

Supporting Military Families

Prevention Webinar Presented by the Federal Interagency Workgroup on Child Abuse and Neglect

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Presenters: Karen Morgan, Department of Defense; Tib Campise, Department of Defense
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Catherine Nolan: Good afternoon everyone, my name is Catherine Nolan, and I'm the Director of the Office on Child Abuse and Neglect at the Children's Bureau here in Washington, D.C. We're located within the Administration for Children and Families at the U.S. Department of Health and Human Services here. I'm just so pleased to welcome all of you to our prevention webinar today on "Supporting Military Families."

The presentation will discuss various Department of Defense initiatives for children, youth, and families, and these prevention programs focus on multiple delivery approaches and are geared to provide support to active duty and reserve component members and their families.

And I want to say thank you up front to our two presenters here today from the Department of Defense Family Advocacy Program. Karen Morgan, who is with the Office of the Deputy Under Secretary of Defense Office of Children and Youth, and Karen will be giving us the bulk of the presentation; and then joining her will be Tib Campise. Tib is David Lloyd's assistant, and David Lloyd is the long-time director of the Office of Family Advocacy, and he is a standing member of our Federal Interagency Workgroup on Child Abuse and Neglect, and a very active member of the Prevention Subcommittee. So, thank you both, Karen and Tib, for being able to share with us today.

But before we get started, I just wanted to give those of you who have not been on any of our calls prior to today a little bit of background on this webinar. This is actually our tenth informational call/webinar hosted by our Prevention Subcommittee of the Federal Interagency Workgroup on Child Abuse and Neglect.

I think many of you know that my office, the Office on Child Abuse and Neglect, has the lead on Federal interagency collaborative efforts related to child abuse and neglect. The actual workgroup has been in existence for more than 30 years, and at this stage there are over 40 different Federal agencies represented by the group. So we have the Federal structure with the large group; and then over the years as different issues have emerged, we've had either ad hoc sort of subcommittees or standing subcommittees.

And at the moment, we have our Research Subcommittee, which is hosted by NIH; and just about a year ago, my staff member, Melissa Lim Brodowski, had put in a request to establish a standing Prevention Subcommittee, as opposed to the various ad hoc gatherings that we had had prior to that. So we did create the Prevention Subcommittee as a way to bring together in a formal structure the Federal staff from the different agencies who share a common interest in child maltreatment prevention.

And so currently we have staff from the CDC; the Maternal and Child Health Bureau; the Substance Abuse Mental Health Services Administration; NIH; Department of Defense; Head Start; Child Care Office of Special Ed; our ACF Office of Planning, Research, and Evaluation; and the U.S. Department of Agriculture. So we're very pleased to have such interest in this topic and in the subcommittee.

And just to tell you a little bit about the work of the subcommittee—when we first formed the group everyone agreed that there was a lot of good work happening at each of the agencies and that we really wanted to share that information in terms of our projects, our various grantees, and just information that we would want to know about each other. And so we agreed to host a series of informational conference calls, and our hope was that through these calls we could learn more about each others' work and really promote greater connections across our systems and programs.

Not only at our level here at the national level, but also the State and local levels. And so I'm very pleased to hear, you know, as you were all introducing yourselves and saying where you're from, we really have a nice diverse audience today in terms of State and local representation and military representation as well, so that's really great.

If any of you have done webinars, what's really nice about it is, as people register we have a running tally. So we know that we have over 100 people registered for the webinar today, and also we know that we have a variety of practitioners, policymakers, and researchers, and our regional and other Federal staff as well. So thanks to all of you for joining us today.

I just want to give you a couple of logistical notes. This call is being recorded, and it will be posted along with the slides after this webinar. Because we did want to promote more discussion with the participants, this call is not operator-assisted, which we have done at times in the past. So we do need to ask you to please mute your lines during the presentations and also to keep your lines muted unless you have a question. So to do that, if you don't have a mute button on your phone, you just need to enter star 6 to mute and star 6 to unmute.

I know that sometimes this presents a challenge, but don't put us on hold or have music going on, or anything, because we want to be able to be sure to hear the presenters and each other. So with that, I want to thank you again for joining us, and I'm looking forward to the discussion; and Karen and Tib, can I turn this over to you now?

Karen Morgan [05:49]: Absolutely. My first question is: Can you see the slides?

Jean Nussbaum [05:55]: I haven't sent you control yet, Karen, but I think I'm sending it your way now.

[pause]

Did you get something pop up on your screen?

[pause]

Ms. Morgan [06:15]: I see the little blue box. I think something is brewing.

Ms. Nussbaum [06:18]: It should say, “If you’re ready to show your screen.” All right, everyone, thank you for your patience.

Ms. Nolan [06:29]: Can we just listen to the call?

Ms. Morgan [06:31]: Don’t say that. You may end up listening. [pause; adjustments] Do you see the little blue box, too?

Ms. Nussbaum [06:51]: Everyone has their own control panel in the upper right hand corner, so no one sees yours. But we can see your PowerPoint presentation.

Ms. Morgan [06:59]: OK, very good. Excellent. Well, good afternoon, and thank you for allowing us to brief you today. My name is Karen Morgan, and I’m here with Tib Campise from the Office of Family Policy. We will be briefing you this afternoon on the Department of Defense’s support to military families during wartime.

Please feel free to stop me at any time to ask questions, or just to clarify terms that you are not familiar with. If you know David Lloyd, I’m sure he’s probably already educated you on all the terms for the Department of Defense; but just in case, please feel free to stop me at any time.

We work in the office of the Deputy Under Secretary of Defense for Military Community and Family Policy—also referred to as the Department of Defense or DoD. We are responsible for writing policy, developing programs, and providing resources to support service members and their families for the four military services stationed around the world.

Most of you probably know the four services of course include the Army, the Navy, Air Force, and the Marines; they also include the Reservists and National Guard. The Department of Defense views many of our programs introduced to you today as a workforce issue that directly impacts the quality of life for our families.

Terms you would hear me use today quite frequently may include military service members; reserve components; National Guard Reservists; dependents, meaning family members; Department of Defense schools, DoDEA [Department of Defense Education Activity], those are the schools on the installation—elementary, middle, and high schools—that the students attend. Again, please feel free to stop me to ask for clarification. We tend to forget sometimes that everyone is not as familiar with our terms as we are.

So with that said, I’m going to move on with our first slide. The Global War on Terror has resulted in multiple long and dangerous deployments for thousands of our military troops ever since 2001. Most of the military service men and women are married and have families. According to recent data more than 43 percent have children. The impact of deployment on these family members is a major concern to the Department of Defense.

Our goal here at the department is to support the mission by promoting self-reliance, resiliency, and minimize stress in our service members and their families. President Bush discussed the vital role of the military family during his January 28, 2008, State of the Union Address to the nation.

The president went on to say that our military families also sacrifice for America. He said they endured sleepless nights, and the daily struggle of providing for children while a loved one is serving far from home. We have a responsibility to provide for them, and the department echoes that as well.

The road ahead: As we move ahead in providing for our families, many of our initiatives are in place today to meet identified needs and concerns, as well as to expand our capability and our capacity to assist families regardless of where they live. I'll be discussing a few of these ongoing initiatives as well as some of the unique challenges faced by military families.

The changes in the family landscape: As you probably know, the current environment today is, "high OPTEMPO," meaning, of course, the work has greatly increased; deployment extensions; large numbers of National Guard and Reserve members are now deploying. This is quite different from wars of previous times. All of which leads to family isolation, single-parent families, loneliness, financial issues, increased stress.

For example (I heard Minnesota was on the line) Minnesota's National Guard extended a deployment to 17 months; usually this is a 12-month deployment. Army, on a company tour for 1 year to a career, then forwarded to Iraq for another 2 years with just 30 days notice to the families. [Brigadier] General [Richard M.] Blunt, who is in charge of the National Guard, said 87 percent of the National Guard members have been deployed in the past 3 years.

Contingency operations: Our service members and their families have faced the challenges of continuous combat for more than 6 years. They have served our nation, accepting unwelcome sacrifices and separations from their loved ones. They've worked long hours in hard work under the most difficult of circumstances, and in some cases making the ultimate sacrifice. Many families bear the brunt of loneliness, uncertainty, and as I've mentioned before, the grief that too often comes when these service members are at war. Acknowledging the importance of their support, we continually consider new initiatives and partnerships to enhance the quality of life.

Have you ever heard the statement, "Your mother wears combat boots!"? That used to be an insult to kids when I was in school, and I'm sure for most of you also. But to say your mother wears combat boots now, it's not as disparaging a comment as it used to be. Today children are proud to say that their mommies *do* wear combat boots, and they stand proud that they do hold the flag and the gun, and stand proud to say, "We are a military service member."

Military OneSource: Are any of you familiar with this big number 1 with the globe? Has anyone ever seen this before?

Attendees [14:03]: Yes, many times.

Ms. Morgan [14:07]: Excellent, excellent. This is Military OneSource. If you're not familiar with this, I highly recommend becoming familiar with it. There's a 1-800 number below. If you are working with supporting a military service members, you should have access to this valuable, valuable resource.

Military OneSource was launched in 2002. It provides support services 24 hours, 7 days a week, for our military troops and their families. It is one of our department's resounding successes, proven especially useful during Hurricane Katrina. It offers free, convenient access to confidential resources and referral support.

When a family member or service member calls or emails, a Master-level consultant provides assistance. A real person actually answers the phone. That's kind of hard in today's ... so many times we get these automatic voices or whatever, but a real person answers the phone or responds back to you when you email. Do you know how comforting that is when you're desperate, and you're in need of advice or support?

Did you also know that 70 percent or two-thirds of our military families live off the installation? Military OneSource is especially beneficial to those who live off base or far away from a military base. We sometimes call them geographically separated, or geographically isolated from military services. Or those who are unable to seek assistance because of their work schedule or untraditional working hours.

Without a doubt, Military OneSource is one of our best lifelines. I call it a lifeline because it helps military families, again, regardless of where they may live, anytime, anywhere, for all active duty, guard and reserve members and their families; as well as, again, for caregivers or people like you that support the military families. So this is a great ... remember this symbol, you'll see it several times in my presentation.

Whether it's emotional support during deployments, or just to help, if you need help with child care. You need help or someone to talk to about your relationships, money matters, relocating. Military OneSource, again, is available worldwide, 24/7.

We've had success stories. One example was, some of you may heard this. It was a situation in Iraq. They were having ... in the surgical unit doctors were having to perform surgery on ... I believe this was an Iraqi soldier, and they were trying to talk to him. He didn't understand what they were saying, and someone remembered Military OneSource. They called all the way from Iraq, talked to an interpreter, and told the interpreter what they wanted to say to the guy on the surgical bed. So again, this is a wonderful resource, and I use it. This is a lifeline for me, as well.

This slide talks about the ranges of support. Just gives you a few examples of what Military OneSource provides to families. This is truly outreach via technology and services. We sometimes call it "high-tech, high-touch."

This slide talks about Military OneSource again—some of the new initiatives. The Military OneSource website itself has been recently updated so that families not only can get the information that's for support services but also go here for fun. Besides career and educational enhancements, families can go here to this site to learn more about wellness and nutrition, as well as exercise programs and workouts. It also gives you some recreational-type programs and services available like discount tickets, movie tickets, or theater tickets, and other recreational discounts around the world.

They also provide—and I love this resource—I can go here if you have questions about ... do research. I was here in the office and had a question. I was doing an info paper or something and I needed a question about some kind of geographical location of a unit, and I called Military OneSource. They have researchers standing right there, and they'll call you back with the answers, which was wonderful. This is what they call Soup to Nuts, and it's a great website, and I hope you will share this with your military connected families as well.

Again, this page shows you some of the examples of what Military OneSource has to offer—books and reading materials; materials such as auto repairs and references, home improvement references, small engine repair. I know some of you are ... probably spouses of a military service member, as I am also. And of course as soon as your husband leaves and is deployed, the car breaks, the washing machine goes bonkers ... and you know what, you can pick up this Military OneSource number or email, and they will send you information to help you, if you wanted to repair it yourself, or even have a repair ... some resources where you can call for help. Again, remember that big 1 on the globe.

Deployment support resources, deployment resources: Military youth coping with separation. This is an excellent resource. When family members deploy, it's a video for youth age 12 to 18. It validates the feelings of youth while providing an emotionally engaging and connecting tool to help youth cope with their feelings, especially when a parent is deployed. This is a very touching family guide that helps youth focus. There are actually youth narrating in this video, and there are also youth participating in discussing challenges and activities, and things that they went through when their parent was deployed. So this is a guide available at MilitaryHOMEFRONT, and I believe that website is listed there.

Mr. Poe and Friends is an initiative—that's the little orange hippo or something. Mr. Poe and Friends was developed to support children and families deployed. This is a family-friendly, child-friendly, resource toolkit that includes a video program for children 6 to 11.

Sesame Street "Talk, Listen, and Connect," helping families during deployment: This is a wonderful resource. It was created by the Sesame Workshop. It's to help military families and their young children cope with the challenges of a parent deployed. It also offers a sense of stability and builds resiliency during times of separation and change. The project was designed to provide a resource to help hundreds of thousands of military preschool children and their families.

There's a second video called "Talk, Listen, Connect, Changes," which was released this past April [2008], and it also deals with the injuries, issues of injuries. I recommend you get out your box of tissues when you view these videos; they are wonderful, heart-wrenching. I actually showed these videos to my grandson who was going to visit for the summer, going away, and the biggest tears showed up in his eyes.

But this is a video you should view with your child and parent. But it is very heart-wrenching and sweet, and it deals with, especially the second video, deals with service members when they come home. Sometimes they come home with injuries, and how the characters were dealing with

that. They also interview some wonderful parents. I highly recommended it, and all of these resources are available at Military OneSource, as well.

Family support: This provides an umbrella. It's an overarching support system offering programs such as mobility and deployment support; it helps families manage the challenges of deployment before, during, and after they occur.

Life skills information and coaching: This area includes preventive and enrichment programs designed for individuals, couples, and families, providing knowledge, social relations and skills, and support. The resource and economic stability provides consumer education advice, assistance on budgeting and debt liquidations, retirement planning, and savings investment counseling.

Most are installation-based for active duty and limited Guard Reserve components. But active duty partnered with other helping professionals such as chaplains, teachers, youth workers, social workers. It's kind of like, "It takes a village." And this family support is a group of wonderful people to support the service members and their families.

Additional resources: Parents as Teachers: I think I heard a couple of people on the line from Parents as Teachers. This is a wonderful ... international early childhood parent education and family support program serving families throughout their pregnancy until the child enters kindergarten, usually age 5. Through the Parents as Teachers Born to Learn model, certified parent educators provide child development information, parent support, and encouragement—encouragement to parents to help their children learn, grow, and develop. The Parents as Teachers Parent Education model is available only at limited locations.

There's another resource called Reach Out and Read. This is a wonderful program as well. It's an early literacy pilot program at select military hospitals. The goal is to train health providers in early literacy promotion. They purchase and distribute these books to military families, especially those with very, very young children. They provide waiting rooms full of selections of literature for children, and also provide parents educational materials on pediatric early literacy.

So when a parent comes in to see the doctor, the doctor will either bring out books—these are free to the parents to take and keep—encouraging the parents to read to their children. As well as the providers in the waiting rooms will read to the children while their parents are being seen by the doctor.

Some additional resources: More and more resources! We've got lots of resources, but it's never enough. DoD has an MOU (or Memorandum of Understanding) with ZERO TO THREE on initiatives to support military families with young children. This initiative, called Coming Together Around Military Families, was funded by a 3-year grant from the California Community Foundation, and it includes educational materials for families that train, and consultation for professionals to whom military families turn for assistance.

Plans are in place to expand initiatives for additional locations. This initiative increases awareness to the impact of trauma, grief, and loss on the young children through specialized

training and support for the professionals who are supporting military families in and around military installations, like yourself, with high deployment rates.

Of primary focus are the circumstances of military installations with the high deployment rates. And we focus on the families that experience trauma and loss, especially trauma and loss as the result of a service member's deployment. The goal is to reach thousands of parents with messages and materials about the implications of deployment, trauma, grief, and the loss on the children, and the role they play in supporting resiliency in their children.

To increase awareness also is a goal. And collaborations through military and civilian communities to more effectively serve the children and their families impacted by deployment. And also, our goal is to train professionals working in the four areas of practice: child care, mental health, family support, and health care.

This one initiative coming together around military families are located at Camp Lejeune, North Carolina; Camp Pendleton, California; Eglin Air Force Base in Florida; Fort Bragg, North Carolina; Fort Campbell, Kentucky; Fort Carson, Colorado; Fort Drum, New York; Fort Hood, Texas; Fort Lewis, Washington; Fort Riley, Kansas; Fort Stewart, Georgia; and Walter Reed Medical Center in Washington, DC. And I believe it is also at the Brooke Army Medical Center in Texas. So these are wonderful resources available.

I believe this [slide] is Tib's?

Tib Campise [29:22]: Hi, Karen. Hello everybody, it's great to be here. I'm Tib Campise, and Karen, I'm going to let you flip the slides. Is that OK?

Ms. Morgan: OK, absolutely. Yes.

Ms. Campise [29:35]: All right, our New Parent Support Program [NPSP] is a standardized, secondary prevention home visiting program that falls under the Family Advocacy Program. We offer limited universal primary prevention services to all parents of children 0 to 3, which is usually delivered in one, two, or three home visits. But the focus of our intensive home visiting is to strengthen the protective factors to guard against and reduce the risk factors for child abuse and neglect.

Family screening, high needs on the family need screener, are the primary targets for intervention, and if the family need screener empirically validated 25 item large-scale assessments. The screening often takes places in our Military Treatment Facilities at OB [obstetrics] Orientation, but it could also occur in other health-care settings. But ultimately, the home visitors have discretion in enrolling families if, during the assessment, attitudes or behaviors indicate that the family might be at risk, or that there are other high needs that have been identified, even if the family need screener is not elevated.

Two of the services will see families who have had an incident of substantiated child abuse, but again, the focus is on tertiary prevention and not treatment.

All four services use professional staff—nurses, social workers, or other licensed counselors—but one of our services augments the professional staff with paraprofessionals. Whether they use professional staff or augment with paraprofessionals, all the staff have experience in maternal child health and/or child development.

(Next slide) As I said before, the NPSP's primary goal is to prevent child abuse and neglect, and toward that aim our services seek to promote secure attachments, deepen an understanding of child developments, establish and create realistic expectations of infants and children, coach and teach parenting and other coping skills, and to foster connections to reduce social isolation.

We make a concerted effort to reach out to new dads; we do this primarily through programs such as Daddy Boot Camp and coaching in families. In the Marine Corps, for instance, many commanders will mandate that their young Marines, soon-to-be fathers, attend Daddy Boot Camp before they can put in for their paternity leave.

So as you all know, there are many stressors that are unique to military families, such as frequent and extended separations. Our families usually live great distances from extended families and friends. They may have a lack of familiarity with community resources, and their frequent moves, PCS [permanent change of station] moves, will disrupt the establishment of social support networks.

So we look to partner with many civilian resources. Recently we partnered with the National Center on Shaken Baby Syndrome to develop and distribute a toolkit that went out to all of our new Parent Support Program managers and our major military treatment facilities. That toolkit included an implementation guide for setting up a campaign to prevent shaken baby; but it also including a curriculum targeting fathers called "Dads, the Basics." It also had some promotional materials to support a campaign, and then educational materials to actually use in working with parents.

The Navy and Marine Corps is partnering with the Armed Forces Center for Child Protection to launch a Safe Sleep Campaign. We're expecting that that should be ready to launch probably this fall or early spring [2008].

We also participated in a partnership with ZERO TO THREE in the coming together around military families. And our new parent support home visitors in the national capitol area attended the pilot, "Prevention of Child Abuse and Neglect Training," sponsored by ZERO TO THREE in the DC area. And we're looking forward to strengthening our partnership with the Parents as Teachers: Heroes at Home, which are at some of our installations.

(Next slide) Our home visitors are very active in the community, and they will often augment NPSP services, or recommend other programs to families who are enrolled in NPSP, and these of course can include parenting classes or support groups. Many of our New Parent Support Programs augment services with Play Mornings, and we work with other agencies on the installation to provide child respite care and to offer stress management and other life skills classes.

And if it looks like families need more intensive services, of course we will refer them to either the MTF [military treatment facility] or mental health counseling, or they can get community counseling support, which may include financial management assistance.

We've been tracking metrics since 2004, and of those families receiving services for 6 months, approximately 85 percent have had no incidents of child abuse and neglect 1 year after case closure.

And I'm going to pass it back to you, Karen.

Ms. Morgan [35:26]: Thank you very much.

Child Care Expansion: As I mentioned earlier, in the State of the Union Address in January, 2008, the president addressed the sacrifices of military families and acknowledged the responsibility of the nation to provide for our military families while their loved ones are serving far from home. The president, in an unprecedented call for support for our military families, asked that Congress support military facility needs for more child care.

Child care is a major quality-of-life issue for military families. Our active duty service members have 630,000 children, and the National Guard and Reserve members have over 480,000 children, totaling over 1.1 million military-connected children.

Recent data tells us that over 808,000 parents have been deployed since September 11, 2001; 212,000 have deployed twice, and 103,000 have done deployments three times or more.

We have a robust child care—as most of you probably know—a child care program, and our Child Development Services continue to be a model for the nation. Yet we still have unmet demand for thousands of child care spaces in our child care centers. In an effort to increase the availability of quality child care, we're building more child care centers on our installations, but we're also increasing our partnership with public private ventures we call PPVs. These public private ventures are with other nationally recognized organizations to increase our child care spaces, especially in the local communities. If you recall, I said 70 percent of our families live off the installation.

On another topic, counseling support. This is a somewhat new initiative that focuses on financial counseling for our military service members. Especially now, I think all of us could probably use a little financial counseling here and there, especially with the times the way they are. But this initiative also includes our youngest members, our youth.

Support is provided for four key components. There are personal financial managers on the installation; we have personal financial counselors from our Military and Family Life Consultant Program (MFLC). And we also have financial counselors at our Military OneSource. By phone, you can just pick up the phone and just call, and tell her your situation, and there's someone there to assist you. And also online financial calculators for mortgage, investments, and savings.

The MFLC, as I mentioned earlier, the military and family life consultants, augment the existing military support services in our Department of Defense programs. These are Masters-level and Ph.D.-level consultants. They are licensed by the State or territory in which they practice

independently, and they provide nonmedical, short-term, situational, problem-solving counseling services, with the normal problems of living that we all experience here and there. Service is provided for individuals, couples, families, and groups.

These MFLC are mandated, of course, to report child abuse, domestic abuse, and duty to warn. Services are otherwise confidential and private. The strength of this program is that it allows for a flexible, quick, and responsive service delivery, when they're most wanted, and where they're needed. Especially when they have early deployment, or unexpected deployments, or extensions.

Nothing worse when all of sudden you think your significant other or your spouse is coming home, you know, in 2 months, and then you get a message saying: he's been extended for 6 months or 12 months. That's the time we need to send in all the support services we can get.

But they were also used during Hurricane Katrina. Both counseling and financial counseling for service members and their families. The goal was to support these needs and enhance operational readiness, and to keep down as much stress as humanly possible.

Supporting in new ways, military life consultants: At bases that frequently are deployed, our child and youth programs place these consultants in our facilities to assist with child behavior concerns. In addition, in the past few years, these consultants also support our Department of Defense DoDEA schools, or our elementary/middle high schools located on the base, and in our summer camps.

School support: These are two great resources for anybody. First, the Educator's Guide to the Military Child During Deployment—I'm not sure if you've ever ... some of you may be familiar with these or not. But this first Educator's Guide is a booklet, and it's intended to help educators build coping skills in their students during and after military deployments. Specific and practical outlines or guidelines are administered; therefore, administrators, school administrators, counselors, teachers, and other school employees help identify age-related reactions and focus on appropriate intervention strategies.

By using the information and techniques in the booklet, and adding your own unique perspectives and expertise, you will become more knowledgeable and better prepared to assist these military children during deployment; and become more knowledgeable and better prepared, especially with the unique nature and challenges of military children.

We have found this to be extra helpful when the service members were first deployed, and some of the teachers were making comments, or observing the behaviors of children acting out, and acting in ways that were not normal, according to the teachers that these students were connected to. The teachers were desperately asking, how do I identify these behaviors and some of the actions? Or, how do I support these families or the children when they're acting out? Or when they jump up and run out? Or they're in tears? So this is an outstanding resource guide. I highly recommend going to this website.

It also talks about terms, it talks about rank. It talks about the terminology of deployment, redeployment, predeployment. Again, I can't say enough about this fantastic resource. I think it's personally priceless. And again, you can find it on the web link.

The “Stop Bullying Now!” campaign: This is an interactive website developed by [the Department of] Health and Human Services. So, hoorah for Health and Human Services for designing this wonderful program and campaign to stop, and bringing attention to the effects of bullying. This is a campaign that we partnered with Health and Human Services, as well as other ... probably I think about 70 other health/safety educators and faith-based organizations.

“Stop Bullying Now!” includes a web-based animated story that features a cast of young people and how they must deal with bullying in the classrooms and the hallways on the grounds of a middle school. For more information about this valued resource, I urge you to connect to their website. Highly, highly recommended.

Building Resilient Kids: This is another free, distance-learning course funded by the Johns Hopkins University Military Child Initiative. This was designed for school administrators, teachers, and support staff to understand the needs of their military students. It contains three modules on deployment, including issues surrounding separation during war, and coping with the disability and the loss of a parent.

I believe you can get partial college credits and CEUs for going through these modules. Again, a highly recommended resource.

DoDEA support: This is our education partnership directorate. This is a Department of Defense activity, where DoD schools are located on the military installation itself. This is a new directorate that provides high-quality education opportunities for our military children regardless of where they live, and it also helps military-connected school systems throughout the nation.

This new program connects the installation to the civilian schools off the installation. Again, 70 percent of our families live in the communities. And a lot of times parents are being stationed in places and States that they’re least familiar with, and they said, What’s the school system like? What’s required of our children, especially once they get into high school? and different State requirements for graduation. So this is a connection, a partnership with the Department of Defense schools and the civilian schools.

They also partner with the local education agencies such as the Department of Education, Military Impacted Schools Association, the Military Child Education Coalition (MCEC), and the National Military Family Association, [which] provides much needed education and support to our military families.

4-H: Each of the services has developed an ongoing partnership with the nationally recognized youth organizations such as the 4-H, but also the Boys & Girls Clubs, and YMCAs. These are community-based organizations, well-established, resource-based programs that are easily accessible, especially to our National Guard and Reserve families who live far away from the military bases.

Strong partnerships like this with local school systems provide additional support to our youth whose parents and loved ones have been deployed. Programs are designed to provide a safe place for our youth, especially during the summer and out-of-school times, and also contribute to comprehensive approaches to provide support.

Major initiatives with this are called the Operation Military Kids, and I'll talk a little bit more about that in the next couple of slides. But there is also the State/military liaison. This is a 4-H-specific military liaison that's established in every State, and it serves as a link between the resources of the land grant university extensions and the Military Youth and Family Programs.

[in the background]: You can ask me while it's going, if you don't care ...

Ms. Morgan: Can you hear me? I guess everybody can hear me OK.

Response: I can hear you.

Ms. Morgan [47:56]: I hear some sidebars in there.

This is the National Youth Partners. This is ... an outreach program with the Boys & Girls Clubs, which also allows our geographically dispersed, or our geographically isolated family members, especially our Reserve families with children, to attend local Boys & Girls Clubs at no cost. The Boys & Girls Clubs provide a safe and positive place for these kids to go to spend their out-of-school time. The youth and teens have access to all the Boys & Girls Club programs, and can even participate in the local and national events, as well as scholarships and grants, when available.

Expanding our Partnership, Operation Military Kids: This is a collaborative effort with America's communities. It supports ... National Guard and Reserve and Active Duty family members and their children and youth before, during, and after deployment. Especially when their parents are deployed.

The Operation Military Kids teams—there are teams supported in 42 States today. They're located in their local communities, and they have support networks such as the American Legion, the local veterans' organizations; they include the Boys & Girls Clubs, the county 4-H agents; they have local clubs in Military Child Education (MCEC) Coalition; they also connect with the schools in the local area, the National Association of Resources Referral.

[pause]

Ms. Morgan [50:08]: OK. This is the Joint Family Support Assistance Program. In 2007, the National Defense Authorization Act, or Congress, required us to implement a program called the Joint Family Support Assistance Program. We kind of nicknamed it JFSAP. This program provides mobile, high-quality family services to active-duty members and the National Guard Reserve family members. Services are delivered in local communities; they partner with Federal, State, and local resources.

This is a great program that you'll be hearing more about. As you look through these slides, I'm going to catch my breath. Right now, these are the 15 States that we've established the joint ...

Caller [51:34]: This is West Virginia. Could you tell me who to contact in West Virginia?

Ms. Morgan [51:38]: I don't have the contact right now, but if you ... At the end of this presentation you'll see my contact email address. Feel free to contact me, and I will find out that person, and...

Caller: You're Karen, correct?

Ms. Morgan: I'm Karen, yes.

Caller: Thank you.

Ms. Morgan [52:02]: MilitaryHOMEFRONT: This is ... our official website for reliable quality-of-life information about the programs designed specifically and specially for our troops and our families. This is designed also for the leaders and service providers like yourself. It helps when information is needed for locating, and when you're relocating and you're moving from base to base. It also addresses the general challenges of being a mobile military family, the family lifestyle.

It provides the latest information on, for example, our child care. It talks about financial readiness initiatives. It talks about State information, gives you directories, great articles, valuable resources about upcoming workshops and conferences, about the schools and the communities around the world. Another great, great website.

MilitaryHOMEFRONT: You can find our policy letters, our instructions, and our guidances, legislation, and other references. Military community directories, as I mentioned earlier, promotional information, and conference and meeting information.

And with that said, and I'm out of breath. Again, my name is Karen Morgan, I'm in the Office of Family Policy, Office of Children and Youth, and this is my ... email address: karen.morgan@osd.mil; and Tib's, whose real name is Mary, from the Family Policy Office, and this is her email address [mary.camise@osd.mil]. Please feel free to contact me if you have any specific questions or concerns.

And at this time, are there any questions?

Caller [54:03]: This is West Virginia, again. And I got on a little late, but I was wondering, did you all mention anything about support groups for the relatives, like the ones that sometimes the parents don't always come back and get the children? Did you go into anything about that?

Ms. Morgan [54:23]: Support groups for ...

Caller [54:25]: It's like the relative ... well, the group in my area is called Relatives as Parent Program, and we support people that are raising their children's children, be they in the military, or just be left behind by drugs, alcohol ...

Ms. Morgan [54:45]: Absolutely. We didn't address any specific groups like that; however, the Joint Family Support Assistance Program that you saw West Virginia as one of the locations. They would have perhaps some kind of focus groups for parents of military service members. Those are extended family members, and those are very important to us as well.

We have a lot of single service people. And so we do support our families, the parents of the service members as well.

Caller [55:24]: Well, now, you also mentioned ... The closest base to where I live is Fort Detrick. And you didn't mention any services there?

Ms. Morgan: Excuse me. What's the closest base?

Caller: Fort Detrick.

Ms. Morgan: Fort Detrick.

Caller: It's in Frederick, Maryland.

Ms. Morgan [55:38]: OK. Many of these programs are available at all the installations, or some of the pilot programs are limited. So ... you can email me, if you want to know specific programs available at the installation. I can give you a point of contact later, of who you can call for services.

But if you go to those websites, MilitaryHOMEFRONT ... you can look at the base. You can go to Fort Detrick, and find out what programs and services are available.

Caller: OK, thank you.

Caller [56:13]: This is Julia Yeary, and I'm with ZERO TO THREE—you mentioned us briefly, thank you very much—but I just wanted to share that on our website, which is listed on the slides, and it's really pretty easy here to pick out ... many of our resources are available that people can download and print out on their home computers to share with their families. Obviously our workbook is designed to bring the families that have ... from birth to 3 years old, but there's lots of information on staying connected, about helping families deal with stress, about behavior changes, about reintegration into the family when the service member comes home, etc.

So I just want to invite people to take a look at the website, and much of that, they can just copy right from the computer.

Ms. Morgan [57:01]: I agree. Thank you, Julie, and you're right. We have a wonderful relationship with ZERO TO THREE, and we really ... are appreciative of your wonderful support of programs. Again, I do highly recommend the ZERO TO THREE website for some great resources. Thank you.

Barb Dively [57:23]: This is Barb Dively from the Acquired Brain Injury Network in Pennsylvania, and we have a website where people could go online and read or print brochures and listen to ... well, watch or print PowerPoints on recovering from brain injury, and the accommodations that need to be made, so people are welcome to use that as a resource. And we would be happy to be pulled in in some additional way. I don't know how that might be, or where we can contact. But we're just a group of survivors and family members in Pennsylvania.

Ms. Morgan [57:55]: Oh, great! Well, Barbara, you can email me your resources, and I will be sure to share that.

Ms. Dively: OK, great.

Katherine [58:02]: This is Katherine from Connecticut. I was wondering if we could have that website one more time? I didn't quite catch that. In Pennsylvania?

Ms. Morgan [58:12]: Oh. The Brain Injury, with Barbara?

Ms. Dively [58:14]: If you type in "Acquired Brain Injury Network of Pennsylvania" in your Internet search, you'll get it.

Katherine: Acquired Brain Injury ...

Ms. Dively: Acquired Brain Injury Network.

Katherine: Network. Thank you.

Ms. Dively: OK.

Lisa [58:36]: This is a question from Lisa in Arizona ... [interruption; beeping] ... the other States added to the JFSAP Program?

Ms. Morgan [58:45]: Oh, absolutely. Eventually there's going to be 50 States. Right now there's the first 15, and we're using those as a pilot to get all the offices set up, and the hiring of the people, and eventually it will go out to all 50 States.

Jasmine [59:05]: Hi, Karen. This is Jasmine calling from Kennedy Krieger in Maryland, and I was just wondering: Will there be a copy of the slides that we can access through the web? Because there were a couple of the websites that I didn't quite get down.

Ms. Morgan [59:14]: Absolutely. We will provide that to Jean, or ...

Ms. Nussbaum [59:21]: Yeah, this time I was just going jump in there. The presentation audio and visual will be posted online, and I'll be showing that website momentarily, and you'll also receive that via email. And then, depending on Karen, we can also offer the PowerPoint presentation, or we can provide a listing of the websites that you've mentioned in the presentation as well.

Lisa [59:50]: Would it also be possible for those of us, because we're all remote connected, to know who participated from our own States? So that we can network and become better acquainted? This is Lisa in Arizona.

Ms. Nussbaum [59:58]: You know, unfortunately I don't have States. I just have names of people and their organizations, so I wouldn't be able to match people with the same States, unfortunately.

Ms. Nolan [1:00:17]: This is Catherine. I have a suggestion for that, for the woman from Arizona. If you want to just ask people who are on the call who are from Arizona to send you an email to let you know who they are, then at least you could know about Arizona. That doesn't help the other States, since we don't have that technological capacity, and we don't have that information. But certainly anybody else on the calls that's from Arizona, if you could tell this person...

Lisa [1:00:17]: Is there any way through the questions and answers to do that?

Ms. Nussbaum [1:00:52]: You know, the questions just get posted to me—this is Jean, the organizer. So unfortunately, everybody can't see them.

Lisa: OK, thank you.

Ms. Nussbaum: Sure.

Caller [1:01:03]: Would it be possible, if you do something like this again, to request the State to be listed?

Ms. Nussbaum [1:01:10]: Certainly that's something we can look into the future, absolutely. That's a great suggestion. Thanks.

Caller [1:01:24]: I'll ask another question. This is West Virginia again. Have you all tried to make any contact with your faith-based communities? Like for example, in West Virginia, we have Missions West Virginia, and they support a lot of the programs, and they also work through our West Virginia University extension office. And if you want that address, I'd be glad to give it to you.

Caller [1:01:53]: Annie, I'm on the call. I'm from Mission West Virginia.

Annie: Oh, hi! Great, girl!

Caller: I'm on the call, Annie.

Annie: OK, hon, bye.

Caller: OK? Thank you, very much.

Ms. Morgan [1:02:04]: So who we have is the faith-based organization from West Virginia.

Caller: That's right.

Ms. Morgan [1:02:10]: OK. We do do a lot of collaboration with our 4-H and our military Operation Military Kids [OMK]. And they collaborate with a lot of resources, faith-based organizations, and everybody else who wants to join in to support. Again, it's a community involvement. Entire community. And faith-based is also included in that.

Lisa [1:02:39]: This is Lisa in Arizona, and I'm actually the OMK project director as well as the military liaison. So I would encourage people to contact within their State so we can network that way.

Ms. Morgan [1:02:52]: Sounds great.

Ms. Nussbaum [1:02:55]: You know, Karen, someone did pose a question that I received, and this was Charles Smith, and he was talking about whether there were programs that you had in place to encourage informal public support of families.

Ms. Morgan [1:03:11]: Informal public support. Again, I would imagine that would be under our Operation Military Child Care and the Joint Family Support Assistance Program. Again, right now they have 15 States that they're setting up. But eventually they're going to all 50 States. And they're connecting military with the civilian stakeholders for various offices and projects to support the military families, that collaboration. And these offices are set up in each State to support the collaboration, again, between the military service member and the community.

So this is going to be a great support system—the Joint Family Support Assistance Program.

Caller [1:04:02]: This is Laura Lou Harbert from West Virginia, and I went to a conference recently, and we were ... I heard someone from the military speak, and they were requesting that professionals—such as social workers, psychologists, and so forth—donate an hour a week of their time to military families.

David Lloyd [1:04:20]: This is David Lloyd. That was actually not a military group, that's a private organization called So Far.

Ms. Harbert: OK, thank you.

Mr. Lloyd [1:04:28]: The Department of Defense's position is that people ... we would really prefer that treatment professionals register with TRICARE, which is the HMO for military personnel, so that we can ensure that everyone meets our quality assurance standards.

Ms. Morgan: Thanks, David.

Ms. Harbert: Thank you for further explaining that.

Caller [1:05:01]: Will you all eventually do a listserv or way to keep the information floating throughout the States?

Ms. Morgan [1:05:08]: Absolutely. There will be people at the Joint Family Assistance Centers that will reach out to various organizations throughout the State. And that's part of their mission, to connect to various organizations, whether is for child care, whether it's social services, faith-based organizations—all kinds of support services for the State. And they're going to connect all these people. And eventually have meetings, and again, to establish a major collaboration between the service members and the community.

Ms. Nussbaum [1:05:55]: Karen, there was a question from one of our participants asking whether the best resource for families is the Military OneSource, if that would be the best resource to offer them to get information.

Ms. Morgan [1:06:08]: Military OneSource is one of the best; to find out if there are other resources, they will point you in that right direction, and in the best direction. MilitaryHOMEFRONT also has a wealth of information—specifically if you want information about what’s going on in the Department of Defense as far as planning my move. For a military person, if they’re going to be relocating they need resources and information about the next duty station. It tells you everything from what’s going on with the weather, what’s going on with the community, houses, schools available. So it depends ... there’s no one best site, but they’re a pretty good site.

And the MilitaryHOMEFRONT and Military OneSource are probably my personal favorites. But we’ve got lots and lots of resources. David, do you have any recommendations for the best?

Mr. Lloyd [1:07:03]: I wouldn’t want to make a recommendation for the best, but I think the ones you named are really terrific ones.

Ms. Morgan [1:07:10]: Tib, do you have any comments?

Ms. Campise [1:07:13]: No, I would agree with David. I think that those are two really useful gateways for families to get good information. But also for service providers out in the community to get a feel for what resources might be available in their communities.

Ms. Nussbaum [1:07:35]: There was also a question that came in from Coleen Day asking Lisa from Arizona if she’s still on the line, if she could just let us know what her position was again.

Lisa [1:07:48]: Yes, I’m still on the line. I am the State 4-H Military Liaison, and also I’m the Operation Military Kids Project Director. And so I’m representing cooperative extension. I’m at the University of Arizona.

Ms. Morgan [1:08:01]: Great, Lisa. Nice to have you on.

Lisa [1:08:04]: And we were sent all the information. I’m just suggesting if people need to make contacts. OMK lists the States, and has been directed the information to their State Military 4-H liaison.

Ms. Nussbaum [1:08:17]: Another question came in wanting to know if there was a schedule on which other States would be coming online with the JFSAP program.

Ms. Morgan [1:08:28]: There probably is a schedule; I’m not privileged to that at this time. I believe that they’re trying to get the first 15 established, set up, and then from there, lessons learned, they will expand. But again, I don’t know the timeline, sorry.

Ms. Nussbaum: That’s helpful information.

Ms. Nolan [1:09:08]: This is Catherine Nolan, I'm just wondering if there are any other questions from the participants, or any other final comments either from Karen, or Tib, or David, before we wrap it up today.

Ms. Nussbaum [1:09:22]: There was one more question that came up, and this will certainly be repeated in email. But there was a request if Karen could please repeat the website for the Building Resilient Kids program out of Johns Hopkins.

Ms. Morgan [1:09:34]: OK, very good. [searching on slides; remarks]: Can you see that? www.jhsph.edu/mci

Caller: Could you repeat that please?

Ms. Morgan: www.jhsph.edu/mci.

Caller [1:10:37]: I'm sorry, I got on late, and I'm wondering—is there going to be a transcript of the discussion?

Ms. Morgan: Yes.

Caller: And how do we receive that?

Ms. Nussbaum [1:10:48]: There will an audio and visual posting of today's webinar, and I'm going to post that website in moment where you'll be able to see that. And then, not as quickly, but soon, we will also have a posting with the transcript as well.

Ms. Yeary [1:11:11]: If I could make one more comment? This is Julia from ZERO TO THREE again. There were some questions about other resources that were mentioned, and OneSource is one of my favorites, too, just because they are the info/referral gurus, if you will; but for families who want to see someone in person, the National Guard Family Assistance Centers service all families within their area, if there's no installation for a family to go to. So that's always an option for families, whether they have a JFSAP program or not. And maybe Karen or Tib, you might want to talk more about that.

Ms. Morgan [1:11:48]: Well, the JFSAP programs will be collaborating with the National Guard Centers at the State level. So they may ...

Ms. Yeary [1:11:59]: I mean don't have a JFSAP yet. Until they get one.

Ms. Morgan: Until then, you're right. Absolutely.

[1:12:08]: Well, I just wanted to... on behalf of the Department of Defense, thank you for inviting us to brief you this afternoon. If I can be of service, or answer questions, feel free to contact me. My email is on the last slide.

Ms. Nussbaum [1:12:27]: You know what, I just took it down, but I can ...

Ms. Morgan [1:12:30]: Well, I can say, it's karen.morgan@osd.mil.

Ms. Nolan [1:12:49]: OK. Well, listen, this is Catherine again, and I just want to say thank you to all of you who are on the line today; and especially to our speakers, Karen and Tib, thank you for sharing the great work that you're doing to support our military families. It was just wonderful to listen to your presentation. And thanks to everyone who had questions as well, and additional comments.

From OCAN, I really want to thank Jean Nussbaum. She is the person who has been our technician here today, and she's just done a great job with taking care of all the technical aspects of doing these webinars. And also with our Child Welfare Information Gateway and FRIENDS, our national resource center, they will both be posting all the information from today's webinar.

For those of you who are interested, our next webinar will be held on August 28 from 3 to 4:30 p.m., and the speakers for that presentation will be our colleagues from the Maternal and Child Health Bureau, and they'll be sharing information about their injury prevention efforts. And we'll be sending out the invitation in the next few days. And as we've said, these webinars are open, so for all of you on the call today, if that topic is of interest to you, please feel free to join us on the 28th. Thanks everyone, and have a great afternoon.

[End webinar audio.]