

ALARACT 010/2024

DTG: R 011255Z MAR 24

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SUBJ/ALARACT 010/2024 – MILITARY AND FAMILY LIFE COUNSELING PROGRAM

THIS ALARACT MESSAGE HAS BEEN TRANSMITTED BY JSP ON BEHALF OF HQDA, DCS, G-9

1. (U) REFERENCES:

1.A. (U) DEPARTMENT OF DEFENSE (DOD) INSTRUCTION 1342.22 (MILITARY FAMILY READINESS), 5 AUGUST 2021 ([HTTPS://WWW.ESD.WHS.MIL/DD/](https://www.esd.whs.mil/DD/))

1.B. (U) DOD INSTRUCTION 6490.06 (COUNSELING SERVICES FOR DOD MILITARY, GUARD AND RESERVE, CERTAIN AFFILIATED PERSONNEL, AND THEIR FAMILY MEMBERS), 21 APRIL 2009, INCORPORATING CHANGE 2, EFFECTIVE 31 MARCH 2017 ([HTTPS://WWW.ESD.WHS.MIL/DD/](https://www.esd.whs.mil/DD/))

1.C. (U) AR 608-1, ARMY COMMUNITY SERVICE

2. (U) THIS MESSAGE APPLIES TO THE REGULAR ARMY, THE UNITED STATES ARMY RESERVE, AND THE UNITED STATES ARMY NATIONAL GUARD.

3. (U) PURPOSE. THIS ALARACT PRESCRIBES IMPENDING POLICY AND ASSIGNS RESPONSIBILITIES TO IMPLEMENT THE DOD MILITARY AND FAMILY LIFE COUNSELING (MFLC) PROGRAM, WHICH EMPOWERS COMMANDERS TO ADVOCATE FOR SOLDIERS AND THEIR FAMILY MEMBERS AND TO PROVIDE EASY ACCESS TO A CONTINUUM OF NON-MEDICAL COUNSELING SUPPORT. THE PROGRAM SUPPORTS THE ARMY'S PEOPLE STRATEGY BY OFFERING SOLDIERS AND FAMILY MEMBERS IN-PERSON AND VIRTUAL COUNSELING SERVICES ADMINISTERED THROUGH THE OFFICE OF THE DEPUTY ASSISTANT SECRETARY OF DEFENSE FOR MILITARY COMMUNITY AND FAMILY POLICY (DASD MC&FP). THE DCS, G-9 WILL INCORPORATE ITS PROVISIONS INTO AR 608-1 WITHIN 2 YEARS OF THE DATE OF THIS ALARACT.

4. (U) BACKGROUND. THE OFFICE OF THE SECRETARY OF DEFENSE RECOGNIZED AN EMERGING NEED TO PROVIDE INFORMAL SUPPORT TO SOLDIERS AND FAMILIES IN ADDITION TO THE RESIDENT COUNSELING SERVICES AT INSTALLATIONS. THIS RESULTED IN THE MILITARY AND FAMILY LIFE COUNSELING (MFLC) INITIATIVE. THE MILITARY AND FAMILY LIFE COUNSELING (MFLC) PROGRAM IS FUNDED AND DELIVERED THROUGH THE DASD MC&FP. THE PROGRAM PROVIDES NON-MEDICAL COUNSELING

SERVICES TO SERVICE MEMBERS, THEIR FAMILIES, AND SURVIVORS ON INSTALLATIONS AND IN COMMUNITIES WORLDWIDE. THE MFLC PROGRAM SUPPORTS FACE-TO-FACE, TELEPHONIC, VIRTUAL THROUGH MILITARY ONESOURCE, SECURE ONLINE CHAT OR LIVE VIDEO SESSIONS AROUND SERVICE MEMBER AND FAMILIES' SCHEDULES. ACTIVE DUTY, NATIONAL GUARD, AND RESERVE SERVICE MEMBERS, THEIR FAMILIES, AND SURVIVORS RECEIVE UP TO 12 SESSIONS PER CONCERN. THE NON-MEDICAL COUNSELING PROVIDED IS CONFIDENTIAL, EXCEPT TO MEET LEGAL OBLIGATIONS OR PREVENT HARM TO SELF OR OTHERS.

5. (U) COMMANDERS WILL ENSURE THAT SOLDIERS AND FAMILY MEMBERS ARE AWARE OF THE MFLC PROGRAM, AND THAT TIME IS MADE AVAILABLE FOR SOLDIERS TO ENGAGE WITH A PROGRAM COUNSELOR AND RECEIVE NON-MEDICAL COUNSELING AS NEEDED. COMMANDERS WILL NOT ENGAGE WITH AN MFLC PROGRAM COUNSELOR TO OBTAIN INFORMATION ON SOLDIERS OR THEIR FAMILY MEMBERS.

5.A. (U) PURSUANT TO REFERENCE 1B, THE NON-MEDICAL COUNSELING PROVIDED WILL BE CONFIDENTIAL EXCEPT WHERE NECESSARY TO MEET LEGAL OBLIGATIONS OR TO PREVENT HARM TO SELF OR OTHERS.

5.B. (U) ALL REGULAR ARMY, ARMY NATIONAL GUARD, AND U.S. ARMY RESERVE SERVICE MEMBERS (REGARDLESS OF ACTIVATION STATUS), THEIR IMMEDIATE FAMILY MEMBERS AND SURVIVORS (NON-REMARRIED SPOUSES AND THEIR CHILDREN) ARE ELIGIBLE FOR MFLC PROGRAM SERVICES. VETERANS AND THEIR IMMEDIATE FAMILY MEMBERS ARE ELIGIBLE FOLLOWING SEPARATION OR RETIREMENT (UP TO 365 DAYS FOR MILITARY ONESOURCE AND UP TO 180 DAYS FOR MFLC PROGRAM SERVICES).

5.C. (U) REGULAR ARMY, ARMY NATIONAL GUARD, AND ARMY RESERVE SOLDIERS, THEIR FAMILIES, AND ELIGIBLE SURVIVING DEPENDENTS WILL RECEIVE UP TO 12 SESSIONS PER ISSUE.

5.D. (U) THE ARMY COMMUNITY SERVICE OFFICER WILL SERVE AS THE ADULT MFLC PROGRAM POINT OF CONTACT (POC), AND THE CHILD AND YOUTH SERVICES COORDINATOR WILL SERVE AS THE CHILD AND YOUTH MFLC PROGRAM POC AT THE INSTALLATION.

5.E. (U) PURSUANT TO REFERENCE 1B, COMMANDERS WILL CONDUCT A REVIEW OF THEIR MFLC PROGRAM AS NEEDED TO DETERMINE IF A REALIGNMENT OF AN MFLC IS NEEDED TO SUPPORT THEIR MISSION. COMMANDERS MUST COORDINATE ALL MFLC MOVEMENT (REALIGNMENT) WITH THE DASD MC&FP IN WRITING. THE COORDINATION CAN OCCUR BY SENDING AN EMAIL TO USARMY.PENTAGON.HQDA-DCS-G-9.MBX.ARMY-MFLC@ARMY.MIL (A MEMO IS NOT NECESSARY).

5.F. (U) IN A CRISIS SITUATION (E.G., A SHOOTING ON AN INSTALLATION), A COMMANDER CAN MOVE MFLCS IMMEDIATELY AND NOTIFY DASD MC&FP AS

SOON AS POSSIBLE AFTER THE FACT. ALL OTHER MFLC MOVEMENT MUST BE COORDINATED WITH OSD IN WRITING. THE COORDINATION CAN OCCUR VIA AN EMAIL FROM THE COMMAND POC TO THE HQDA G-9 POC MAILBOX (A MEMO IS NOT NECESSARY). THE COORDINATION CONSISTS OF NOTIFICATION TO OSD, WHO NOTIFIES THE CONTRACTOR OF THE CHANGE IN ASSIGNMENT; THE CONTRACTOR WILL NOTIFY THE MFLC, AND OSD/VENDOR WILL MAKE CHANGES IN THEIR SYSTEM TO CAPTURE THE CORRECT LOCATION/ASSIGNMENT. THIS PROCESS GENERALLY TAKES ABOUT 2-3 DAYS FOR MOVEMENT ON THE SAME INSTALLATION. CHANGE TO ANOTHER INSTALLATION AND OR STATE COULD TAKE LONGER IF THE ASSIGNED COUNSELOR IS NOT WILLING TO TAKE THE NEW ASSIGNMENT. NEW MFLC REQUEST WILL FOLLOW THE PROCEDURES PER PARA 10 AND 10A BELOW.

5.G. (U) MFLCS WILL PROVIDE A MINIMUM AMOUNT OF NON-MEDICAL COUNSELING BASED ON THE DASD MC&FP CONTRACT AGREEMENT.

6. (U) THE DEPUTY CHIEF OF STAFF, G-9 (DCS, G-9) WILL ADVISE THE ASSISTANT SECRETARY OF THE ARMY, MANPOWER, AND RESERVE AFFAIRS ON IMPLEMENTATION OF THE DOD MFLC PROGRAM WITHIN THE ARMY.

6.A. (U) ASSIST INSTALLATION COMMANDERS AND MFLC POCS WITH REPORTING MFLC PROGRAM ISSUES TO THE DASD MC&FP FOR RESOLUTION.

6.B. (U) COORDINATE WITH THE DASD MC&FP MFLC PROGRAM MANAGER, TO PROVIDE UTILIZATION REPORTS TO INSTALLATION MFLC POCS WHEN REQUESTED.

6.C. (U) ACCOMPANY DASD MC&FP PERSONNEL TO INSTALLATIONS, RESERVE COMPONENTS, AND DEFINED COMMUNITY LOCATIONS DURING THEIR SURVEILLANCE VISITS.

6.D. (U) COORDINATE MFLC PROGRAM POC TRAINING WITH DASD MC&FP ON THE BUSINESS OPERATIONS SUPPORT SYSTEM.

7. (U) THE CHIEF OF ARMY RESERVE WILL APPOINT A POC TO COORDINATE MFLC PROGRAM REQUESTS WITH THE DCS, G-9 TO SUPPORT MOBILIZATION, DEPLOYMENT, AND REUNION ACTIVITIES. SUBMIT MFLC PROGRAM REQUESTS THROUGH THE APPROPRIATE MFLC PROGRAM POC OR RESERVE COMPONENT FAMILY PROGRAM OFFICE AND ENSURE THAT SOLDIERS AND THEIR FAMILY MEMBERS ARE AWARE OF THE RESOURCE.

8. (U) THE DIRECTOR, ARMY NATIONAL GUARD WILL APPOINT AN MFLC PROGRAM POC TO COORDINATE PROGRAM REQUESTS WITH THE DCS, G-9 TO SUPPORT MOBILIZATION, DEPLOYMENT, AND REUNION ACTIVITIES.

9. (U) THE OFFICE OF THE SURGEON GENERAL WILL COORDINATE WITH THE DEFENSE HEALTH AGENCY TO ENSURE THAT MILITARY TREATMENT FACILITIES HAVE SPACE FOR MFLCS TO PROVIDE SERVICE WHEN NEEDED.

10. (U) THE COMMANDER, U.S. ARMY MATERIEL COMMAND, WILL APPOINT AN MFLC PROGRAM POC TO COORDINATE THE INSTALLATION'S MFLC PROGRAM NEW REQUESTS FOR BOTH ADULTS AND CHILD YOUTH SCHOOL SERVICES THROUGH THE BUSINESS OPERATIONS SUPPORT SYSTEM.

10.A. (U) THE MFLC POC WILL COORDINATE ALL REQUESTS WITH THE DCS, G-9 POC AND THE DASD MC&FP MFLC PROGRAM MANAGER.

10.B. (U) ENSURE THAT ARMY COMMANDS, SENIOR COMMANDERS, AND UNIT COMMANDERS RECEIVE MONTHLY REPORTS ON MFLC ACTIVITIES THAT IDENTIFY COUNSELING TRENDS AND DUTY TO WARN.

11. (U) UNITS OF ARMY COMMANDS, ARMY SERVICE COMPONENT COMMANDS, AND DIRECT REPORTING UNITS WILL APPOINT AN MFLC PROGRAM POC TO COORDINATE NEW MFLC PROGRAM REQUESTS THROUGH THE INSTALLATION MFLC POC.

12. (U) INSTALLATION MFLC PROGRAM POCS WILL ASSIST COMMANDERS WITH NEW MFLC REQUESTS.

12.A. (U) RESPOND TO INSTALLATION MFLC REQUESTS WITHIN THREE DAYS OF RECEIPT AND PROVIDE A STATUS OF THE REQUEST WITHIN FIVE DAYS OF THE ACTION TAKEN.

12.B. (U) ASSIST AND COORDINATE WITH DASD MC&FP PERSONNEL DURING THEIR SURVEILLANCE VISITS TO INSTALLATIONS, RESERVE COMPONENTS, AND DEFINED COMMUNITY LOCATIONS.

13. (U) POC ON BEHALF OF HQDA DCS, G-9 IS: USARMY PENTAGON HQDA DCS G-9 MAILBOX ARMY MFLC AT USARMY.PENTAGON.HQDA-DCS-G-9.MBX.ARMY-MFLC@ARMY.MIL

14. (U) THIS ALARACT MESSAGE EXPIRES ON 24 FEBRUARY 2025.