



# Military Lifestyle Support and Education

## DEFINITION

Military Lifestyle Support and Education services are prevention-focused, educational and supportive services designed to assist Service members and their families with managing the stresses of daily living within the context of the military lifestyle. Services focus on topics and concerns that impact military family readiness including overall family functioning, relocation, deployment, and military separation and are provided using an array of service modalities including automated systems, information and referral, educational briefings and support groups, and one-on-one consultation.

**Note:** *The MIL-MLSE standards were revised in June 2017 to reflect current practice. For more information please see the [MIL-MLSE Update Summary](#)*

**Note:** *Military Lifestyle Support and Education services must be made available to all eligible Service members and their families, either directly or by referral, and include:*

- a. *relocation assistance;*
- b. *deployment assistance;*
- c. *employment assistance;*
- d. *personal and family life education;*
- e. *transition assistance; and*
- f. *information and referral.*

*Some Military Lifestyle Support and Education services are made available through referral to outside providers. In situations where relocation assistance, transition assistance, employment assistance, or personal and family life Education are not provided directly by the MFR program, an NA or "not applicable" is available in the standards.*

**Note:** *Please see [MIL-MLSE Reference List](#) for a list of resources that informed the development of these standards.*

## Table of Evidence

### Self-Study Evidence

- Provide an overview of the different programs being accredited under this section, include in your description:
  - a. relocation assistance;
  - b. deployment assistance;
  - c. employment assistance;

### Purpose

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



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- d. personal and family life education;
  - e. transition assistance; and
  - f. information and referral. (MIL-MLSE 3.01, MIL-MLSE 3.03, MIL-MLSE 3.04, MIL-MLSE 4.01, MIL-MLSE 4.02, MIL-MLSE 5.01, MIL-MLSE 5.02, MIL-MLSE 5.03, MIL-MLSE 5.04, MIL-MLSE 5.05, MIL-MLSE 6.01, MIL-MLSE 6.02, MIL-MLSE 6.03, MIL-MLSE 6.04, MIL-MLSE 6.05, MIL-MLSE 7.05, MIL-MLSE 7.06, MIL-MLSE 7.07, MIL-MLSE 7.08, MIL-MLSE 8.01, MIL-MLSE 8.02, MIL-MLSE 8.03)
- If elements of the standards (e.g. deployment briefings) are implemented through participation in a formal, coordinated service delivery system, provide a list that identifies the providers (e.g. YRRP) and the service components for which they are responsible.
  - Provide any other information you would like the Peer Review Team to know about these programs.
  - As applicable, a list of activities or classes including, for each activity or class:
    - a. the type of activity/class;
    - b. whether the activity/class is short-term or ongoing;
    - c. how often the activity/class is offered;
    - d. the average number of participants per session of the activity/class, in the last month; and
    - e. the total number of participants in the activity/class, in the last month
  - A list of any programs that were opened, merged with other programs or services, or closed
  - A list or description of MIL-MLSE outcomes and outputs being measured

### On-Site Evidence

No On-Site Evidence

### On-Site Activities

No On-Site Activities

### Purpose

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# Military Lifestyle Support and Education

## MIL-MLSE 1: Service Philosophy

The MFR program's delivery of MIL-MLSE services is guided by a service philosophy that:

- a. establishes the foundational principles that inform all aspects of service delivery;
- b. is based on the best available evidence of service effectiveness;
- c. reflects the input of the program's customers and community partners;
- d. promotes meaningful participation, inclusion, and self-determination;
- e. is grounded in the social and cultural context of the military community;
- and
- f. is understood by staff.

**Related:** MIL-AM 1.06, MIL-AM 5.04

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the programs' practices fully meet the standard and reflect a high level of capacity. All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality and/or overall performance.

#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs' infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

#### 3) Partial Implementation, Concerning Performance

A rating of (3) indicates that significant aspects of the programs' observed infrastructure and/or practices require significant improvement. The program has not implemented the basic framework of the standard but instead has in place only part of this framework. Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner. Service quality or program functioning may be compromised. Capacity is at a basic level.

#### 4) Unsatisfactory Implementation and Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all. Observed infrastructure and

### **Purpose**

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practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.

Please see [Rating Guidance](#) for additional rating examples.Â

### **Table of Evidence**

#### **Self-Study Evidence**

- MIL-MLSE Service Philosophy

#### **On-Site Evidence**

- Evidence base for selected programs or services, when applicable

#### **On-Site Activities**

- Interview:
  - a. Program director
  - b. Relevant staff
  - c. Customers

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# Military Lifestyle Support and Education

## MIL-MLSE 2: Initial Contact

The MFR program's procedures for initial contact:

- a. address criteria for determining the type of support or assistance that is needed or requested;
- b. address criteria for determining when a more intensive service is necessary; and
- c. support initiation of services or an appropriate referral within established timeframes.

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

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#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs'™ infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

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# Military Lifestyle Support and Education

## **Table of Evidence**

### **Self-Study Evidence**

- Procedures for initial contact

### **On-Site Evidence**

- Documentation of service delivery as evidence that services are initiated within established timeframes (e.g. customer files)

### **On-Site Activities**

- Interview:
  - a. MFR program director
  - b. Relevant staff

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# Military Lifestyle Support and Education

## MIL-MLSE 3: Service Delivery

The MFR program provides preventive, educational, and supportive services using an array of service modalities.

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

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#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs'™ infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

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### Table of Evidence

#### Self-Study Evidence

### Purpose

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# Military Lifestyle Support and Education

No Self-Study Evidence

## On-Site Evidence

- Programming schedule for the previous year (MIL-MLSE 3.01)
- See program description for the services being accredited under MIL-MLSE in the Service Narrative (MIL-MLSE 3.01, MIL-MLSE 3.02, MIL-MLSE 3.03, MIL-MLSE 3.04)
- Documentation of service delivery (e.g. group agendas, logs, or progress notes as applicable) (MIL-MLSE 3.02)
- File/list of community resources (MIL-MLSE 3.03)

## On-Site Activities

- Interview:
  - a. MFR program director (MIL-MLSE 3.01, MIL-MLSE 3.02, MIL-MLSE 3.04)
  - b. Relevant staff (MIL-MLSE 3.01, MIL-MLSE 3.02, MIL-MLSE 3.04)
  - c. Customers (MIL-MLSE 3.01, MIL-MLSE 3.02, MIL-MLSE 3.04)
- Observe informational resources/access points (MIL-MLSE 3.01)

## MIL-MLSE 3.01

The MFR program provides preventive, educational, and supportive services using an array of service modalities, including:

- a. educational classes and workshops, including opportunities for distance learning, when appropriate;
- b. briefings;
- c. access to supportive peer networks;
- d. public or social media venues, when available;
- e. self-directed information gathering such as access to informational databases or on-site computers;
- f. appropriate referrals to formal and informal services and supports; and
- g. individual support and assistance.

**Related:** MIL-ASE 1.03

**Interpretation:** *Examples of public media venues include online networking websites and community forums. Examples of informational databases include Military OneSource, Turbo TAP, America's Career Network, eBenefits, National Resource Directory, VMET, and Service-specific websites.*

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### **MIL-MLSE 3.02**

MFR program services provided in a group setting:

- a. utilize a format (e.g. classroom setting, coaching, role playing, etc) that is appropriate to the topic being addressed;
- b. reflect the characteristics of group participants including age, developmental level, race, culture, ethnicity, language, and literacy level;
- c. allow participants to identify what they hope to achieve through their participation and work towards their individual goals;
- d. emphasize group learning, sharing, and relationship building in a safe, supportive environment;
- e. are designed to respond flexibly to the changing needs of group members; and
- f. are sensitive to any impact the demographic make-up of the group might have on the comfort of participants.

**Note:** *MIL-MLSE 3.02 applies to any MFR program services provided in a group setting including preventive, educational, supportive, and therapeutic groups.*

### **MIL-MLSE 3.03**

The MFR program maintains, or has access to, a file of reliable civilian and military resources that is updated at regular intervals and includes:

- a. name, location, and contact information including telephone number, email address, and Web address as applicable;
- b. hours of operation;
- c. services offered;
- d. languages offered, when available;
- e. fee structure, when available; and
- f. eligibility requirements, when available.

**Interpretation:** *Among other things, information on military resources should include the full array of services available through the family readiness system. For relocation services, processes for updating the database at regular intervals shall include certifying relocation information in the Computer Information System quarterly. Programs that use information and referral databases managed by another entity should be able to demonstrate how they know the information provided by the host organization is accurate and up-to-date.*

### **Purpose**

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## Military Lifestyle Support and Education

### **MIL-MLSE 3.04**

When a referral is needed or requested, the MFR program promptly refers or connects customers to appropriate resources based on consideration of the following:

- a. stated needs or request for service;
- b. geographic location;
- c. eligibility criteria for recommended programs or services, including activation status as applicable;
- d. the preferences of the customer regarding the provider's credentials and professional capabilities; and
- e. confidentiality expectations of the customer.

**Related:** MIL-AM 6.01

### **Purpose**

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# Military Lifestyle Support and Education

## MIL-MLSE 4: Relocation Assistance

The MFR program provides customers with services and support throughout the relocation process.

**NA** Access to relocation assistance is available only through referral to providers outside the MFR program.

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the programs' practices fully meet the standard and reflect a high level of capacity. All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality and/or overall performance.

#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs' infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

#### 3) Partial Implementation, Concerning Performance

A rating of (3) indicates that significant aspects of the programs' observed infrastructure and/or practices require significant improvement. The program has not implemented the basic framework of the standard but instead has in place only part of this framework. Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner. Service quality or program functioning may be compromised. Capacity is at a basic level.

#### 4) Unsatisfactory Implementation and Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all. Observed infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.

Please see Rating Guidance for additional rating examples.

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.

### Table of Evidence



# Military Lifestyle Support and Education

## Self-Study Evidence

No Self-Study Evidence

## On-Site Evidence

- See description of the relocation assistance program submitted in the Service Narrative (MIL-MLSE 4.01, MIL-MLSE 4.02)
- Relocation programming curricula and informational materials/resources (MIL-MLSE 4.01)
- Documentation of welcome efforts (MIL-MLSE 4.02)
- Sponsorship program training curricula (MIL-MLSE 4.03)
- Documentation tracking that designated sponsors have received training (MIL-MLSE 4.03)
- Loan closet inventory and lending history, if applicable (MIL-MLSE 4.04)

## On-Site Activities

- Interview:
  - a. MFR program director (MIL-MLSE 4.01, MIL-MLSE 4.02)
  - b. Relevant staff (MIL-MLSE 4.01, MIL-MLSE 4.02)
  - c. Customers (MIL-MLSE 4.01, MIL-MLSE 4.02)
- Observe loan closet, if applicable (MIL-MLSE 4.04)

## MIL-MLSE 4.01

The MFR program provides access to relocation information on the following topics, either directly or by referral, as appropriate to the customer's needs:

- a. sponsorship opportunities at the new location;
- b. moving costs and entitlements, including shipment of household items such as vehicles and pets;
- c. housing options and assistance including home buying, selling, and renting;
- d. financial management;
- e. child care;
- f. supports for new or single parents;
- g. support for foreign born spouses;
- h. local health care providers;
- i. area schools and educational support services;
- j. spouse employment and volunteer opportunities;
- k. immigration issues;
- l. cultural and community orientation, and intercultural relations training;
- m. overseas orientation;

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- n. relocation stress management;
- o. installation check-in/check-out procedures; and
- p. services for family members with special needs.

**Research Note:** *Relocation stress management should consider the effects of relocation on both the spouse and children. Children may feel especially powerless and angry during the relocation as the family has little control over the decision to move. Research shows that the factors affecting adjustment following relocation are frequency and distance of the moves. Military families move more frequently and over longer distances than their civilian counterparts making this a key issue for military families. Positive parent-child relationships, marital satisfaction, and overall parent well-being have shown to act as protective factors against some of these effects.*

### **MIL-MLSE 4.02**

The MFR program welcomes incoming Service members and their families to their new military community.

**Interpretation:** *Examples of ways the MFR program welcomes incoming Service members and their families include, planned welcome events, welcome packets, new-comer orientations, or area tours.*

**NA** *The MFR program is not responsible for organizing or participating in welcome events or activities for incoming Service members and their families.*

### **MIL-MLSE 4.03**

The MFR program supports the sponsorship program by training designated sponsors.

### **MIL-MLSE 4.04**

MFR programs that operate a loan closet for incoming and outgoing Service members and their families:

- a. keep accurate, up-to-date records of its inventory and lending history;  
and
- b. ensure the closet is stocked with useful items in good repair.

**NA** *The MFR program does not operate a loan closet.*

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# Military Lifestyle Support and Education

## MIL-MLSE 5: Deployment Assistance

The MFR program provides all mobilizing, activating, and deploying Service members and their families with services and support during all phases of deployment.

**Interpretation:** *This standard applies to all federal mobilizations, activations, or deployments of a qualifying length as set forth in applicable policy, including those happening as a unit or as an individual augmentee.*

**Note:** *Reserve Component MFR programs may provide portions of deployment assistance through implementation of, or participation in, the Yellow Ribbon Reintegration Program (YRRP). See the MIL-MLSE 5 practice standards below for more detailed information on how YRRP and the MFR program work together to meet the deployment-related needs of customers.*

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the programs' practices fully meet the standard and reflect a high level of capacity. All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality and/or overall performance.

#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs' infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

#### 3) Partial Implementation, Concerning Performance

A rating of (3) indicates that significant aspects of the programs' observed infrastructure and/or practices require significant improvement. The program has not implemented the basic framework of the standard but instead has in place only part of this framework. Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner. Service quality or program functioning may be compromised. Capacity is at a basic level.

#### 4) Unsatisfactory Implementation and Performance

A rating of (4) indicates that implementation of the standard is minimal or

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Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



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there is no evidence of implementation at all. Observed infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.

Please see [Rating Guidance](#) for additional rating examples.Â

### **Table of Evidence**

#### **Self-Study Evidence**

No Self-Study Evidence

#### **On-Site Evidence**

- See description of deployment assistance supports provided by the MFR program, including how the MFR program supports YRRP events when applicable, submitted in the Service Narrative (MIL-MLSE 5.01, MIL-MLSE 5.02, MIL-MLSE 5.03, MIL-MLSE 5.04, MIL-MLSE 5.05)
- See the training schedule submitted in MIL-MLSE 3 for a schedule of deployment related classes, activities, or events offered to customers (include those offered directly by the MFR program as well as those for which the MFR program is a participant) (MIL-MLSE 5.02, MIL-MLSE 5.03)
- Outreach strategies for identifying and engaging prospective customers (MIL-MLSE 5.03)
- Deployment programming curricula and related informational materials/ resources provided to customers by the MFR program (MIL-MLSE 5.04, MIL-MLSE 5.05)

#### **On-Site Activities**

- Interview:
  - a. MFR program director (MIL-MLSE 5.01, MIL-MLSE 5.02)
  - b. Relevant staff (MIL-MLSE 5.01, MIL-MLSE 5.02)
  - c. Customers (MIL-MLSE 5.01, MIL-MLSE 5.02)

### **MIL-MLSE 5.01**

MFR staff responsible for providing deployment assistance services are aware of the potential circumstances surrounding deployment, and tailor materials and service delivery methods to meet identified needs.

**Interpretation:** *Examples of appropriate considerations include:*

### **Purpose**

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- a. *whether the deployment is outside the continental US;*
- b. *previous experience with deployments;*
- c. *family status;*
- d. *the age of the children in the home;*
- e. *whether it is the unit's first deployment;*
- f. *whether the deployment is occurring as part of a unit or as an individual augmentee; and*
- g. *whether the deployment is occurring as part of an Active Duty or Reserve Component unit.*

**Research Note:** *Activated Reservists may experience deployment differently than active duty military due to their geographic isolation; limited relationship with other Service members, military families, and installation-based supports and services; and the transition from reserve status to active duty. Surveys of Reserve Component families find that they would appreciate earlier and more frequent pre-deployment briefings to assist with the adjustment as well as more detailed information on available military and civilian resources.*

### **MIL-MLSE 5.02**

The MFR program initiates deployment assistance services promptly so that customers have adequate time to participate and respond to the information that they receive.

### **MIL-MLSE 5.03**

There is ongoing outreach, communication, activities, and events with deploying and deployed units, Service members, and the families of deployed individuals throughout all phases of deployment.

**Research Note:** *Research has found isolation to be a key factor in poor adjustment to the separation.*

### **MIL-MLSE 5.04**

The MFR program provides information on the following topics, either directly or by referral, as appropriate to the customer's needs and the phase of deployment:

- a. the typical length of each deployment phase;
- b. changes in roles and responsibilities before, during, and after

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- deployment;
- c. communication maintenance issues and technology for staying in touch;
- d. stress and anger management strategies;
- e. suicide prevention and behavioral health screenings, intervention, and treatment;
- f. medical and dental benefits;
- g. legal assistance;
- h. personal security and/or safety;
- i. practical suggestions for reducing loneliness and isolation;
- j. coping skills;
- k. available services and supports and how to access them;
- l. reintegration into their community;
- m. interpersonal skills in marriage and parenting; and
- n. financial management before, during, and after deployment.

**Interpretation:** *When training and educational programs are coordinated exclusively by the Yellow Ribbon Reintegration Program (YRRP), implementation of this standard will be rated based on the MFR program's support of YRRP events. Examples of ways the MFR program supports YRRP events include, but are not limited to: (1) facilitating access to YRRP events via outreach and information and referral activities; (2) presenting on MFR services and supports at YRRP events upon request; and (3) staffing an informational booth at YRRP events upon request.*

**Interpretation:** *In relation to element (k), examples of services and supports include:*

- a. *Military OneSource;*
- b. *child care and youth programming;*
- c. *Veterans Affairs benefits and services;*
- d. *American Red Cross;*
- e. *Defense Enrollment Eligibility Reporting System (DEERS);*
- f. *Civilian Employment Information (CEI);*
- g. *Employer Support of the Guard and Reserve (ESGR);*
- h. *Joint Services Support (JSS);*
- i. *TRICARE;*
- j. *religious groups, houses of worship and other faith-based programs;*
- k. *volunteer and work opportunities, including career transition assistance;*
- l. *the rear detachment commander and unit volunteers;*
- m. *transportation; and*
- n. *household repair or maintenance professionals; and*
- o. *behavioral health providers, including counseling providers.*

**Research Note:** *Studies have shown that the presence of formal and informal supports decreases stress for the at-home parent, leading to*

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*healthier adjustments and improved outcomes for children living in the home. **Research Note:** For military families, regular communication with the unit during deployment is directly linked to a successful reunion and reintegration of the family member. Family members who had regular contact with the unit throughout the deployment, either through the rear detachment commander or through a unit volunteer, such as a Family Readiness Officer, were better able to deal with subsequent deployments.*

### **MIL-MLSE 5.05**

Upon request by commanders or customers, the MFR program supports customers in understanding the family care plan by providing information and assistance.

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# Military Lifestyle Support and Education

## MIL-MLSE 6: Transition Assistance Program (TAP)

The MFR program coordinates access to an array of workshops, assessments, services, and supports to prepare separating Service members and their families for the transition from active duty to civilian life.

**Interpretation:** *For the purposes of these standards "separating Service members" refers to discharged, released from active duty, or retiring men and women, both officer and enlisted. Transition services may also be offered to Department of Defense civilian personnel and their spouses under specific situations when regulation permits. In some cases, access to specific TAP benefits may be limited due to length or character of service.*

**NA** TAP is available only through referral to providers outside the MFR program.

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

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#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs'™ infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

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#### 4) Unsatisfactory Implementation and Performance

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# Military Lifestyle Support and Education

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Please see [Rating Guidance](#) for additional rating examples.Â

## **Table of Evidence**

### **Self-Study Evidence**

No Self-Study Evidence

### **On-Site Evidence**

- See description of the Transition Assistance Program (TAP) submitted in the Service Narrative (MIL-MLSE 6.01, MIL-MLSE 6.02, MIL-MLSE 6.03, MIL-MLSE 6.04, MIL-MLSE 6.05)
- Documentation of pre-separation counseling (e.g. customer files, completed DD Form 2648 or 2648-1, completed DD Form 295, Individual Transition Plans, etc.) (MIL-MLSE 6.01, MIL-MLSE 6.02)
- Informational material provided to customers (MIL-MLSE 6.04)
- Statistics on separating Service members for the past two quarters (MIL-MLSE 7.01)
- Copies of established MOUs with DOL and VA

### **On-Site Activities**

- Interview:
  - a. MFR Program director (MIL-MLSE 6.02)
  - b. Relevant staff (MIL-MLSE 6.02)
  - c. Individuals or families served (MIL-MLSE 6.02)

### **MIL-MLSE 6.01**

The MFR program provides pre-separation counseling to eligible Service members to:

- a. complete their Preseparation Counseling Checklist; and
- b. develop an Individual Transition Plan that identifies their transition objectives or goals and a plan for meeting them.

### **MIL-MLSE 6.02**

The MFR program documents pre-separation counseling using DD Form

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



## Military Lifestyle Support and Education

2648 or DD Form 2648-1 and completed forms are:

- a. signed by the customer and his or her counselor;
- b. offered to the customer;
- c. updated to reflect progress; and
- d. filed in accordance with DoD or Service policy guidelines.

### **MIL-MLSE 6.03**

The MFR program assists the separating service member in translating his or her military skills, training, and experience into civilian credentials.

**Interpretation:** *As part of translating military skills, training, and experience, counselors should refer customers to the Verification of Military Experience and Training (VMET), "Application for the Evaluation of Learning Experiences During Military Service" (DD Form 295) and "O\*NET."*

### **MIL-MLSE 6.04**

The MFR program provides customers with information on transition related services, including:

- a. relocation assistance;
- b. personal financial management;
- c. employment assistance including career coaching and planning, resume writing, interview preparedness, and job search strategies;
- d. identifying transition benefits for which they may be eligible;
- e. military and civilian social service resources; and
- f. non-medical individual and family counseling.

**Interpretation:** *The Department of Labor Employment Workshop, a mandatory component of Transition GPS, satisfies element (c) of this standard. Mandatory VA benefits briefings and relevant components of the GPS Core curriculum satisfy elements (b) and (d) of this standard.*

### **MIL-MLSE 6.05**

The MFR program supports delivery of Department of Labor (DOL) and Veteran's Affairs (VA) sponsored workshop and briefings in accordance with established Memoranda of Understanding (MOU) by:

- a. providing a local level point of contact and coordinator;

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



## Military Lifestyle Support and Education

- b. providing appropriate classroom accommodations;
- c. providing staffing as needed;
- d. registering workshop participants according to pre-established priority considerations and providing an attendee list to workshop facilitators;
- e. assisting DOL and VA in monitoring the delivery and quality of workshops and briefings;
- f. collecting and reporting quarterly data on projected separations and actual separations to ensure sufficient workshops are provided to meet demand; and
- g. providing additional support as needed according to established MOU.

**Interpretation:** *The role of the program will vary given the local availability of the DOL and the VA and established MOUs.*

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



# Military Lifestyle Support and Education

## MIL-MLSE 7: Employment Assistance

The MFR program works with customers to identify and achieve their education and career goals.

**NA** Access to employment assistance is available only through referral to providers outside the MFR program.

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the programs' practices fully meet the standard and reflect a high level of capacity. All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality and/or overall performance.

#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs' infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

#### 3) Partial Implementation, Concerning Performance

A rating of (3) indicates that significant aspects of the programs' observed infrastructure and/or practices require significant improvement. The program has not implemented the basic framework of the standard but instead has in place only part of this framework. Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner. Service quality or program functioning may be compromised. Capacity is at a basic level.

#### 4) Unsatisfactory Implementation and Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all. Observed infrastructure and practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.

Please see Rating Guidance for additional rating examples.

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.

### Table of Evidence



# Military Lifestyle Support and Education

## Self-Study Evidence

- Assessment procedures (MIL-MLSE 7.01)
- Assessment tool and/or criteria included in assessment (MIL-MLSE 7.01)
- Education and career planning procedures (MIL-MLSE 7.02)
- Description of outreach and educational activities with civilian employers (MIL-MLSE 7.04)

## On-Site Evidence

- Documentation of service delivery (e.g. customer files, sign-in/attendance sheets) (MIL-MLSE 7.01, MIL-MLSE 7.02, MIL-MLSE 7.05, MIL-MLSE 7.06, MIL-MLSE 7.07, MIL-MLSE 7.08)
- Labor market information provided to customers (MIL-MLSE 7.03)
- Programming curricula and related informational materials/resources (MIL-MLSE 7.03, MIL-MLSE 7.06, MIL-MLSE 7.07, MIL-MLSE 7.08)
- Informational materials provided to the civilian community (MIL-MLSE 7.04)
- See the file/list of community resources provided in MIL-MLSE 3 (MIL-MLSE 7.05)
- See description of employment assistance services submitted in the Service Narrative (MIL-MLSE 7.05, MIL-MLSE 7.06, MIL-MLSE 7.07, MIL-MLSE 7.08)

## On-Site Activities

- Interview:
  - a. MFR Program director (MIL-MLSE 7.04)
  - b. Relevant staff
  - c. Customers

## MIL-MLSE 7.01

The MFR program works with the customer to complete a comprehensive assessment to assist them in identifying:

- a. previous formal and informal work experience;
- b. relevant life experiences;
- c. interests, aptitudes, and strengths;
- d. education and career goals;
- e. training and education needed to meet goals;
- f. required accommodations, if applicable; and
- g. barriers to employment.

## Purpose

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.





# Military Lifestyle Support and Education

## **MIL-MLSE 7.02**

The MFR program works with the customer to develop an assessment-based education and career plan that is individualized, flexible, and goal-oriented.

**Interpretation:** *Examples of considerations that contribute to the development of individualized education and career plans include geographic location; local labor market conditions; child care needs; transportation issues; language of choice; and the person's religious, racial, ethnic, and cultural background.*

## **MIL-MLSE 7.03**

The MFR program provides the customer with relevant labor market information, including current job listings with salary levels and opportunities for advancement, to assist them in exploring career opportunities that will meet their financial needs.

## **MIL-MLSE 7.04**

The MFR program informs the civilian community of the benefits of hiring separating service members and military family members and promotes awareness among employers of their unique challenges and needs.

**Interpretation:** *When primary responsibility for educating the surrounding community belongs to another entity, it is up to the MFR program to collaborate with that agency as needed to promote awareness among civilian employers.*

**Research Note:** *Military spouses face unique employment challenges and stressors due to frequent relocation and deployment. Employer hesitation to invest in his or her training, insufficient time for advancement within the program or his or her profession, and inconsistent state credentialing and licensure requirements can limit an individual's ability to find satisfactory employment in their new location.*

## **MIL-MLSE 7.05**

The MFR program provides access to the following employment support resources and services, either directly or by referral as appropriate to the needs of the customer:

## **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



## Military Lifestyle Support and Education

- a. job matching services;
- b. transportation services;
- c. self-employment resources;
- d. child care; and
- e. employment services for adults with disabilities.

### **MIL-MLSE 7.06**

The MFR program provides information on the following educational programs, as appropriate to the needs of the customer:

- a. degree or certificate programs, both in-person and virtual;
- b. steps towards licensure;
- c. skilled trade or apprenticeship classes;
- d. English as a Second Language (ESL) courses; and
- e. General Educational Development (GED) or high school courses.

### **MIL-MLSE 7.07**

The MFR program provides job readiness training on the following, as appropriate to the needs of the customer:

- a. workplace practices, including appropriate dress;
- b. workforce diversity;
- c. accepting supervision;
- d. salary negotiations;
- e. anger management and conflict resolution;
- f. working effectively with others;
- g. stress and time management;
- h. computer literacy;
- i. entrepreneurship and related topics; and
- j. available services and accommodations for individuals with disabilities.

**Research Note:** *Research points to job readiness training, sometimes known as the accumulation of "soft-skills," as the most important factor for short-term job retention among workers with limited work experience.*

### **MIL-MLSE 7.08**

The MFR program supports the customer's search for employment by helping him or her develop a job search strategy and improve job search

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



## Military Lifestyle Support and Education

skills including:

- a. resume writing and how to complete an application;
- b. interview and negotiation techniques;
- c. how to locate and successfully use job, employer, and market research;
- d. marketing oneself;
- e. networking; and
- f. accessing online resources.

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



# Military Lifestyle Support and Education

## MIL-MLSE 8: Personal and Family Life Education

The MFR program provides educational, enrichment, and prevention services to Service members, couples, and families to help them:

- a. build and maintain healthy relationships;
- b. strengthen interpersonal competencies, problem solving skills, and help-seeking behaviors; and
- c. master respective roles, tasks, and responsibilities throughout the family life cycle.

**Related:** MIL-AM 4.03

**NA** *Access to personal and family life education services is available only through referral to providers outside the military family readiness program.*

### Rating Indicators

#### 1) Full Implementation, Outstanding Performance

A rating of (1) indicates that the programs'™ practices fully meet the standard and reflect a high level of capacity. All elements or requirements outlined in the standard are evident in practice, with rare or no exceptions; exceptions do not impact service quality and/or overall performance.

#### 2) Substantial Implementation, Good Performance

A rating of (2) indicates that a programs'™ infrastructure and practices are basically sound but there is room for improvement. The majority of the standard's requirements have been met and the basic framework required by the standard has been implemented. Minor inconsistencies and practices that are not fully developed are noted, however, these do not significantly impact service quality and/or overall performance.

#### 3) Partial Implementation, Concerning Performance

A rating of (3) indicates that significant aspects of the programs'™ observed infrastructure and/or practices require significant improvement. The program has not implemented the basic framework of the standard but instead has in place only part of this framework. Omissions or exceptions to the practices outlined in the standard occur regularly, or practices are implemented in a cursory or haphazard manner. Service quality or program functioning may be compromised. Capacity is at a basic level.

#### 4) Unsatisfactory Implementation and Performance

A rating of (4) indicates that implementation of the standard is minimal or there is no evidence of implementation at all. Observed infrastructure and

### **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



# Military Lifestyle Support and Education

practices are weak or non-existent; or show signs of neglect, stagnation, or deterioration.

Please see [Rating Guidance](#) for additional rating examples.Â

## **Table of Evidence**

### **Self-Study Evidence**

- Description of collaborative prevention programs and/or activities (MIL-MLSE 8.02, MIL-MLSE 8.03)
- Procedures for evaluating the effectiveness of the prevention program (MIL-MLSE 8.03)

### **On-Site Evidence**

- See description of personal and family life education services submitted in the Service Narrative (MIL-MLSE 8.01, MIL-MLSE 8.02, MIL-MLSE 8.03)
- Programming curricula and related informational materials/resources (MIL-MLSE 8.01)
- Evidence of collaborative prevention efforts (i.e. meeting minutes, correspondence, prevention materials, etc.) (MIL-MLSE 8.02)
- Documentation of the most recent evaluation of prevention efforts and evidence of changes made (MIL-MLSE 8.03)

### **On-Site Activities**

- Interview:
  - a. MFR Program director (MIL-MLSE 8.02, MIL-MLSE 8.03)
  - b. Relevant staff

## **MIL-MLSE 8.01**

The MFR program conducts a local needs assessment and offers educational, enrichment, or prevention services that address the needs and preferences of its customers.

**Interpretation:** *Examples of relevant topics include problem solving and decision-making; managing, coping with, and relieving stress and anger; interpersonal relations and communication; introduction to the military culture and lifestyle; available military and civilian resources and how to access them; developing supportive networks; life transitions; personal growth and future aspirations; managing grief and loss; and recognizing the*

## **Purpose**

Customers acquire the tools and resources needed to effectively navigate the military lifestyle, improve individual and family functioning, and promote positive adjustment and military family readiness.



## Military Lifestyle Support and Education

*signs and symptoms of various behavioral health conditions.*

### **MIL-MLSE 8.02**

The MFR program collaborates with a diverse group of community stakeholders to implement comprehensive and coordinated prevention programs or activities.

### **MIL-MLSE 8.03**

The MFR program's prevention activities:

- a. are continuously monitored to evaluate effectiveness;
- b. identify and reduce risk factors;
- c. identify and enhance protective factors;
- d. are tailored to the needs, characters, and environmental context of the target audience; and
- e. are offered at a frequency and duration appropriate to the type of intervention.

**Interpretation:** *When tailoring programs for a specific group is not possible or appropriate, element (d) is achieved by using inclusive language and acknowledging differences within the target audience such as gender, race, and age. The environmental context in which customers live includes things like the family unit, the community, and the military.*

**Research Note:** *Interventions that focus only on identifying deficits have limited effectiveness. Instead, programs should focus on identifying and building upon existing assets and resources to ensure customers have the skills and resources they need to successfully respond to challenges.*

**Research Note:** *The literature emphasizes that, regardless of the issue or topic being addressed, prevention programs are more effective when they are sustained over time and have multiple points of contact with reinforcing messages. In fact, some literature suggests that programs with no continuity may be detrimental as they do not offer the opportunity for appropriate follow-through.*

**Note:** *See also MIL-AM 5 for more information on collecting, analyzing, and using data to monitor program effectiveness and make needed improvements.*

### **Purpose**

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