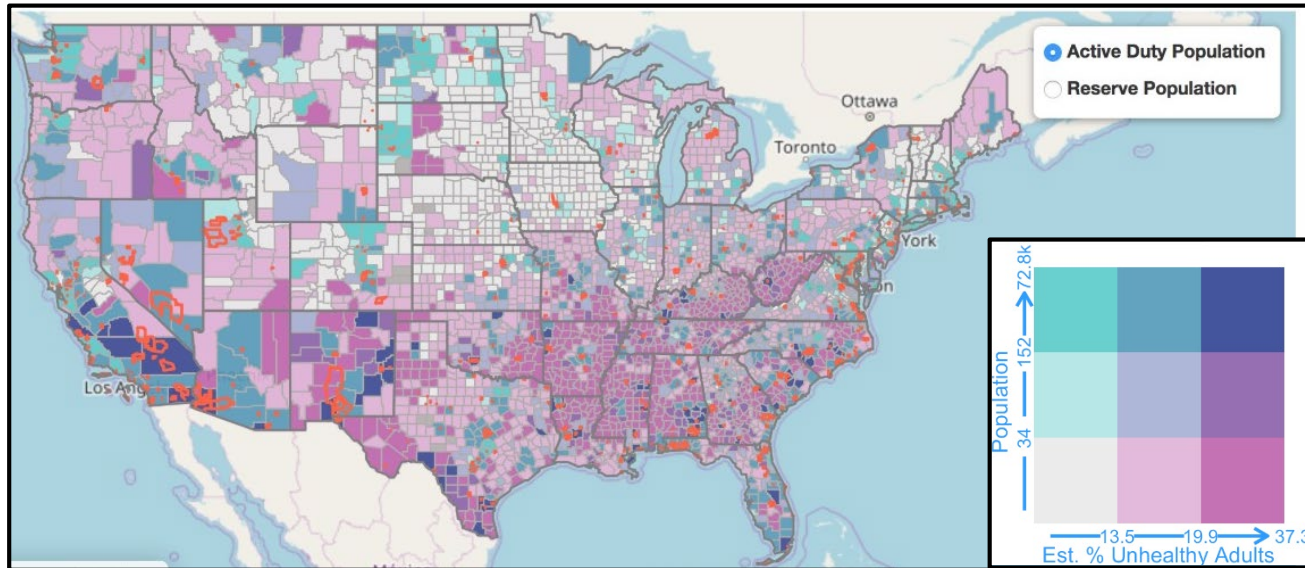


Defense Health Agency



States were selected based on several factors including geography, Service member population density, Service diversity, the presence of Active Duty and/or Reserve Component units, under-represented minorities, and documentation of poorer Health Related Quality of Life (HRQoL), which is used as a proxy measure for readiness.

Community Readiness Open Data Dashboard (CR-ODD)



Public Data Bivariate Map v 1.0: Overlay of Reserve Population and Health Metric

The CR-ODD helps to identify areas of high Reserve Component populations and target the unique health challenges to the cohort in this area

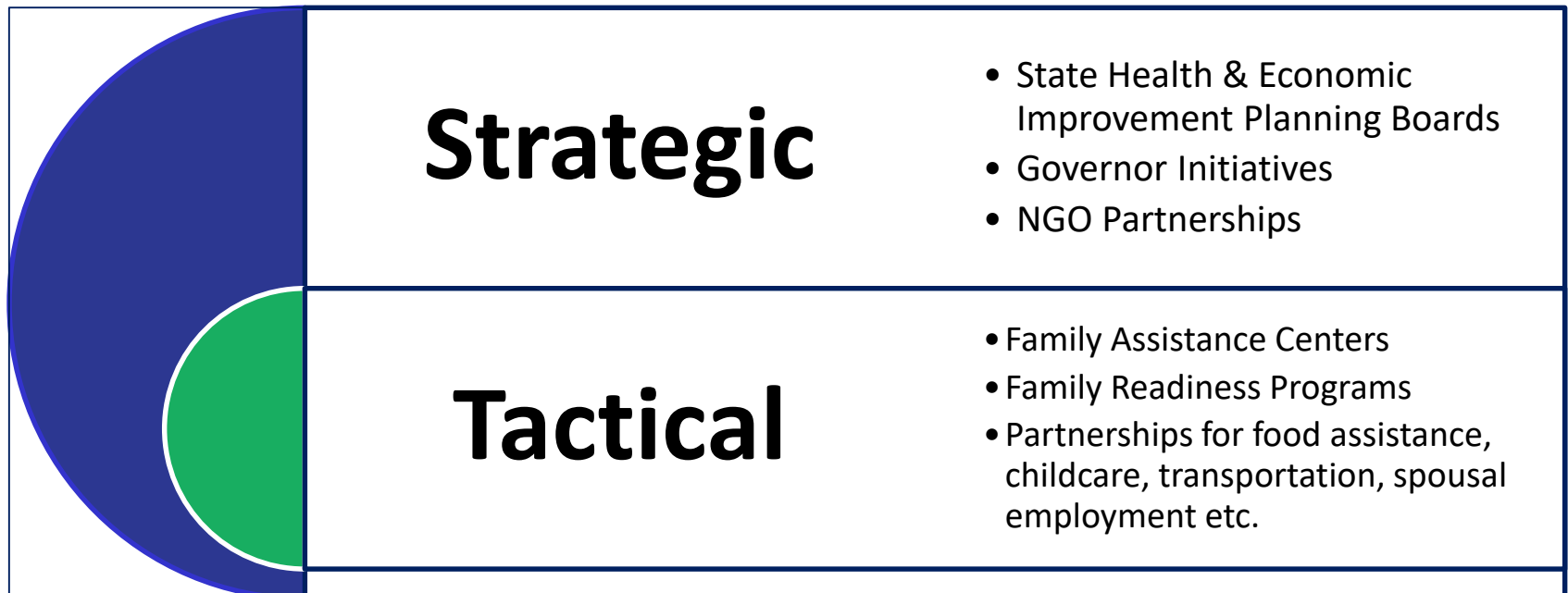
Datasets Evaluated:



BHMC Holistically Supports the DoD Community



To support the DoD Community as a whole, the BHMC pilot broadens the DoD approach to understanding and addressing the needs and challenges of geographically dispersed Service members, recruits and their families. Drilling down from taking a national or regional approach, BHMC is **focused strategically on the DoD, state and local communities' needs and resources.**



Importance of Leveraging Diverse Partnerships



- Outside of installations, states and counties lack comprehensive awareness of which localities are most densely populated with Service members and by extension, the needs in these areas and the partners responsible for meeting those needs
- **BHMC State Coordinators (SCs) serve as a central hub** to facilitate connections and awareness between the collective DoD community in that state and, non-governmental organizations, national, state, local, and tribal partners. They assist non-DoD stakeholders to better understand military culture and needs
- **SCs amplify impact of existing community resources and forge new partnerships to support Service members and their families**
- Supporting military families is a shared responsibility and SCs work closely with a variety of national, state, and local partners, including Federal agencies, State Health Departments, local schools, colleges and universities, parks, foodbanks and food distribution centers. Some examples include:

Example National Partnerships

Example State-Specific Partnerships

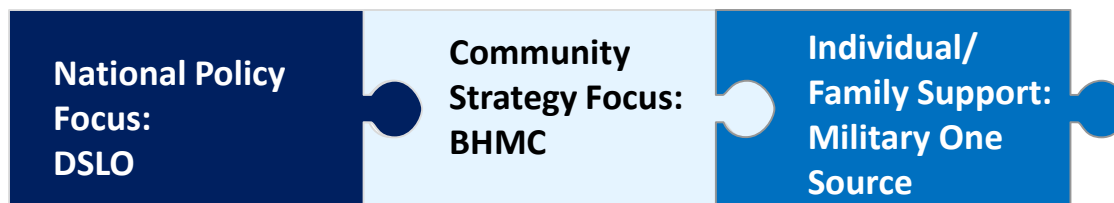


Program Linkage to Benefit the Military Family



BHMC efforts at the community and strategic level complement the work of other DoD entities to support military families

- The Pilot has identified community concerns that are legislative impediments to readiness and resiliency. Bi-directional communication with the **Defense State Liaison Office (DSLO)** helps to address these issues
- To increase state awareness of military-connected populations, BHMC's Oklahoma State Coordinator has been working with DSLO to bolster their "Ask the Question" campaign, a program that state agencies are now implementing as part of their client/consumer intake processes to ask military Service members and their families about their service involvement to better connect them to resources in their communities
 - Instead of asking about Veteran status, the question has been modified to: "Have you or a member of your immediate family ever served in the military?" to better capture this population
- BHMC SCs also amplify awareness of programs, websites, and call lines for more immediate support needs for Service members and families such as **Military OneSource** which includes leadership and resources from **Military Community Support Programs, Military Family Readiness Policy, Military Community Outreach, DSLO** and more



Fostering Connections: DoD & State Engagement



- There was traditionally **little to no representation of DoD or military interests** on state public health- and/or improvement-focused boards or councils, including State and County Health Improvement Boards
- BHMC State Coordinators now participate and **provide a prospective to help inform the State Health Improvement Plans**, County Health Improvement Plans, and State Economic Improvement plans and bring a voice to the table to **ensure the needs of the military family are considered** in strategic planning efforts
- SCs help to **align the community health priorities** of the state and the readiness priorities of the Military Departments to demonstrate and **achieve shared goals and desired health outcomes**
- For example, COVID-19 has impacted the physical, mental and financial wellbeing of the nation – including Service members and their families. BHMC partnerships and initiatives seek to strengthen protective factors
 - Mitigating the mid- and long-term impacts of COVID-19 on readiness and resilience in the military-connected community requires a sustained and concerted effort between the DoD and community partners

State-Specific Initiatives



Some specific examples of State Coordinator efforts include:

- **Florida:** in partnership with YMCA Florida, SC established Operation Strong and Ready, a free, 8-week military wellness program designed specifically for members of the Guard, Reserve, and Delayed Entry Program to improve their physical fitness in a supportive atmosphere
 - Preparing for a fitness test correctly could decrease the incidence of muscular skeletal injury and improve SM's ability to complete mission essential tasks
- **Minnesota:** SC built partnerships across VA including Vet Centers and Veteran Experience Action Center to provide better awareness and access to an array of resources for Service members and their families, regardless of branch of Service
 - For those without an active duty base in the state, families rely more heavily on these Veteran resources
- **New Mexico:** SC partnered with the State Department of Transportation in which select train route transportation is available to all Veterans, National Guard, Reserve, Active and their families (with appropriate ID) at no cost
 - Free transportation options facilitate easier access to employment and education opportunities as well as community resources

BHMC Intended Outcomes



BHMC is partnering with the Uniformed Services University for the Health Sciences (USUHS) to analyze the following metrics to identify areas for improvement, recommend interventions, and inform decision-making policy implementation:

- Community-level health-related quality of life (HRQoL) scores
 - Prevalence of disease and non-battle injury (DNBI)
 - Service members readiness to deploy
 - Influencing co-factors related to recruiting and retention
- BHMC SC's articulate a DoD perspective on each state's State Health Improvement Board (or equivalent). This influence has already been realized, in part with an added question about respondent's status of military service on the Behavioral Risk Factor Surveillance System (BRFSS), the nation's premier health related survey
 - The pilot's target completion date is September 2020. It would require an additional two years to evaluate meaningful outcomes, measures, and benchmarks to further evaluate and demonstrate impact on Force readiness and resiliency

Supporting the health and wellbeing of Service members, their families, and youth is critical to optimizing readiness and well-being for the Military-connected community



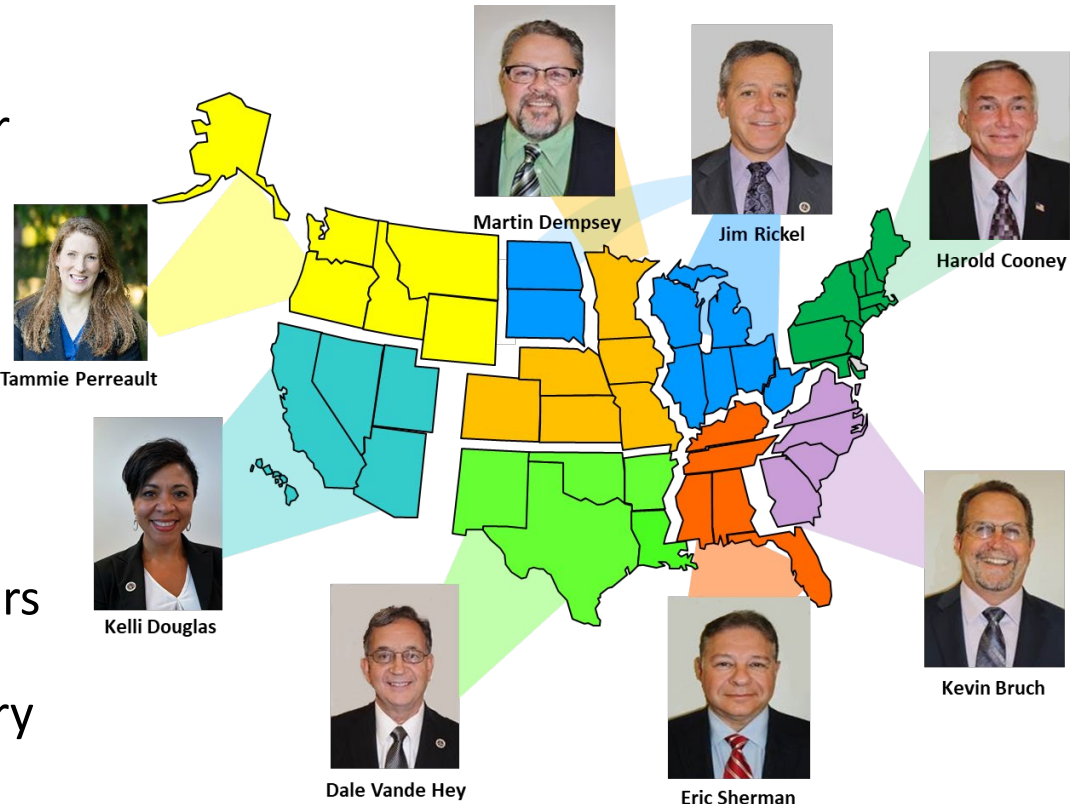
DEFENSE-STATE LIAISON OFFICE

Marcus Beauregard
Director



Who We Are

- The Defense-State Liaison Office, or DSLO, was established by Office of the Undersecretary of Defense for Personnel and Readiness in 2004.
- Total staff of 11 –
 - 3 in headquarters
 - 8 regional liaisons
- In the past decade, we've worked with state policymakers to enact over 700 bills that make life better for the military community.



What We Do

- Mission is to:
 - Alleviate barriers as a result of military life
 - Harmonize differences in state and federal laws
- Have covered a wide range of state issues:
 - Family law, education, occupational licensure and employment support, consumer protection, voting, health policy, National Guard support and the state judicial system
- Issues are reviewed annually to bring most significant to states
- Accomplish mission through research of potential issues and education, relationships, and assistance with state policymakers.



2020 Key Issues:

Implementation of Supportive Licensure Laws (immediate action)

- Research shows that some States have not implemented the laws that have been passed to support military spouses.
- Desired outcome is that licensing boards train staff, revise forms and post information on websites.

Enhanced state initiatives to improve military spouse license portability (near-term action)

- Improving expedited processes to achieve a baseline of a license within 30 days without submitting verifying documents.

Military Spouse Teacher Certification (near-term action)

- Provide flexibility in accepting an existing standard certificate, establishing a temporary certificate, or expediting application and adjudication processes to alleviate the delays in garnering certification.

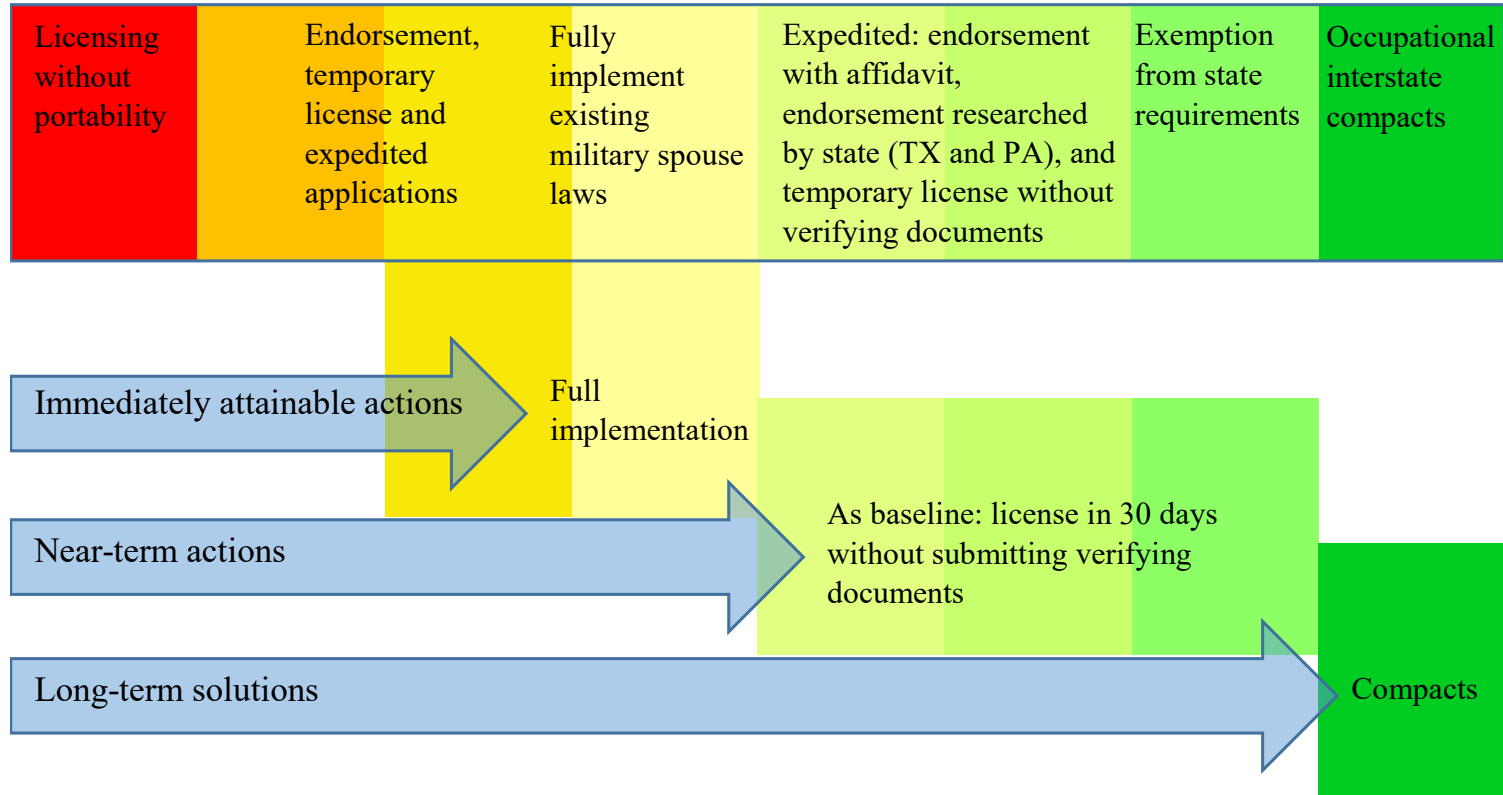
Licensing compacts recognizing military spouses and separating Service members (long-term solutions)

- The “gold standard” for military spouse license portability.
- Nursing, Emergency Medical Services, Physical Therapy, Psychology, Speech Pathology/Audiology



Licensure Portability:

Reciprocity: A continuum of opportunities to transfer an occupational license between states



Occupational Licensing Compacts

- State-to-State Agreements: An interstate compact is a contract between two or more states. It carries the force of statutory law and allows states to perform a certain action, observe a certain standard, or cooperate in a critical policy area.
- States share authority and responsibility to oversee occupational practice.
- “Privilege to practice” policies allow members in compact states to work in other compact states.
- “Tele-practice opportunities” using technology to work across state boundaries are created.



2020 Key Issues continued :

Virtual Schools- new issue for 2020

- Providing additional continuity through on-line school resources for military students

Advance Enrollment

- Students comply with residency requirements for school enrollment based on orders to the state.
- May electronically enroll and register based on set of orders to state

In-State Tuition Continuity

- Allowing military child to register as instate students based on time of acceptance to the higher-education institution, even if the military parent has PCS'd out of state.



2020 Key Issues continued:

❑ Medicaid Waivers

- Allow Service members to retain their earned priority for receiving Medicaid home and community care waivers.
- Allowing Service members to enroll their exceptional family member in the State they designate as their legal residence

❑ Child Abuse and Neglect Reporting

- Having child protective services identify military family cases and report them to military officials at onset of investigation.

❑ “Ask the Question” Campaign – new issue for 2020

- Encourages States to engage agencies to ask, “Have you or a family member ever served in the military?” on all intake forms.



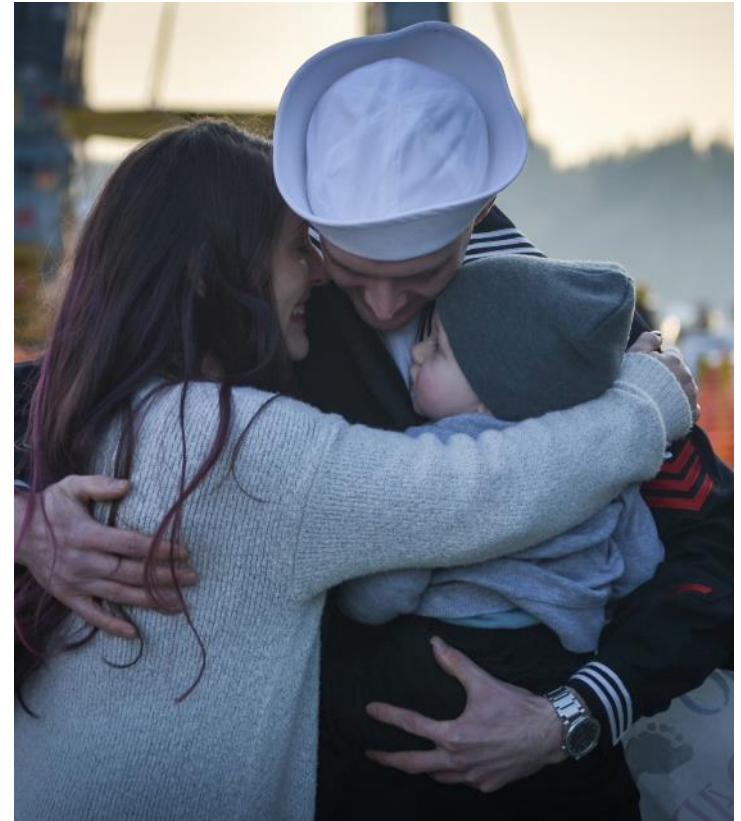
Here and ready to support your efforts.

Thank you for helping our military families.

Marcus.j.Beauregard.civ@mail.mil

<https://statepolicy.militaryonesource.mil>

(571) 236-2893



DEFENSE-STATE LIAISON OFFICE



Military OneSource

Connecting Our Military
Community



Military Community & Family Policy

June 9, 2020

24/7 Connection to Resources and Support

- Military One Source offers a wide range of individualized consultations, coaching and counseling for many aspects of Military Life. This infographic shows 15 categories of support that are provided. The 15 areas are:

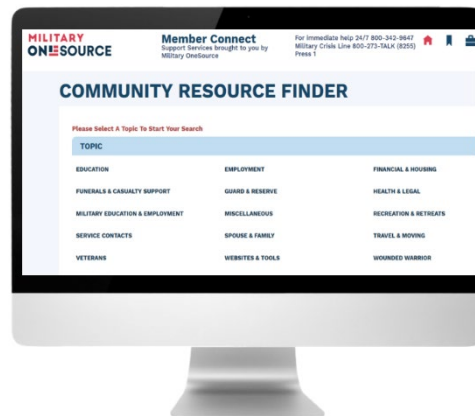
- Confidential Non-Medical Counseling
- Spouse Education and Career Opportunities
- Health and Wellness Coaching
- Wounded Warrior and Caregivers
- Education
- New MilParent
- Adoption
- Document Translation & Language Interpretation
- Peer-to-Peer Support
- Special Needs
- Spouse Relocation and Transition
- Elder Care
- Building Healthy Relationships
- Transitioning Veterans
- Financial and Tax Consultation



Military OneSource State Consultants



- Provide outreach and education to military and civilian sectors
- Develop and execute a state support plan
- Connect active duty, National Guard and reserve members and families to Federal, state, and local resources and non-profit organizations
- Integrate community resources into the Military OneSource network of resources available through a 24/7 call center and website



In FY19...

- **2,200+** events supporting the Total Force
- **1+ million** attendees reached with a briefing and/or resource table
- **4,200+** direct support activities
- **16,000+** community capacity activities

Request state consultant support at: <https://supportrequest.militaryonesource.mil>

Partnering on Military Spouse Employment




Community. Collaboration. Careers.


- **440+** partners in the Military Spouse Employment Partnership
- **143,000+** military spouses hired through the partnership since program inception



Introduction to the
**Military Spouse
Employment Partnership**
for Potential Partners



**SPOUSE EDUCATION &
CAREER OPPORTUNITIES**



Fact Sheet

Spouse Ambassador Network


The Spouse Ambassador Network is a committed group of organizations within the Military Spouse Employment Partnership that leverage their community networks to raise awareness of military spouse education and employment resources in communities where military spouses live and work. As a military spouse, you can take advantage of the services, support and networking opportunities provided by these organizations while building your network inside and outside the military community.

Spouse Ambassador Network highlights

- Currently, the Spouse Ambassador Network includes more than 25 member organizations.

Spouse Ambassador Network

Military spouses are highly skilled and dedicated employees in the American workforce. Of the more than 600,000 active-duty military spouses, nearly two-thirds – 64 percent – are 35 years old or younger; just over one-third – 36 percent – are over 35 years of age.¹ They are tech-savvy, more educated than their civilian counterparts and are resilient and adaptable as they live the mobile military life. Military families relocate, on average, every two to three years, meaning military spouses are often unable to maintain their employment status or establish career tenure, resulting in a significant unemployment rate and wage gap compared to their civilian counterparts. These employment setbacks adversely affect the readiness, retention and well-being of the military community.





As a Department of Defense Spouse Education and Career Opportunities Initiative, the mission of the Spouse Ambassador Network is to educate, empower and mentor military spouses to encourage career fulfillment by promoting and sharing resources while facilitating effective relationships with local and national stakeholders.

Community of support

Members of the Spouse Ambassador Network are part of a like-minded community of organizations that belong to and support the mission of the Military Spouse Employment Partnership. The partnership connects military spouses with hundreds of partner employers who have committed to recruit, hire, promote and retain military spouses in portable careers. This partnership helps military spouses find employment, build on their education and experience and achieve their career and personal goals.

The Spouse Ambassador Network brings a system of support to the communities where spouses live and work. It allows local and national stakeholders to connect with other like-minded groups to form effective relationships and further strengthen the system of support for spouses.

¹ 2017 Demographic Report: Profile of the Military Community, Military OneSource, <https://dhs.gov/militaryone-source/2017-demographic-report>

- **25+** member organizations in the Spouse Ambassador Network

MilitaryOneSource.mil

Currently...

5,000+ DOD, federal and non-federal resources shared through MilitaryOneSource.mil

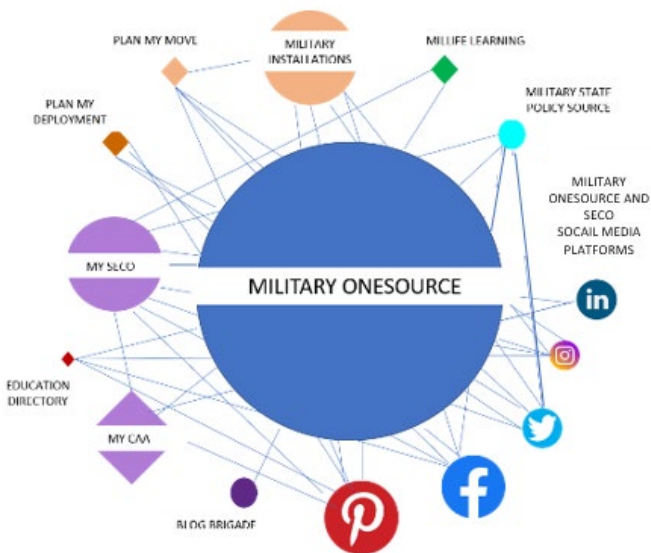
In FY19...

- > **21+ million** pageviews of content across MC&FP enclave
- > **6+ million** sessions across the MC&FP enclave
- > **30+** Facebook and LinkedIn social media events

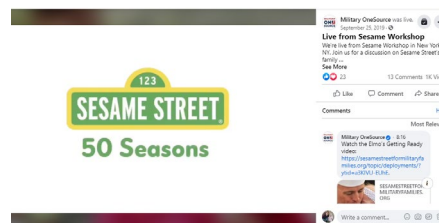
As of today...

+ **92%** increase in users, +**74%** sessions and, +**47%** in pageviews between Q1 FY19 and Q1 FY20

Collaborations including...



*INTEGRATED ECOSYSTEM OF WEBSITES,
DIGITAL TOOLS AND SOCIAL MEDIA CHANNELS*

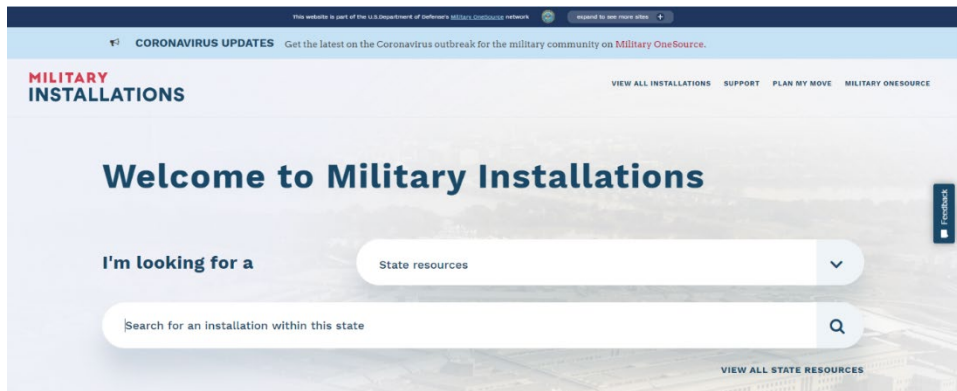


Reach: 3,309
Total engagements: 246
Views: 1,067



Reach: 13,058
Total engagements: 1,214
Views: 4,000

Right-time Access to Key Community Information



Local Community Information

If you want to learn about the key information for your new location, you've come to the right place. Local community information allows you to discover things like community and school stats, nearby establishments, and home and market values. To access this tool, use your Military OneSource user ID and password.

🔒 Eligible users can visit this external link. [↗](#)

- **300+** installations
- **10,000+** pages of local information

GENERAL RESOURCES

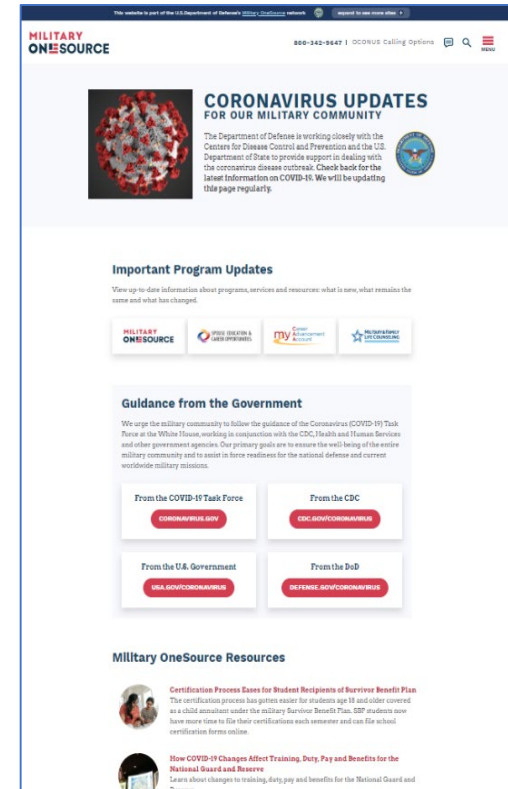
Chamber of Commerce

Cooperative Extension

National Guard / Family Website

National Guard Airman and Family Readiness Program Directors

National Guard State Family Program Directors




- **118,000+** pageviews to the COVID-19 landing page

Collaborating on Timely Updates and Resources

Military OneSource was live.
Published by Switcher Studio [?] · May 14 at 9:56 AM · 🌐

Join us right now as we discuss ways for families to stay safe during quarantine. Today's guest is Gregory Leskin, program director for UCLA's National Center for Child Traumatic Stress. And be sure to join us every Monday through Friday at noon EDT for future COVID-19 updates.



SCAN Method: Addressing Stress in Positive Ways


Military OneSource
Published by Khoros Social Marketing [?] · April 21 at 2:46 PM · 🌐

If you have dependents but don't file a tax return, find ways to act by Wednesday, April 22 to get your full Economic Impact Payment. Learn more here: <https://www.irs.gov/.../ssa-rb-recipients-with-eligible-chil...>



Military OneSource posted a video to playlist COVID-19 Updates.
Published by Khoros Social Marketing [?] · April 17 · 🌐

Tutor.com is expanding eligibility during the COVID-19 crisis. Learn more in today's video. And be sure to join us Monday through Friday at noon EDT for future updates.



Tutor.com Expands Eligibility During COVID-19

Spouse Education and Career Opportunities Program - SECO
Published by Khoros Social Marketing [?] · September 24, 2019 · 🌐

Be a tax professional with the help of MSEP partner @H&RBlock's MilSpouse scholarship for their Income Tax Course. For details on the course and how to enroll, visit: <https://www.hrblock.com/corporate/income-tax-course/>.



**H&R
BLOCK**

**FREE SCHOLARSHIPS
FOR MILITARY SPOUSES.**

- **16,000+ people** reached with Tutor.com Expanded Eligibility
- **4,000+ people** reached with UCLA's National Center for Child Traumatic Stress
- **8,000+ people** reached with IRS Economic Impact Payment
- **6,000+ people** reached with H&R Block's MilSpouse Scholarship

Connecting with the Community

Linking Friends & Extended Family to Military Life

Military OneSource is a free source of information that will help you:

- Learn more about military life and culture
- Build your knowledge of military acronyms and other jargon
- Get tips for helping your service member through challenges
- Discover free resources your service member can turn to - everything from counseling for stress to tax help and document translation

The more you know about military life, the better source of support you can be for your service member.

Start today at www.MilitaryOneSource.mil/friends-fam

MILITARY ONE SOURCE

Master Your Way With Military OneSource

We're here 24/7 to connect:

- Someone to talk to about this and relationships
- Free tax e-filing and financial
- Savings on fun - vacation, travel
- Document translation & interpretation
- Your personal health & wellness
- Online tools to help with PCS
- Education opportunities

Live chat or call anytime
www.MilitaryOneSource.mil
800-342-9647

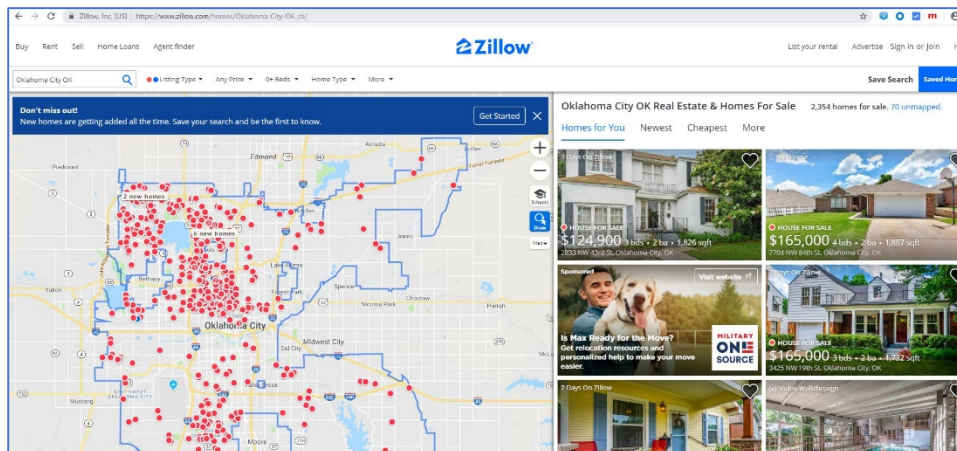
SAVE this card

and send **THAT card** To family & friends

It's your connection to free 24/7 support.


800-342-9647
www.MilitaryOneSource.mil

MILITARY ONE SOURCE




- Sandbox: **2,300+** sessions, **225** high-value actions and **2.2M** impressions
- Zillow: **3,500+** sessions and **7M+** impressions
- In-person: **9,000+** clicks and **~300,000** people touched

Staying Connected




Friends & Family Connection
Your link to Military Life



10 Reasons Why the Military Is a Great Career Choice

From job security, comprehensive medical and retirement benefits to career advancement, constant training and free education, rest assured your loved one is pursuing a solid career path while serving our nation.


[Learn More](#)



Deployment Basics By Service Branch

"I'm deploying." You may hear that from your service member at some point. What does it really mean? While every deployment differs, there are some common elements across the service branches for you to know.

[Read More](#)



MilTax: Free Tax Return Filing Help for Your Service Member

As a parent of a new service member, you're faced with two changes: you lose a tax deduction and your loved one may be doing their own taxes for the first time. We can help with the latter. You'll want to know about MilTax, free taxes services for military personnel.

[Read More](#)


SIGN UP TODAY

for the Friends & Family Connection eNewsletter

Stay informed about military culture and resources so you can better support your service member.


Get exclusive content made just for Air Force family and friends:

- Shareable eCards
- Photo Frames for Facebook
- Social Media Tips




MILITARY ONE SOURCE
MilitaryOneSource.mil | 800-342-9647

- **44,000+** subscribers of all eNewsletters as of April 2020
- **151,566+** subscriptions as of April 2020
- **600+** subscribers to the first Service Provider eNewsletter edition



Service Provider eNewsletter

May 5, 2020



Military Travel Restrictions During COVID-19

New updates to the Department of Defense stop movement order affect service members, family members and civilian employees. Travel restrictions are in place for government-funded travel, leave, travel outside the continental United States, basic training and Permanent Changes of Station until June 30, 2020.

[View the FAQs](#)

Self Care Tools for Resiliency During a Crisis

Practicing daily self-care is key to your well-being, especially for medical providers who focus so much on the needs of others. The Defense Health Agency developed a free Provider Resilience Toolkit that includes digital apps (Provider Resilience, Virtual Hope Box, Breathe2Relax) and The Military Meditation Coach podcast to support your mental health.

[Get tools and tips »](#)

New CAC and VoLAC Issuance or Renewal Guidelines

The Department of Defense has expanded online Common Access Card issuances, CAC and Volunteer Logical Access Credentials renewals through Sept. 30, 2020, including using the ID Card Office Online.

[Review the process »](#)

Discussion

Q & A



Closing Remarks

Mr. Bushman
Chairman