



# Leaders Resource Guide

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## Introduction

Engaged leaders implement Combat and Operational Stress Control (COSC) principles into their daily activities and interactions with Marines to recognize and help their Marines to understand the full range of stress reactions and associated actions.

“You, as leaders, are the key. It is important that each leader in our Corps learns how to better recognize and deal with combat and operational stress. Talk about it with your Marines.

Set the example on how to deal with it. Let your Marines know that it’s okay to get help so that they can get back in the fight. Then help them to do so.”

— General James F. Amos  
Commandant of the Marine Corps

Even the most motivated and well-trained Marines can find themselves challenged by combat and operational stress. Marines across the total force maintain their warfighting capabilities by proactively addressing the impacts of stress. As an engaged leader, you may notice small changes in some Marines’ behavior that will help you to identify, manage, and prevent combat and operational stress-related issues by taking action early. Some Marines can overcome stress-related issues on their own, and some are going to need additional support. Bottom line, as an engaged leader, encourage those who need help to get it at the level they require.

### Ways you can help:

#### Focus on prevention.

- Learn as much as you can; knowing how stress affects people helps you understand what your Marine is going through. The more you know, the better your Marine and his or her family can handle stress.
- Tell your Marine you want to listen and that you also understand if he or she does not feel like talking. Let your Marine talk about their combat or operational stress at his or her own pace.
- Offer to go to doctor visits with your Marine and offer your support during treatment.

## Using This Guide

This guide provides key resources for Marines experiencing the impacts of stress. Use the description of each resource to choose those that fit your needs.

Resources fall into six categories. To help you navigate the resources, they are listed alphabetically within all categories that fit; therefore, some resources may be listed in more than one of the following categories:

- Command Resources
- Policy and Procedures
- Educational and Media Materials
- Resources for Family and Children
- Treatment
- Finance and Legal

When searching through resources, remember to confirm eligibility requirements with the local resource. Eligibility may change, or the resource may have some flexibility on who they can serve.

Keep in mind that this guide is not all-inclusive; your local community may have additional resources. Family Readiness Officers (FROs), installation Marine and Family Programs and the installation's website will have details about how a resource is implemented at a specific location and in the local community. If you don't know where else to look, you can call the DSTRESS line to ask them about resources in your area. Know your local resources.

## Choosing a Resource

There are many options for support, and finding the right resource is a matter of individual fit. A best fit option for a Marine or family member will consider the individual's needs, personal preferences, location, and eligibility. If one resource is not the right fit, it is okay to try a different one.

Remember that getting help for combat and operational stress is important. Do not hesitate to approach any resource; there is no wrong point of entry. All resources are designed to help match an individual Marine or his or her family members with the one that is the "right fit."

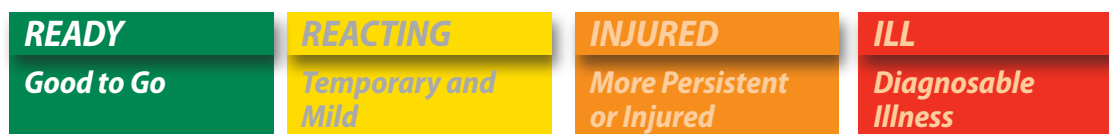
## COSC References

MCO 5351.1	Combat and Operational Stress Control Program
MCRP 6-11C/NTTP 1-15M	Combat and Operational Stress Control
MARADMIN 597/11	Operational Stress Control and Readiness Training Guidance

## Key of Services

### Stress Continuum

*Know it. Use it.*



The color bars at the top of each entry indicate which zone(s) the resource is best suited to. A resource with a green block or half-green block is able to support the prevention of stress. A resource with a full red block can be used for the diagnosis and medical treatment of red zone illnesses. A resource with a half-red block is able to support an individual in the red zone by connecting the individual with medical treatment, but is not able to provide that medical treatment.

### Key to Icons



**Note:** Many resources are confidential, meaning that they will not share details about your stress-related issues with others; however, most resources have a legal duty to warn if they learn of a threat to any life or abuse of a child. Ask your resource about their confidentiality policy.

## Command Resources

### EQUAL OPPORTUNITY ADVISOR (EOA)/ EQUAL OPPORTUNITY REPRESENTATIVE (EOR)

ZONES



#### WHAT IS THE RESOURCE?

The EOA is the subject matter expert on harassment and discrimination. The EOA provides information, assistance, and advice on all equal opportunity (EO) matters to the commander, commanding general, commanding officer, tenant commander, Marines, Sailors, and other attached Service members. The primary duty of the EOA is to assist the commander in executing the commander's Equal Opportunity Program.

EOAs are supported by Marines trained as EORs. EORs are trained to implement EO policy at the unit level (battalion and squadron). They assist commanders in establishing complaint procedures, reviewing complaints, assessing the command climate, and identifying and conducting EO training, including sexual harassment training. EORs also provide EO training to all unit personnel.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

The EOA and EOR are a resource for all members of the unit.

#### WHEN CAN THIS RESOURCE BE USED?

A commander can use this resource at any zone on the stress continuum. The EOA and EOR should support the commander to create policies and educational programs that prevent harassment from occurring.

Individual Marines experiencing harassment should speak to the unit EOR. EORs needing additional guidance on how to implement an EO policy should consult with the EOA.

#### WHY USE THIS RESOURCE?

- Commanders should use this resource to create an environment that prevents harassment.
- Individual Marines should use this resource to determine if harassment has occurred and take any necessary next steps.

#### WHERE IS THIS RESOURCE LOCATED?

EOAs are on the Commanding General's staff and act as special staff members. EORs are internal to the unit.



## FAMILY READINESS

### OFFICER (FRO)

ZONES



(Also see Resources for Family and Children category)

#### WHAT IS THE RESOURCE?

A FRO's position is to know the details about local resources available for the specific unit and to coordinate associated training as applicable. The FRO is the point of contact for all family readiness issues, Marine Corps Community Services (MCCS) programs, events, and resources. FROs connect families with appropriate resources that range from family activities (social supports), to education, to counseling services for family members. The FRO reports to the Commanding Officer.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves (should have a unit FRO)
- Family members

The FRO may be contacted by any Marine, Sailor, or family member who wishes to use a resource that falls under the umbrella of MCCS Marine and Family Program or needs to connect with a program in the community.

**Note:** Many MCCS resources can be accessed directly; however, the FRO can help match the Marine or Sailor's family with the correct information and referral based on the situation.

#### WHEN CAN THIS RESOURCE BE USED?

FROs can provide families with referrals at any zone on the stress continuum. The FRO is a primary contact for families in the green or yellow zone; however, a FRO's familiarity with the command and local resource also allows them to provide for families in the orange or red zone with guidance on finding the right local resource.

#### WHY USE THIS RESOURCE?

FROs are familiar with the local resources and command policies, and are able to connect Marines and their families with appropriate resources.

#### WHERE IS THIS RESOURCE LOCATED?

FROs are internal to the unit/command.

**MILITARY AND FAMILY LIFE****CONSULTANTS (MFLCs)****ZONES**

(Also see the Resources for Family and Children and Treatment categories)

**WHAT IS THE RESOURCE?**

MFLCs are experienced behavioral health professionals (master's degree or Ph.D.-level licensed clinical counselors) who work with Marines and their families to address deployment/return and reunion issues as well as other stressors that impact a Marine's daily life.

As a command resource, MFLCs can inform the command of trends in the behavioral health of the unit.

MFLCs do not provide medical care; if a Marine requires medical support from a psychologist or psychiatrist, the MFLC will assist in accessing that support.

**WHO SHOULD CONSULT THIS RESOURCE?**

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members

Any Marine or Marine family member may consult with an MFLC, to include parents, significant others, or close relatives of the Marine.

**WHEN CAN THIS RESOURCE BE USED?**

MFLCs support the command by addressing the needs of the individual Marines and keeping the command informed of overall trends in the behavioral health of a unit. The MFLC does not provide the command with details about individuals. This resource is appropriate for units at all zones on the stress continuum.

The MFLCs aim to help Marines and their families address stressors while they are still in the lower zones (green, yellow, and orange); however, MFLCs can support Marines with referrals at any zone in the stress continuum.

**WHY USE THIS RESOURCE?**

MFLCs have a lot of flexibility in how and where they interact with the Marines they support. This flexibility can be used by commands to create an environment that encourages the proper management of stress.

**WHERE IS THIS RESOURCE LOCATED?**

MFLCs are located on each installation and are embedded within some units.



## OPERATIONAL STRESS CONTROL AND READINESS (OSCAR) EXTENDERS

ZONES



(Also see the Treatment category)

### WHAT IS THE RESOURCE?

OSCAR Extenders are medical staff, chaplains, corpsmen, religious program specialists, and other professionals. They extend the capabilities of OSCAR Mental Health Professionals (MHPs) by bridging the gap between Marine OSCAR Team Members and OSCAR MHPs. OSCAR Extenders work with OSCAR Team Members to provide prevention services, formal counseling, and medical care. OSCAR Team Members examine and review Marines referred to them by OSCAR Team Members and assist within the scope of their practice and expertise. They make further referrals to OSCAR MHPs, when necessary.

### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

Marines experiencing temporary or prolonged stressed reactions, and Marine leaders seeking support for a Marine with a stress reaction.

### WHEN CAN THIS RESOURCE BE USED?

OSCAR Extenders are specifically designated to assist Marines at any zone on the stress continuum; however, their focus is addressing stress before it moves into the red zone. Marines experiencing temporary or prolonged stress reactions should consult this resource.

Marines are encouraged to use whatever extenders are accessible, including the unit medical officer, the chaplain, or another extender. While only a MHP can diagnose or treat red zone illnesses, all OSCAR Extenders support Marines and connect them with the right level of care.

### WHY USE THIS RESOURCE?

- OSCAR Extenders are considered the next line of defense when dealing with stress-related issues.
- OSCAR Extenders are available at the unit level and are able to provide immediate support.

### WHERE IS THIS RESOURCE LOCATED?

At the unit level from battalion all the way down to the squad.

## OPERATIONAL STRESS CONTROL AND READINESS (OSCAR)

### MENTAL HEALTH PROFESSIONALS (MHPs)

#### ZONES



(Also see the Treatment category)

#### WHAT IS THE RESOURCE?

OSCAR MHPs are specialized medical personnel, which includes uniformed psychiatrists, psychologists, mental health nurse practitioners, psychiatric and psychological technicians, and licensed clinical social workers. They provide specialized prevention services, make diagnoses, and provide formal mental health care.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty

Commanders should use this resource to develop command policies that will mitigate the impact of stress on the unit. Commanders should also use this resource to monitor the overall psychological health of the unit.

Individual Marines should use this resource if they wish to discuss any aspect of mental health, including prevention, or if they seek medical treatment for a red zone illness.

#### WHEN CAN THIS RESOURCE BE USED?

- OSCAR MHPs support units at any zone on the stress continuum.
- OSCAR MHPs are a primary command resource for supporting Marines in the red zone.

#### WHY USE THIS RESOURCE?

This is the command resource for diagnosing and treating stress illnesses, and an important command resource for prevention and command consultation.

#### WHERE IS THIS RESOURCE LOCATED?

OSCAR MHPs are internal to active Marine Divisions and Regiments.

## OPERATIONAL STRESS CONTROL AND READINESS (OSCAR)

### TEAM MEMBERS

### ZONES



(Also see the Treatment category)

#### WHAT IS THE RESOURCE?

OSCAR Team Members are Marines of all ranks trained to identify, support, and advise Marines with stress reactions. OSCAR Team Members are available to provide informal briefings and implement the Commander's Combat and Operational Stress Control (COSC) and OSCAR programs. Battalions or equivalent units (all units across the total force commanded by a lieutenant colonel) are required to have 20 Marines or 5% of the unit strength (whichever is greater) trained as OSCAR Team Members.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

#### WHEN CAN THIS RESOURCE BE USED?

Any Marine experiencing stress in the yellow zone or higher can talk with an OSCAR Team Member. OSCAR Team Members are trained to identify the potential stress zone of the Marine, and engage that Marine in the appropriate support, which can range from peer discussion to connecting with resources.

#### WHY USE THIS RESOURCE?

OSCAR Team Members are the first line of defense. They are specifically trained to identify stress reactions and assist with the prevention and mitigation of stress.

#### WHERE IS THIS RESOURCE LOCATED?

This resource is internal in every battalion or equivalent-sized command across the total force. All Active and Reserve units must have trained OSCAR Team Members as part of their OSCAR Team in accordance with MCO 5351.1 Combat and Operational Stress Control Program.

## SUBSTANCE ABUSE CONTROL OFFICER (SACO)

ZONES



### WHAT IS THE RESOURCE?

The SACO is a commander's subject matter expert on substance abuse. SACOs provide the unit with education on substance abuse and are involved with urinalysis testing. They also refer an individual Marine to the Substance Abuse Counseling Center when an alcohol-related incident occurs or if a Marine has identified that he or she may have a problem.

### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

### WHEN CAN THIS RESOURCE BE USED?

SACOs provide education to units at any zone on the stress continuum, but this resource is most appropriate for a Marine in the yellow, orange, or red zone.

### WHY USE THIS RESOURCE?

SACOs are familiar with local treatment options and understand the formal process necessary to move a Marine with a substance abuse problem through treatment, allowing the Marine to return to duty.

### WHERE IS THIS RESOURCE LOCATED?

SACOs are internal to the unit.

## SEXUAL ASSAULT RESPONSE COORDINATOR

(SARC), VICTIM ADVOCATE (VA), AND

UNIFORMED VICTIM ADVOCATE (UVA)

ZONES



### WHAT IS THE RESOURCE?

SARCs, VAs, and UVAs are dedicated to making certain that victims of sexual assault receive responsive and continuous care with timely access to supportive services.

### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Military dependents 18 years of age and older who are eligible for treatment in the military healthcare system at installations within and outside the United States
- U.S. citizen DoD contractor personnel when they are authorized to accompany the Armed Forces in a contingency operation OCONUS and their U.S. citizen employees

### WHEN CAN THIS RESOURCE BE USED?

SARCs, VAs, and UVAs are available during duty hours and provide on-call coverage of the 24/7 Sexual Assault Prevention and Response (SAPR) Helpline. The 24/7 SAPR Helpline is advertised on all installation and command websites.

### WHY USE THIS RESOURCE?

SARCs, VAs, and UVAs are trained to support victims of sexual assault and to provide confidential advocacy services, crisis intervention, and referrals to appropriate supportive resources.

### WHERE IS THIS RESOURCE LOCATED?

Full-time civilian SARCs and VAs are located at all Marine Corps installations. SARCs are also located at the Headquarters for Marine Corps Base, Division, Wing, and Group. A minimum of two UVAs are appointed at every battalion, squadron, and equivalent-sized command, including Marine Expeditionary Units.

## WOUNDED WARRIOR REGIMENT (WWR)

### ZONES



#### WHAT IS THE RESOURCE?

The WWR provides and enables assistance to wounded, ill, and injured (WII) Marines, Sailors attached to or in support of Marine units, and their family members in order to assist them as they return to duty or transition to civilian life. The WWR administers the Marine Corps' Recovery Coordination Program that ensures WII Marines' medical and non-medical care needs are fully integrated. WWR provides support to WII Marines whether they are joined to a Regimental element or remain with their parent command.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Marine Commanders and Leaders of WII Marines (refer to the WWR's electronic Pocket Guide at [http://www.woundedwarriorregiment.org/WWR/assets/File/USMC\\_Commanders\\_Pocket\\_Guide.pdf](http://www.woundedwarriorregiment.org/WWR/assets/File/USMC_Commanders_Pocket_Guide.pdf) for resources on caring for WII Marines)
- WII Marines and Sailors on Active Duty (Sergeant Merlin German Wounded Warrior Call Center)
- WII Marines and Sailors in the Reserves (Sergeant Merlin German Wounded Warrior Call Center and the District Injured Support Coordinator Program)
- Veteran Marines WII while on Active Duty (Sergeant Merlin German Wounded Warrior Call Center and the District Injured Support Coordinator Program)
- Family members of wounded or ill Marines (Sergeant Merlin German Wounded Warrior Call Center)

#### WHEN CAN THIS RESOURCE BE USED?

This resource is appropriate for Marines in the orange/red zone, or Marines who are recovering from a wound, illness, or injury.

#### WHY USE THIS RESOURCE?

WWR staff provides support to Marines and their families throughout the phases of recovery. The trained staff at the Call Center can advocate for the Marine and their family, even after the Marine has separated from the Corps. Call Center staff is augmented by psychological health care professionals. Additionally, the WWR's Medical Section provides medical subject matter expertise, advocacy and liaison to the medical community. Medical Section staff also support a comprehensive psychological health and traumatic brain injury program to help WII Marines receive the best prevention, identification and treatment.

#### WHERE IS THIS RESOURCE LOCATED?

- <http://www.woundedwarriorregiment.org>
- 1-877-4US-MCWW (487-6299)
- Facebook.com / wwr.usmc
- Twitter.com / USMCWWR
- Mobile App

## Policy and Procedures

### HEADQUARTERS MARINE CORPS (HQMC)

#### CASUALTY SECTION

#### ZONES



#### WHAT IS THE RESOURCE?

The HQMC Casualty Section is the headquarters section assigned to coordinate all aspects of the casualty notification process.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Unit leaders
- Family Readiness Officers (FROs) or family leaders

The FRO or unit leader may consult the HQMC Casualty Section if they have a question about notification procedures. The FRO should not make or be involved in notifications. To avoid confusion, all questions from families or units regarding casualty procedures, including family member travel, should be directed to the HQMC Casualty Section.

#### WHEN CAN THIS RESOURCE BE USED?

During preparation for a deployment, a unit leader may contact HQMC Casualty Section if they have questions about the casualty notification process, or would like assistance preparing a pre-deployment educational briefing about the process.

#### WHY USE THIS RESOURCE?

Preparation combined with education about the process can prevent rumors and inappropriate notifications, and can protect families from scam artists who prey at the most vulnerable time.

#### WHERE IS THIS RESOURCE LOCATED?

- 1-703-784-9512, option 1



## LEADERS GUIDE FOR MANAGING MARINES IN DISTRESS

ZONES



### WHAT IS THE RESOURCE?

The Leaders Guide for Managing Marines in Distress is a pocket guide for leaders supporting Marines who face common sources of stress that include:

- Deployment
- Family
- Personal
- Harassment
- Substance abuse
- Emotional issues

The guide explains the signs of adverse reactions and how the stressor should be addressed within the context of the Marine Corps, and references the resources and policies that address the particular source of stress.

### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels

This guide should be used by any Marine leader (team leader to senior officer) seeking procedural guidance on how to address a source of stress for their Marines.

### WHEN CAN THIS RESOURCE BE USED?

The Leaders Guide for Managing Marines in Distress can be used to support Marines or units at any zone on the stress continuum.

### WHY USE THIS RESOURCE?

This guide is a how-to document for identifying common stressors along with actions for addressing stress-related issues.

### WHERE IS THIS RESOURCE LOCATED?

- <http://www.bhin.usmc-mccs.org/> (to order printed version)

## Educational and Media Materials

### BEHAVIORAL HEALTH

#### INFORMATION NETWORK (BHIN)

#### ZONES



#### **WHAT** IS THE RESOURCE?

BHIN is the distribution center for free educational tools that address behavioral health topics. These resources are selected for their relevance to the needs of Marines, attached Sailors, and their families. Materials range from manuals to storybooks. Some materials are appropriate for children.

#### **WHO** SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

This resource may be used by any Marine who would like free print or media resources related to resiliency or behavioral health topics.

#### **WHEN** CAN THIS RESOURCE BE USED?

Materials are appropriate for units, Marines, attached Sailors, and their families at any zone on the stress continuum.

#### **WHY** USE THIS RESOURCE?

This collection is selected to meet the specific needs of Marines, attached Sailors, and their families.

#### **WHERE** IS THIS RESOURCE LOCATED?

- <http://bhin.usmc-mccs.org/>

## DEFENSE CENTERS OF EXCELLENCE (DCOE) FOR PSYCHOLOGICAL HEALTH AND TRAUMATIC BRAIN INJURY

ZONES



### WHAT IS THE RESOURCE?

DCoE is the Defense Department's clearinghouse for research and best practices in the treatment of military mental health and traumatic brain injury (TBI). Its mission includes supporting health providers and researchers who serve the military community, and ensuring military members and their families have access to information about available treatment options. DCoE has created a number of resources that can be used by Service members and their family members.

### WHO SHOULD CONSULT THIS RESOURCE?

- Service members on Active Duty
- Service members in the Reserves
- Veterans
- Family members
- Health care providers, educators, and policy makers interested in learning more about military psychological health or TBI

DCoE support is not limited to individuals attached to the U.S. military.

### WHEN CAN THIS RESOURCE BE USED?

This resource can be used to support individuals at any zone on the stress continuum.

### WHY USE THIS RESOURCE?

DCoE is home to many resources. A few highlights include:

- **The Real Warriors Campaign:** DCoE has created a video series that depicts the experience of Service members who overcame stigma to successfully address behavioral health issues.
- **Best Practices and Clinical Guidelines:** As a clearinghouse for best practices, the DCoE website and researchers assist medical providers and Marine families who need details about specific treatment options.
- **Research Services:** In addition to providing referrals, the DCoE operates a helpline that can research answers to specific questions related to psychological health or TBI (e.g., a separated Marine wants to know about treatment options for TBI).

### WHERE IS THIS RESOURCE LOCATED?

- <http://www.dcoe.health.mil>
- 1-866-966-1020 (helpline)

**MILITARY ONESOURCE****ZONES**

(Also see the Resources for Family and Children and the Treatment categories)

**WHAT IS THE RESOURCE?**

Military OneSource is a free service provided by the Department of Defense (DoD) to Service members and their families to help with a broad range of concerns. Issues can be addressed through self-directed reading or counseling with a Military OneSource counselor. Military OneSource is one of the primary clearinghouses for distributing DoD-wide resources to improve military quality of life.

Topics addressed by Military OneSource include:

- Spouse employment and education
- Parenting and child care
- Money management
- Relocation
- Deployment cycle
- Civilian education and careers
- Other stressors of military life

**WHO SHOULD CONSULT THIS RESOURCE?**

- Service members on Active Duty
- Service members in the Reserves
- Family members
- Health providers and community leaders supporting military families

Please check Military OneSource for current eligibility requirements.

**WHEN CAN THIS RESOURCE BE USED?**

This resource can be used by eligible individuals at any zone on the stress continuum.

**WHY USE THIS RESOURCE?**

As an educational resource, Military OneSource provides a variety of tools, including the following:

- **Online articles:** Provides information about everyday issues (i.e., finding child care, living a healthy lifestyle, dealing with post-deployment adjustment, etc.)
- **Virtual Library:** Includes links to audiobooks, study guides, reference books, and academic journal articles (search for DoD MWR Library Resources). In addition, Military OneSource is able to mail certain educational and entertainment materials directly to Service members and family members for free.

**WHERE IS THIS RESOURCE LOCATED?**

- <http://www.militaryonesource.mil>
- 1-800-342-9647

## Resources for Family and Children

### AMERICAN RED CROSS

#### ZONES



(Also see the Finance and Legal category)

#### WHAT IS THE RESOURCE?

The American Red Cross is a non-governmental organization with a special relationship with the U.S. military. The American Red Cross is the entity responsible for delivering notification of home-front emergencies or births to Service members who are deployed or in the field.

The American Red Cross offers post-deployment workshops for military families. These workshops address many of the same topics covered in Marine Corps Community Services (MCCS) workshops. The difference is that the American Red Cross is not part of the installation, and their training does not represent Department of Defense or MCCS policy.

Some local chapters offer additional services, such as support groups or activities.

**Note:** American Red Cross deployment and reunion workshops do not reflect Marine Corps policy.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Service members on Active Duty
- Service members in the Reserves
- Family members

A Marine leader may contact the American Red Cross on behalf of a Marine.

#### WHEN CAN THIS RESOURCE BE USED?

Most American Red Cross behavioral health services are designed for Marines and families in the green and yellow zones; however, the American Red Cross can provide referrals for individuals in higher zones.

Emergency notification services are for families in the red zone.

#### WHY USE THIS RESOURCE?

Some families may be more comfortable discussing behavioral health issues with an organization that is familiar with military culture, but is not part of the military.

#### WHERE IS THIS RESOURCE LOCATED?

- 1-877-272-7337 (national hotline for military services)
- Marines and their families may also directly contact their local chapters by using the directory at <http://www.redcross.org/find-your-local-chapter>

## CHAPLAINS RELIGIOUS ENRICHMENT DEVELOPMENT OPERATION (CREDO)

ZONES



### WHAT IS THE RESOURCE?

CREDO is the Chief of Navy Chaplains-sponsored, relationship enrichment training designed to help improve job performance and to enhance the overall quality of life for Active Duty Service members and their families.

CREDO workshops and retreats help Marines and their families learn skills and communication tools that support successful responses to the stresses of military life. Workshops currently offered include:

- Personal Growth Retreat (PGR)
- Marriage Enrichment Retreats (MERs)
- Family Enrichment Retreat (FER) Individual Augmentee (IA)
- Warrior Transition Workshop (WTW)
- IA Warrior Transition Retreat (WTR)
- Spiritual Growth Retreat (SGR) Single Sailor Retreat (SR)
- Women's Retreat (WR)
- Personal Growth Workshop (PGW)
- Applied Suicide Intervention Skills Training (ASIST)

### WHO SHOULD CONSULT THIS RESOURCE?

- Marines and Sailors on Active Duty
- Family members of Marines and Sailors on Active Duty

### WHEN CAN THIS RESOURCE BE USED?

This resource is appropriate for families in the green, yellow, and orange zones.

### WHY USE THIS RESOURCE?

CREDO was voted #1 in quality-of-life incentives available to Marines and Sailors in a recent study.

### WHERE IS THIS RESOURCE LOCATED?

Contact the installation or unit chaplain.

## EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

ZONES



### WHAT IS THE RESOURCE?

The EFMP is a mandatory program for Marines with family members who have exceptional physical, mental, emotional, or special education needs. The program ensures that the family always has access to the services necessary to support the members with exceptional needs. Enrollment in the EFMP ensures the special medical or educational requirements of family members are considered during a Permanent Change of Station (PCS) move. If the family member's condition warrants special services, enrollment in the EFMP may qualify the family for additional services. One example of a service a family might qualify for is respite care, which provides a temporary rest period for family members responsible for regular care of a person with disabilities. EFMP allows Marines to focus on the mission by ensuring that their family members are provided with necessary services in ways that enhance the family's quality of life.

### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders
- Marines and Sailors on Active Duty
- Family members of Marines and Sailors on Active Duty

Marines and Sailors on Active Duty status are required to identify and enroll family members who have a medical (physical, mental, and emotional) or educational condition at the time of identification or diagnosis of the condition by a qualified medical provider or educational authority.

### WHEN CAN THIS RESOURCE BE USED?

This resource can be used by eligible families at any zone on the stress continuum.

### WHY USE THIS RESOURCE?

EFMP ensures that Marines with exceptional family members are assigned to duty stations where services exist to support the exceptional family members with access to medical and educational services.

Ultimately, EFMP contributes to the quality of life for families that support a member with a disability by assuring that family is connected with the appropriate Marine Corps Community Services provided aboard Marine Corps installations as well as available local, state and federal resources for individuals with special needs.

Enrollment in the EFMP shall not prejudice advancement or promotion opportunities.

### WHERE IS THIS RESOURCE LOCATED?

- Each installation has its own EFMP.
- <https://ehqmc.usmc.mil/sites/family/mfy/default.aspx>



## FAMILY ADVOCACY

### PROGRAM (FAP)

ZONES



(Also see the Treatment category)

#### WHAT IS THE RESOURCE?

The FAP is a multi-faceted, multi-disciplinary resource that is designed to address child abuse and domestic abuse within the Marine Corps community through prevention, intervention, and treatment.

The FAP enhances the knowledge and skills needed to form and maintain healthy relationships and provide safe, nurturing environments for families and children. The FAP works with couples and families who have experienced domestic and/or child abuse or are at risk for experiencing abuse.

The FAP is staffed by individuals trained in nursing, counseling, or social service specialties.

FAP services generally include:

- Face-to-face counseling for individuals, couples, and families
- Group counseling
- Education regarding child abuse and domestic abuse
- Prevention services such as stress management and parenting classes
- New Parent Support Home Visitors for Marines with children ages 0-5 years
- Victim advocacy for victims of domestic violence and non-offending caretakers of children who have been abused

FAP does not provide medical services (i.e., medications or long-term treatment), but will work with Military Treatment Facilities or TRICARE to connect those who require more intensive care with services.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members of Marines and Sailors on Active Duty

Any Active Duty Marine or family member can use FAP services. Services are appropriate for both married and single Marines.

**Note:** Some resources have more specific eligibility requirements.

#### WHEN CAN THIS RESOURCE BE USED?

FAP can be used any time there are concerns for domestic and/or child abuse and this resource can be used by families at any zone on the stress continuum. Making use of services when the family is in the green zone may prevent the development of problems later on.

FAP can and should be consulted even when individuals are not sure whether domestic and/or child abuse is occurring. Families who have a moderate or high risk of domestic and/or child abuse but have not actually experienced any abuse may utilize services and. Marines who have not experienced abuse but are in the yellow, orange, or red zone could be directed for FAP involvement, and Marines who have been found to have experienced domestic and/or child abuse will be mandated to have FAP involvement.

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**FAMILY ADVOCACY****PROGRAM (FAP) (CONTINUED)****ZONES**

(Also see the Treatment category)

**WHEN CAN THIS RESOURCE BE USED? (CONTINUED)**

Individuals who are victims of domestic abuse can, in many cases, use this resource without notification to command, law enforcement, or the perpetrator of the abuse.

**WHY USE THIS RESOURCE?**

Individual family member's stress levels influence each other. Addressing stress issues early prevents family issues from affecting job performance and readiness. Stress increases the likelihood of child and domestic abuse. It is important to address concerns early to ensure that Marines and their families function well and are successful. Skill building can support the Marine's and their family's personal and professional growth. In most cases, the use of FAP resources for educational or preventive services will not be reported to the command. Obtaining services on the installation is convenient and ensures that clinicians can understand the needs of military members and families.

**WHERE IS THIS RESOURCE LOCATED?**

On the installation, contact your Family Advocacy Office for more information about FAP.

## FAMILIES OVERCOMING UNDER STRESS (FOCUS)

ZONES



### WHAT IS THE RESOURCE?

The FOCUS Project addresses the impact of parental combat operational stress injuries and combat-related physical injuries on military children. The Bureau of Medicine and Surgery (BUMED) initiated the service to provide state-of-the-art family resiliency services to military children and families at designated Navy and Marine Corps sites. The FOCUS Project provides training to improve the resiliency of military children and the family unit.

### WHO SHOULD CONSULT THIS RESOURCE?

- Service members on Active Duty
- Service members in the Reserves
- Family members
- Health providers and community leaders supporting military families

### WHEN CAN THIS RESOURCE BE USED?

The FOCUS Project can be helpful for supporting families at any zone on the stress continuum.

**Note:** Families currently being served by the Family Advocacy Program (FAP) are not eligible for FOCUS services until that issue is resolved.

### WHY USE THIS RESOURCE?

Children's resiliency is an important part of family readiness.

### WHERE IS THIS RESOURCE LOCATED?

- <http://focusproject.org/contact> for a list of installation FOCUS programs.

**FAMILY READINESS****OFFICER (FRO)****ZONES**

(Also see the Command Resources category)

**WHAT IS THE RESOURCE?**

A FRO's position is to know the details about local resources available for the specific unit and to coordinate associated training as applicable. The FRO is the point of contact for all family readiness issues, Marine Corps Community Services (MCCS) programs, events, and resources. FROs connect families with appropriate resources that range from family activities (social supports), to education, to counseling services for family members. The FRO reports to the Commanding Officer.

**WHO SHOULD CONSULT THIS RESOURCE?**

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves (should have a unit FRO)
- Family members

The FRO may be contacted by any Marine, Sailor, or family member who wishes to use a resource that falls under the umbrella of MCCS Marine and Family Program or needs to connect with a program in the community.

**Note:** Many MCCS resources can be accessed directly; however, the FRO can help match the Marine or Sailor's family with the correct information and referral based on the situation.

**WHEN CAN THIS RESOURCE BE USED?**

FROs can provide families with referrals at any zone on the stress continuum. The FRO is a primary contact for families in the green or yellow zone; however, a FRO's familiarity with the command and local resource also allows them to provide for families in the orange or red zone with guidance on finding the right local resource.

**WHY USE THIS RESOURCE?**

FROs are familiar with the local resources and command policies, and are able to connect Marines and their families with appropriate resources.

**WHERE IS THIS RESOURCE LOCATED?**

FROs are internal to the unit/command.

## JOINT FAMILY SUPPORT ASSISTANCE PROGRAM (JFSAP)

ZONES



### WHAT IS THE RESOURCE?

The JFSAP was established to support military families who do not live near military installations. The JFSAP supports military families with military life-related challenges, such as deployment, mobilization, and reintegration, by providing information and referral services. Depending on location, the JFSAP may be able to connect Marines living away from an installation with many of the same resources they would normally access through Marine Corps Community Services (MCCS) or other military family programs.

### WHO SHOULD CONSULT THIS RESOURCE?

- Service members on Active Duty
- Service members in the Reserves
- Family members

### WHEN CAN THIS RESOURCE BE USED?

JFSAP resources are appropriate for Marine and family services at any zone on the stress continuum.

### WHY USE THIS RESOURCE?

The JFSAP provides local resources for Marines living away from military installations. Many states operate storefront Family Assistance Centers (FACs).

### WHERE IS THIS RESOURCE LOCATED?

- <https://www.jointservicessupport.org/ResourceFinder/Topic>

## MARINE CORPS COMMUNITY SERVICES (MCCS) MARINE AND FAMILY PROGRAMS

ZONES



### WHAT IS THE RESOURCE?

MCCS is the umbrella term for the recreational, educational, and counseling services within the Marine Corps community. There are over 80 programs that fall under this category. Several of the Marine and Family Programs—including Chaplains Religious Enrichment Development Operation (CREDO), Exceptional Family Member Program (EFMP), and Marine Corps Family Team Building (MCFTB)—are mentioned in other locations of this guide. While specific resources vary by installation, MCCS Marine and Family Programs include resources that address:

- Family care
- Family readiness
- Physical and social fitness
- Counseling and educational services

Larger installations may offer an even wider range of programs.

### WHO SHOULD CONSULT THIS RESOURCE?

- Service members on Active Duty
- Service members in the Reserves
- Family members

Eligibility varies by resource and installation. Some resources are open to all Marines and their families (including Reservists); some resources (e.g., EFMP) are limited to a subsection of Active Duty families that fit specific criteria.

### WHEN CAN THIS RESOURCE BE USED?

Depending on the resource, MCCS Marine and Family Programs may be appropriate to families at any zone on the stress continuum.

### WHY USE THIS RESOURCE?

The range of free and low-cost services supports the goal of Marine Total Fitness and Family Fitness.

### WHERE IS THIS RESOURCE LOCATED?

- <http://www.usmc-mccs.org>

## MARINE CORPS FAMILY TEAM BUILDING (MCFTB)

ZONES



### WHAT IS THE RESOURCE?

MCFTB provides resources and standardized training in the areas of Family Readiness, Readiness and Deployment Support, LifeSkills, and Lifestyle Insights, Networking, Knowledge, and Skills (L.I.N.K.S.). MCFTB offers a catalogue of courses that cover a wide variety of skills for the individual Marine family and for the extended Marine family community. Online training is available on MarineNet and is to be utilized for those without a supporting MCFTB.

### WHO SHOULD CONSULT THIS RESOURCE?

- Family Readiness Officers (FROs) and Command Team
- Marines and family members

**Note:** Most Active Duty units have access to an installation-based MCFTB office that can facilitate training.

### WHEN CAN THIS RESOURCE BE USED?

- The HQMC MCFTB website or local MCFTB website may be used at any time.
- The staff at HQMC MCFTB may be a first point of contact if:
  - The local FRO or unit leader needs additional guidance on how to implement a program, training, or policy.
  - The unit has no FRO.

### WHY USE THIS RESOURCE?

HQMC MCFTB staff members are the experts in developing and implementing training to improve Marine Family Readiness throughout the entire Marine Corps.

### WHERE IS THIS RESOURCE LOCATED?

- [https://www.manpower.usmc.mil/portal/page/portal/M\\_RA\\_HOME/MF](https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF)
- 1-703-784-9540 or 1-703-784-0296



**MILITARY AND FAMILY LIFE****CONSULTANTS (MFLCs)****ZONES**

(Also see the Command Resources and Treatment categories)

**WHAT IS THE RESOURCE?**

MFLCs are experienced behavioral health professionals (master's degree or Ph.D.-level licensed clinical counselors) who work with Marines and their families to address deployment/return and reunion issues as well as other stressors that impact a Marine's daily life.

As a command resource, MFLCs can inform the command of trends in the behavioral health of the unit.

MFLCs do not provide medical care; if a Marine requires medical support from a psychologist or psychiatrist, the MFLC will assist in accessing that support.

**WHO SHOULD CONSULT THIS RESOURCE?**

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members

Any Marine or Marine family member may consult with an MFLC, to include parents, significant others, or close relatives of the Marine.

**WHEN CAN THIS RESOURCE BE USED?**

MFLCs support the command by addressing the needs of the individual Marines and keeping the command informed of overall trends in the behavioral health of a unit. The MFLC does not provide the command with details about individuals. This resource is appropriate for units at all zones on the stress continuum.

The MFLCs aim to help Marines and their families address stressors while they are still in the lower zones (green, yellow, and orange); however, MFLCs can support Marines with referrals at any zone in the stress continuum.

**WHY USE THIS RESOURCE?**

MFLCs have a lot of flexibility in how and where they interact with the Marines they support. This flexibility can be used by commands to create an environment that encourages the proper management of stress.

**WHERE IS THIS RESOURCE LOCATED?**

MFLCs are located on each installation and are embedded within some units.

**MILITARY ONESOURCE****ZONES**

(Also see the Education and Media Materials and the Treatment categories)

**WHAT IS THE RESOURCE?**

Military OneSource is a free service provided by the Department of Defense (DoD) to Service members and their families to help with a broad range of concerns. Issues can be addressed through self-directed reading or a consultation with a Military OneSource consultant. Military OneSource is one of the primary clearinghouses for distributing DoD-wide resources to improve military quality of life.

Topics addressed by Military OneSource include:

- Spouse employment and education
- Parenting and child care
- Money management
- Relocation
- Deployment cycle
- Civilian education and careers
- Other stressors of military life

**WHO SHOULD CONSULT THIS RESOURCE?**

- Service members on Active Duty
- Service members in the Reserves
- Family members
- Health providers and community leaders supporting military families

Please check Military OneSource for current eligibility requirements.

**WHEN CAN THIS RESOURCE BE USED?**

This resource can be used by individuals at any zone on the stress continuum.

**WHY USE THIS RESOURCE?**

As a source for family resources, Military OneSource provides a variety of tools, including the following:

- Counseling and referrals for eligible family members
- Information about local services and activities for family and children on the installation
- Help researching services and activities in the local community (including resources off-installation)
- Information about financial resources for families (scholarship and activity funds)
- Family education

**WHERE IS THIS RESOURCE LOCATED?**

- <http://www.militaryonesource.mil>
- 1-800-342-9647

## PSYCHOLOGICAL HEALTH OUTREACH PROGRAM (PHOP)

ZONES



(Also see the Treatment category)

### WHAT IS THE RESOURCE?

The US Marine Corps Reserve (USMCR) Psychological Health Outreach Program (PHOP) ensures that Reservists and their Family Members have full access to appropriate psychological health care services.

Services include:

- Psycho-educational briefings
- Behavioral Health Screenings (BHS)
- Ongoing Client Management to help clients navigate treatment and support services
- Resource and Referral Services
- Demobilization Outreach
- Partnering, Collaborating and Coordinating with military service providers and other local providers

While the PHOPs do not provide treatment they do provide phone and email follow-up to ensure clients have received the information, resources and services they need. PHOPs are trained to help Reserve families sort through the service options available in the Reservist's home community.

Support services can include referrals to psychological or mental health facilities or providers as well as concrete services to address underlying stressors. Concrete services can include, but are not limited to, referrals to employment, housing, educational or government benefits.

### WHO SHOULD CONSULT THIS RESOURCE?

- Marines and Attached Sailors in the Reserves
- Family members

### WHEN CAN THIS RESOURCE BE USED?

PHOPs can be used by Marines or Family Members at all zones of the stress continuum. Please remember that PHOP is not an emergency or first responder service. PHOP teams are available during regular operational hours, as well as after hours. There is always a PHOP staff member on-call via email, phone and text to provide consultations and receive referrals.

### WHY USE THIS RESOURCE?

PHOPs are clinical providers trained to connect Reservist with quality behavioral health care in their home communities. PHOPs are trained to help the Marine and their families address logistical issues such as cost, transportation & child care that might otherwise prevent the Marine or their family from accessing quality care.

### WHERE IS THIS RESOURCE LOCATED?

PHOPs are assigned by region. Please check the website for contact information in a specific region.  
<http://www.marforres.marines.mil/GeneralSpecialStaffs/HealthServicesSupport/PsychologicalHealthOutreachProgram.aspx>

## SUBSTANCE ABUSE PROGRAM/ THE SUBSTANCE ABUSE COUNSELING CENTER (SACC)

ZONES



(Also see the Treatment category)

### WHAT IS THE RESOURCE?

The SACC contains prevention specialists, drug demand reduction specialists, and substance abuse counseling resources that are designed to address the prevention and treatment of substance abuse within the Marine Corps community. The SACC offers face-to-face counseling staffed by certified and/or licensed clinical providers. It provides both mandated and voluntary counseling services when there is an issue of substance abuse. The SACC does not provide medical services (e.g., vice i.e., medications or long-term treatment), but will work with Military Treatment Facilities or TRICARE to connect those who require more intensive treatment with the appropriate level of care.

The SACC offers trained professionals who specialize in aiding both the command and the individual to maintain healthy relationships without the use of illicit drugs and/or the abuse and misuse of alcohol. SACC staff are trained in alcohol and drug counseling and substance abuse prevention techniques, including deterrence techniques such as breathalyzers and urinalysis.

### WHO SHOULD CONSULT THIS RESOURCE?

- Marines and Sailors on Active Duty
- Retirees
- Family members (18 years of age and older)
- Department of Defense (DoD) employees

The Substance Abuse Program primarily provides education, treatment, and outreach services to Active Duty Service members. Reservists, family members, retirees, and DoD employees are welcome to obtain services as space is available.

### WHEN CAN THIS RESOURCE BE USED?

- Substance abuse prevention education is available at any zone on the stress continuum.
- Self-referred screening and counseling is available any time an individual feels he or she is abusing alcohol or drugs.
- Command-referred screening and counseling are available any time a command identifies a Marine as abusing alcohol or drugs.

### WHY USE THIS RESOURCE?

- Self-referrals allow the individual to take control of the situation before it becomes a problem.
- The command may require use of this service once there is a problem.
- The services are convenient and available on all major installations.

### WHERE IS THIS RESOURCE LOCATED?

For more information, contact the installation SACC. Marines may also contact their unit SACO to connect with Substance Abuse Program services.

## Treatment

Marines and their families have many options for treatment. Choosing the right option depends on personal preferences and needs. For example, one Marine may feel most comfortable discussing a family stressor with the installation chaplain, while another Marine may prefer to discuss the same family stressor with a community-based Military OneSource counselor.

There are many types of treatment available. These options generally fall into one of three areas: education, counseling, and medication. Many military resources offer a type of treatment referred to as problem-focused counseling. Problem-focused means that the counseling focuses on addressing the functional stressor (e.g., “My spouse and I are fighting about money”) rather than treating a medical diagnosis. Problem-focused counseling is appropriate for an individual in the yellow or orange zone, or for an individual in any stress zone who wants to discuss options before seeking more intensive care. Problem-focus counseling ranges in formality. Some problem-focused options are so informal that no counseling records are kept.

Sometimes an individual needs a more intensive treatment than what can be offered in problem-focused counseling. For these individuals, medical services that include a medical diagnosis and medical treatment may be more appropriate. For individuals with diagnosable stress illnesses, medical treatments are recorded in the individual’s medical record. Just like other types of health care treatments, medical treatments for behavioral health diagnosis allow the individuals to recover and return to their careers.

The good news is that there is no wrong door into this system. The Military Family Life Consultant (MFLC) or chaplain may not be able to provide medical treatment to a Marine in the red zone, but they are certainly able to recognize the individual’s distress and give them a warm hand-off to a resource that can provide medical treatment.

## CHAPLAINS

## ZONES

**WHAT IS THE RESOURCE?**

Chaplains are Sailors who are ordained ministers, trained to provide pastoral care to Marines of any faith. They are fully embedded in the unit, deploying for combat, training, and peacekeeping. Chaplains provide the unit with moral guidance and support. Like other Operational Stress Control and Readiness (OSCAR) Extenders, chaplains can identify Marines experiencing stress and connect them with the appropriate support system. Although chaplains do not provide medical care, they are able to counsel Marines and their families during medical treatment. Chaplains have flexibility in how they provide their counseling care; they may do it informally (i.e., daily interactions) or formally (i.e., scheduled sessions). There is no limit on the number of consultations an individual may have with a chaplain.

There are some aspects of the chaplaincy that sets it apart from other types of counseling:

- Chaplains are the only completely confidential source of care; they are legally protected from disclosing anything that is shared with them.
- Chaplains are trained to help individuals of all faiths deal with the spiritual aspects of combat and operational stress.

**WHO SHOULD CONSULT THIS RESOURCE?**

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members

Any Marine or family member may consult the chaplain for any reason.

**WHEN CAN THIS RESOURCE BE USED?**

Individuals may consult a chaplain at any zone on the stress continuum. Counseling may be given:

- In anticipation of a transition (green zone).
- In response to an event that sends the individual into a higher zone on the stress continuum (yellow/orange zone).
- At the same time as a medical treatment—although they do not provide medical care, chaplains are able to provide pastoral encouragement to individuals undergoing medical treatment for stress illnesses (red zone).
- Anytime an individual needs to talk to a source that is completely confidential.

**WHY USE THIS RESOURCE?**

- Chaplains understand Marines and deployment because they are fully embedded in the unit.
- Chaplains have flexibility in how and when they can provide care.
- Chaplains can provide pastoral support at any zone on the stress continuum.
- Chaplains are completely confidential.

**WHERE IS THIS RESOURCE LOCATED?**

Chaplains are internal to the unit or installation.

## COMMUNITY COUNSELING CENTERS

## ZONES

**WHAT** IS THE RESOURCE?

The goal of Community Counseling Centers is to address problems quickly thereby preventing personal problems and behavioral health symptoms from escalating. Community Counseling Centers provide counseling that is supportive in nature and addresses general conditions of living, life skills, improving relationships at home and at work, stress management, adjustment issues (such as those related to returning from a deployment), marital problems, parenting, and grief and loss.

**WHO** SHOULD CONSULT THIS RESOURCE?

- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members of Marines and Sailors on Active Duty

**WHEN** CAN THIS RESOURCE BE USED?

This resource can be used by individuals at any zone on the stress continuum. Making use of services when the individual or family is in the green/yellow zone may prevent the development of problems later on. Individuals who appear to be in the red zone will be referred to a medical facility for a clinical evaluation.

**WHY** USE THIS RESOURCE?

Addressing stress issues early prevents family issues from affecting job performance and readiness. This includes addressing stress issues for the Marine's family since individual family member's stress levels influence each other. Finally, skill building can support the Marine's and their family's personal and professional growth. Community Counseling is a confidential service provided by licensed independent providers.

**WHERE** IS THIS RESOURCE LOCATED?

Community Counseling Centers are located on each installation.



## DSTRESS LINE

## ZONES

**WHAT IS THE RESOURCE?**

The DSTRESS Line is an anonymous behavioral health counseling service that gives Marines, attached Sailors, and family members a place to call and speak with “one of their own.” It is a place to call and talk about stresses of Marine life—from the common everyday stressors, to post-traumatic stress, to life-threatening crises. DSTRESS Line counselors will not diagnose, but they will work with callers to give them assistance in what they want or need.

Callers can speak with veteran Marines, former corpsmen with years of experience on “the green side,” Marine Corps spouses or other family members, and licensed behavioral health clinical counselors who have taken Marine Corps-specific training to understand our culture. There is no limit on the number of calls.

**WHO SHOULD CONSULT THIS RESOURCE?**

- Marines, attached Sailors, and family members

The DSTRESS Line is available to anyone who identifies as part of the Marine community. This includes attached Sailors and family members. Caller issues that are outside the scope of the DSTRESS Line will be referred to an appropriate resource.

**WHEN CAN THIS RESOURCE BE USED?**

The DSTRESS Line is open 24/7/365. It is appropriate for Marines in the green, yellow, orange, or red zones.

**WHY USE THIS RESOURCE?**

- Marines may want to talk with someone who understands them as a Marine.
- The DSTRESS Line is anonymous.
- The DSTRESS Line can be accessed from any location and at any time.

**WHERE IS THIS RESOURCE LOCATED?**

The DSTRESS Line is Corps-wide, available around the globe through an international phone number or this website:

- <http://www.DSTRESSLINE.com/>
- Voice/Text (Domestic and International) 1-877-476-7734
- Okinawa (DSN) 645-7734
- Okinawa (Local Cell or Local Land Line) 098-970-7734
- Okinawa (US-based VOIP) 1-877-476-7734
- MCAS Iwakuni (DSN) 253-7734
- MCAS Iwakuni (Local Cell or Local Land Line) (0827) 79-7734

## FAMILY ADVOCACY

### PROGRAM (FAP)

#### ZONES



(Also see the Resources for Family and Children category)

#### WHAT IS THE RESOURCE?

The FAP is a multi-faceted, multi-disciplinary resource that is designed to address child abuse and domestic abuse within the Marine Corps community through prevention, intervention, and treatment.

The FAP enhances the knowledge and skills needed to form and maintain healthy relationships and provide safe, nurturing environments for families and children. The FAP works with couples and families who have experienced domestic and/or child abuse or are at risk for experiencing abuse.

The FAP is staffed by individuals trained in nursing, counseling, or social service specialties.

FAP services generally include:

- Face-to-face counseling for individuals, couples, and families
- Group counseling
- Education regarding child abuse and domestic abuse
- Prevention services such as stress management and parenting classes
- New Parent Support Home visits for Marines with children ages 0-5 years
- Victim advocacy for victims of domestic violence and non-offending caretakers of children who have been abused.

FAP does not provide medical services (i.e., medications or long-term treatment), but will work with Military Treatment Facilities or TRICARE to connect those who require more intensive care with services.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members of Marines and Sailors on Active Duty

Any Active Duty Marine or family member can use FAP services. Services are appropriate for both married and single Marines.

**Note:** Some resources have more specific eligibility requirements.

#### WHEN CAN THIS RESOURCE BE USED?

FAP can be used any time there are concerns for domestic and/or child abuse and this resource can be used by families at any zone on the stress continuum. Making use of services when the family is in the green zone may prevent the development of problems later on.

FAP can and should be consulted even when individuals are not sure whether domestic and/or child abuse is occurring. Families who have a moderate or high risk of domestic and/or child abuse but have not actually experienced any abuse may utilize services and. Marines who have not experienced abuse but are in the yellow, orange, or red zone could be directed for FAP involvement, and Marines who have been found to have experienced domestic and/or child abuse will be mandated to have FAP involvement.

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## FAMILY ADVOCACY

## PROGRAM (FAP) (CONTINUED)

ZONES



(Also see the Resources for Family and Children category)

**WHEN** CAN THIS RESOURCE BE USED? (CONTINUED)

Individuals who are victims of domestic abuse can, in many cases, use this resource without notification to command, law enforcement, or the perpetrator of the abuse.

**WHY** USE THIS RESOURCE?

Individual family member's stress levels influence each other. Addressing stress issues early prevents family issues from affecting job performance and readiness. Stress increases the likelihood of child and domestic abuse. It is important to address concerns early to ensure that Marines and their families function well and are successful. Skill building can support the Marine's and their family's personal and professional growth. In most cases, the use of FAP resources for educational or preventive services will not be reported to the command. Obtaining services on the installation is convenient and ensures that clinicians can understand the needs of military members and families.

**WHERE** IS THIS RESOURCE LOCATED?

On the installation, contact your Family Advocacy Office for more information about FAP.

**MILITARY AND FAMILY LIFE****CONSULTANTS (MFLCs)****ZONES**

(Also see the Command Resources and Resources for Family and Children categories)

**WHAT IS THE RESOURCE?**

MFLCs are experienced behavioral health professionals (master's degree or Ph.D.-level licensed clinical counselors) who work with Marines and their families to address deployment/return and reunion issues as well as other stressors that impact a Marine's daily life.

As a command resource, MFLCs can inform the command of trends in the behavioral health of the unit.

MFLCs do not provide medical care; if a Marine requires medical support from a psychologist or psychiatrist, the MFLC will assist in accessing that support.

**WHO SHOULD CONSULT THIS RESOURCE?**

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members

Any Marine or Marine family member may consult with an MFLC, to include parents, significant others, or close relatives of the Marine.

**WHEN CAN THIS RESOURCE BE USED?**

MFLCs support the command by addressing the needs of the individual Marines and keeping the command informed of overall trends in the behavioral health of a unit. The MFLC does not provide the command with details about individuals. This resource is appropriate for units at all zones on the stress continuum.

The MFLCs aim to help Marines and their families address stressors while they are still in the lower zones (green, yellow, and orange); however, MFLCs can support Marines with referrals at any zone in the stress continuum.

**WHY USE THIS RESOURCE?**

MFLCs have a lot of flexibility in how and where they interact with the Marines they support. This flexibility can be used by commands to create an environment that encourages the proper management of stress.

**WHERE IS THIS RESOURCE LOCATED?**

MFLCs are located on each installation and are embedded within some units.

**MILITARY ONESOURCE****ZONES**

(Also see the Educational and the Media Materials and Resources for Family and Children categories)

**WHAT IS THE RESOURCE?**

Military OneSource counseling is a free service provided by the Department of Defense (DoD) to Service members and their families to help with a broad range of concerns, including money management, spouse employment and education, parenting and childcare, relocation, deployment, reunion, and the particular concerns of families with special-needs members. Counseling can also include more complex issues like relationships, stress, and grief.

Military OneSource counselors are master's and Ph.D.-level mental health professionals. They provide non-medical, situational counseling services that are focused on problem solving. They are authorized to provide up to 12 counseling sessions per issue. Under the current system, Military OneSource is not authorized to treat individuals who have a psychiatric diagnosis or require medications or other long-term treatments. Individuals requiring counseling for long-term clinical issues (red zones) are referred to TRICARE or a military treatment facility.

Military OneSource offers three types of problem-focused counseling:

- Free face-to-face (50 minute session with a local provider)
- Telephonic (traditional 50 minute session conducted over the phone with a Military OneSource consultant)
- Web-based counseling (online consultation uses online messaging, with the consultant and participant communicating online in real time)

**WHO SHOULD CONSULT THIS RESOURCE?**

- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves
- Family members

Military OneSource counseling is for Service members (Active and Reserve) and family members. Certain Military OneSource resources are available for DoD civilians, veterans, and civilian providers assisting members of the military community.

**WHEN CAN THIS RESOURCE BE USED?**

This resource can be used by individuals at any zone on the stress continuum. Military OneSource is authorized to provide counseling for those in the green to orange zone (i.e., those who do not need medical care).

If the individual is in the red zone, Military OneSource will refer them to a medical facility. Military OneSource is not authorized to provide counseling to an individual needing treatment for red zone illnesses.

**WHY USE THIS RESOURCE?**

- Military OneSource is free and available in all parts of the country.
- The 12 sessions per issue allows the individual or Marine more sessions than what may be available through the Military and Family Life Consultants (MFLC) program.
- Marines and family members who live away from the installation can use Military OneSource if they are unsure how to find local medical services.

**WHERE IS THIS RESOURCE LOCATED?**

- <http://www.militaryonesource.mil>
- 1-800-342-9647

## NATIONAL SUICIDE PREVENTION LIFELINE

ZONES



AKA "Veterans Crisis Line" and "Military Crisis Line."

### WHAT IS THE RESOURCE?

The National Suicide Prevention Lifeline provides free and confidential support 24 hours a day, 7 days a week, to people in crisis or emotional distress. Since its inception, the Lifeline has engaged in a variety of initiatives to improve crisis services and advance suicide prevention.

Since 2007, the Lifeline has been providing special suicide prevention service for U.S. military veterans through an agreement with the Department of Veterans Affairs (VA) and U.S. Substance Abuse and Mental Health Services Administration (SAMHSA).

### WHO SHOULD CONSULT THIS RESOURCE?

- Individuals are who are in crisis, whether or not they are thinking about suicide
- The Lifeline serves anyone (military and non-military)

### WHEN CAN THIS RESOURCE BE USED?

Counselors are available 24/7.

### WHY USE THIS RESOURCE?

- Service is confidential.
- Hotline counselors are trained to help callers find a reason to keep living.
- This service is available to EVERYONE; there are no eligibility requirements.

### WHERE IS THIS RESOURCE LOCATED?

- Call 1-800-273-TALK (8255) to be connected with a trained, skilled counselor at a crisis center in the area. When dialing 1-800-273-TALK (8255), veterans, Active military, and their families are prompted during the automated greeting to select option "1" to be connected to a veterans suicide prevention hotline specialist located in the VA Call Center in New York.
- <http://www.suicidepreventionlifeline.org/>

## NAVY MEDICAL FACILITIES AND OTHER MILITARY TREATMENT FACILITIES (MTFs)

ZONES



### WHAT IS THE RESOURCE?

Each Active Duty unit will receive support from an assigned MTF. The MTF coordinates all clinical care for medical and behavioral health issues. If the Marine or family member needs ongoing clinical treatment for behavioral health issues, the MTF may provide those services or refer the individual to a community-based provider.

### WHO SHOULD CONSULT THIS RESOURCE?

Any Marine on Active Duty or military orders who needs clinical services; this will primarily be Marines in the yellow, orange, and red zones.

### WHEN CAN THIS RESOURCE BE USED?

Navy Medical Facilities should be utilized when the unit does not have embedded mental health professionals (MHPs). The MTFs take the place of those embedded MHPs, when necessary.

### WHY USE THIS RESOURCE?

- MTFs coordinate clinical care for all Active Duty Marines and their dependents.
- If the Active Duty Marine needs long-term treatment, medical management, or treatment for a diagnosable medical condition, the MTF is the only system authorized to provide or coordinate that long-term care.
- The MTF will need to coordinate care for all military families using TRICARE to pay for treatment.

### WHERE IS THIS RESOURCE LOCATED?

- [http:// www.tricare.mil/mtf](http://www.tricare.mil/mtf)

## OPERATIONAL STRESS CONTROL AND READINESS (OSCAR) EXTENDERS

ZONES



(Also see the Command Resources category)

### WHAT IS THE RESOURCE?

OSCAR Extenders are medical staff, chaplains, corpsmen, religious program specialists, and other professionals. They extend the capabilities of OSCAR Mental Health Professionals (MHPs) by bridging the gap between Marine OSCAR Team Members and OSCAR MHPs. OSCAR Extenders work with OSCAR Team Members to provide prevention services, formal counseling, and medical care. OSCAR Extenders examine and review Marines referred to them by OSCAR Team Members and assist within the scope of their practice and expertise. They make further referrals to OSCAR MHPs, when necessary.

### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

Marines experiencing temporary or prolonged stress reactions, and Marine leaders seeking support for a Marine with a stress reaction.

### WHEN CAN THIS RESOURCE BE USED?

OSCAR Extenders are specifically designated to assist Marines at any zone on the stress continuum; however, their focus is addressing stress before it moves into the red zone. Marines experiencing temporary or prolonged stress reactions should consult this resource.

Marines are encouraged to use whatever extenders are accessible, including the unit medical officer, the chaplain, or another extender. Not all extenders can diagnose or treat red zone illnesses, but all OSCAR Extenders support Marines and connect them with the right level of care.

### WHY USE THIS RESOURCE?

- OSCAR Extenders are considered the next line of defense when dealing with stress-related issues.
- OSCAR Extenders are available at the unit level and are able to provide immediate support.

### WHERE IS THIS RESOURCE LOCATED?

At the unit level from battalion all the way down to the squad.



## OPERATIONAL STRESS CONTROL AND READINESS (OSCAR) MENTAL HEALTH PROFESSIONALS (MHPs)

ZONES



(Also see the Command Resources category)

### WHAT IS THE RESOURCE?

OSCAR MHPs are specialized medical personnel, including uniformed psychiatrists, psychologists, mental health nurse practitioners, psychiatric and psychological technicians, and licensed clinical social workers. They provide specialized prevention services, make diagnoses, and provide formal mental health care.

### WHO SHOULD CONSULT THIS RESOURCE?

- Leader at all levels
- Marines and Sailors on Active Duty

Commanders should use this resource to develop command policies that mitigate the impact of stress on the unit. Commanders should also use this resource to monitor the overall psychological health of the unit.

Individual Marines should use this resource if they wish to discuss any aspect of mental health, including prevention, or if they seek medical treatment for a red zone illness.

### WHEN CAN THIS RESOURCE BE USED?

- OSCAR MHPs support units at any zone on the stress continuum.
- OSCAR MHPs are the primary command resource for supporting Marines in the red zone.

### WHY USE THIS RESOURCE?

This is the command resource for diagnosing and treating stress illnesses and an important command resource for prevention and command consultation.

### WHERE IS THIS RESOURCE LOCATED?

OSCAR MHPs are internal to active Marine Divisions and Regiments.

## OPERATIONAL STRESS CONTROL AND READINESS (OSCAR)

### TEAM MEMBERS

### ZONES



(Also see the Command Resources category)

#### WHAT IS THE RESOURCE?

OSCAR Team Members are Marines of all ranks trained to identify, support, and advise Marines with stress reactions. OSCAR Team Members are available to provide informal briefings and implement the Commander's Combat and Operational Stress Control (COSC) and OSCAR programs. Battalions or equivalent units (all units across the total force commanded by a lieutenant colonel) are required to have 20 Marines or 5% of the unit strength (whichever is greater) trained as OSCAR Team Members.

#### WHO SHOULD CONSULT THIS RESOURCE?

- Leaders at all levels
- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

#### WHEN CAN THIS RESOURCE BE USED?

Any Marine experiencing stress in the yellow zone or higher can talk with an OSCAR Team Member. OSCAR Team Members are trained to identify the potential stress zone of the Marine and engage that Marine in the appropriate support, which can range from peer discussion to connecting with other specific resources.

#### WHY USE THIS RESOURCE?

OSCAR Team Members are the first line of defense. They are specifically trained to identify stress reactions and assist with the prevention and mitigation of stress.

#### WHERE IS THIS RESOURCE LOCATED?

This resource is internal in every battalion or equivalent-sized command across the total force. All Active and Reserve units must have trained OSCAR Team Members as part of their OSCAR Team in accordance with MCO 5351.1 Combat and Operational Stress Control Program.

## PSYCHOLOGICAL HEALTH OUTREACH PROGRAM (PHOP)

ZONES



(Also see the Resources for Family and Children category)

### WHAT IS THE RESOURCE?

The US Marine Corps Reserve (USMCR) Psychological Health Outreach Program (PHOP) ensures that Reservists and their Family Members have full access to appropriate psychological health care services.

Services include:

- Psycho-educational briefings
- Behavioral Health Screenings (BHS)
- Ongoing Client Management to help clients navigate treatment and support services
- Resource and Referral Services
- Demobilization Outreach
- Partnering, Collaborating and Coordinating with military service providers and other local providers

While the PHOPs do not provide treatment they do provide phone and email follow-up to ensure clients have received the information, resources and services they need. PHOPs are trained to help Reserve families sort through the service options available in the Reservist's home community.

Support services can include referrals to psychological or mental health facilities or providers as well as concrete services to address underlying stressors. Concrete services can include, but are not limited to, referrals to employment, housing, educational or government benefits.

### WHO SHOULD CONSULT THIS RESOURCE?

- Marines and Attached Sailors in the Reserves
- Family members

### WHEN CAN THIS RESOURCE BE USED?

The PHOP can be used by Marines or Family Members at all zones of the stress continuum. Please remember that PHOP is not an emergency or first responder service. PHOP teams are available during regular operational hours, as well as after hours. There is always a PHOP staff member on-call via email, phone and text to provide consultations and receive referrals.

### WHY USE THIS RESOURCE?

PHOP staff are clinical providers trained to connect Reservist with quality behavioral health care in their home communities. PHOP staff are trained to help the Marine and their families address logistical issues such as cost, transportation & child care that might otherwise prevent the Marine or their family from accessing quality care.

### WHERE IS THIS RESOURCE LOCATED?

PHOPs are assigned by region. Please check the website for contact information in a specific region.

<http://www.marforres.marines.mil/GeneralSpecialStaffs/HealthServicesSupport/PsychologicalHealthOutreachProgram.aspx>

**SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR)****RESOURCES: INSTALLATION 24/7 SAPR****HELPLINES AND DEPARTMENT OF DEFENSE****SAFE HELPLINE****ZONES****WHAT IS THE RESOURCE?**

While the SAPR Program does not provide treatment, the following supportive services are available:

- Each installation has a 24/7 SAPR Helpline advertised on installation and command websites. The 24/7 Helplines are staffed by trained personnel who can maintain a victim's ability to choose the restricted reporting option and put them in touch with the on-call Sexual Assault Response Coordinator (SARC), Victim Advocate (VA), or Uniformed Victim Advocate (UVA)
- The DoD Safe Helpline is a crisis support service available as an alternate resource for members of the DoD community who are victims of sexual assault or who want information, resources, or referrals. The DoD Safe Helpline is available worldwide 24 hours, 7 days a week

**WHO SHOULD CONSULT THIS RESOURCE?**

- Service members on Active Duty, National Guard, and Reservists consistent with DoD SAPR policy, Coast Guard, and transitioning Service members.
- Family members 18+ years of age and eligible for treatment at Military Treatment Facilities.
- U.S. citizen DoD contractor personnel when they are authorized to accompany the Armed Forces in a contingency operation OCONUS and their U.S. citizen employees.

**WHEN CAN THIS RESOURCE BE USED?**

Installation 24/7 Helplines and the DoD Safe Helpline are available 24 hours a day, 7 days a week.

**WHY USE THIS RESOURCE?**

Helpline support personnel are trained in crisis intervention, can maintain privileged communications with the victim, and are knowledgeable on information critical to the advocacy and support of victims of sexual assault.

**WHERE IS THIS RESOURCE LOCATED?**

- Each installation offers its own 24/7 SAPR Helpline, available on all installation and command websites.
- The DoD Safe Helpline is 1-877-995-5247. DoD Safe Helpline services can also be accessed online at <http://www.SafeHelpline.org>, or via text message. Texting a location or zip code to 55-247 in the United States and 1-202-470-5546 outside of the United States allows users to receive contact information for the SARC; medical, legal, spiritual, and military police personnel; and Department of Veterans Affairs personnel at the nearest installation or base.

## SUBSTANCE ABUSE PROGRAM/ THE SUBSTANCE ABUSE COUNSELING CENTER (SACC)



(Also see the Resources for Family and Children category)

### WHAT IS THE RESOURCE?

The SACC contains prevention specialists, drug demand reduction specialists, and substance abuse counseling resources that are designed to address the prevention and treatment of substance abuse within the Marine Corps community. The SACC offers face-to-face counseling staffed by certified and/or licensed clinical providers. It provides both mandated and voluntary counseling services when there is an issue of substance abuse. The SACC does not provide medical services (e.g., medications or long-term treatment), but will work with Military Treatment Facilities or TRICARE to connect those who require more intensive treatment with the appropriate level of care.

The SACC offers trained professionals who specialize in aiding both the command and the individual to maintain healthy relationships without the use of illicit drugs and/or the abuse and misuse of alcohol. SACC staff are trained in alcohol and drug counseling and substance abuse prevention techniques, including deterrence techniques such as breathalyzers and urinalysis.

### WHO SHOULD CONSULT THIS RESOURCE?

- Marines and Sailors on Active Duty
- Retirees
- Family members (18 years of age and older)
- Department of Defense (DoD) employees

The Substance Abuse Program primarily provides education, treatment, and outreach services to Active Duty Service members. Reservists, family members, retirees, and DoD employees are welcome to obtain services as space is available.

### WHEN CAN THIS RESOURCE BE USED?

- Substance abuse prevention education is available at any zone on the stress continuum.
- Self-referred screening and counseling is available any time an individual feels he or she is abusing alcohol or drugs.
- Command-referred screening and counseling are available any time a command identifies a Marine as abusing alcohol or drugs.

### WHY USE THIS RESOURCE?

- Self-referrals allow the individual to take control of the situation before it becomes a problem.
- The command may require use of this service once there is a problem.
- The services are convenient and available on all major installations.

### WHERE IS THIS RESOURCE LOCATED?

For more information, contact the installation SACC. Marines may also contact their unit SACO to connect with Substance Abuse Program services.

## VET CENTERS

### ZONES



#### WHAT IS THE RESOURCE?

Vet Centers are community based and part of the U.S. Department of Veterans Affairs (VA). These centers provide confidential treatment and referrals. Treatment records are not shared with the rest of the VA system or with the Department of Defense.

#### WHO SHOULD CONSULT THIS RESOURCE?

Any veteran/Service member or family member experiencing difficulty with deployment and post-deployment-related adjustment. Vet Centers define family members loosely and may be able to provide counseling or referral services to extended family including parents, siblings, and non-married partners of combat veterans. Vet Centers can also be used by family members seeking bereavement counseling after the death of any Service member who died on Active Duty.

#### WHEN CAN THIS RESOURCE BE USED?

When combat veterans or their family want confidential assistance with a deployment-related adjustment issue.

#### WHY USE THIS RESOURCE?

- The Vet Center provides free counseling that is confidential and culturally appropriate.
- As long as the issue is deployment-related, the Vet Center may be used by veterans and family members who are not eligible for TRICARE.
- Vet Centers are located in civilian communities around the country.
- Vet Center staff can facilitate enrollment into the VA system if the veteran desires full VA care as a next step.

#### WHERE IS THIS RESOURCE LOCATED?

- <http://www.vetcenter.va.gov>
- 1-877-WAR-VETS (927-8387)

## DEPARTMENT OF VETERANS AFFAIRS (VA)

### ZONES



### WHAT IS THE RESOURCE?

The VA is the U.S. department that manages veterans' benefits including medical services. The VA operates the Nation's largest integrated health care system with more than 1,700 hospitals, clinics, community living centers, domiciliaries, readjustment counseling centers, and other facilities. The VA administers a variety of benefits and services that provide financial and other forms of assistance to Service members, veterans, their dependents, and survivors. The VA operates the Vet Centers described in the previous entry.

### WHO SHOULD CONSULT THIS RESOURCE?

Veterans including Reservists who have recently been released from Active Duty (within 5 years) or who have a service-connected injury. In some cases, the VA also provides mental health services to Active Duty Marines and their families. Marines and families preparing to separate or retire may proactively contact the VA to ease their upcoming transition.

### WHEN CAN THIS RESOURCE BE USED?

Depending on eligibility, Marines and Marine veterans may use VA services at any zone on the stress continuum.

Veterans and Reservists who have served on Active Duty by a Federal Order (for other than training purposes) may be eligible for a full range of services and should contact the VA for additional information.

Under certain circumstances, Active Duty Service members may receive limited health benefits and health care services at VA medical centers through VA/DoD sharing agreements.

VA health care services are provided to Marines on Active Duty in the following circumstances:

- **Emergency or Urgent Care:** VA always treats Active Duty Service members needing urgent or emergency medical care first, and then seeks authorization once the Active Duty Service member has been stabilized.
- **Routine Care:** VA will only provide routine care to Active Duty Service members with a valid TRICARE referral or authorization.
- **VA/DoD Sharing Agreement:** Certain locations have sharing agreements that allow certain services to be performed without referrals. Contact your local Military Treatment Facility (MTF) or TRICARE office for more information.

### WHY USE THIS RESOURCE?

- The veteran needs medical treatment (preventative or in response to a medical diagnosis) and is not eligible for TRICARE services.
- VA staff are experts at treating service-connected behavioral health issues.
- Depending on the service-connected disability, medical services may be provided free of charge to the veteran.

### WHERE IS THIS RESOURCE LOCATED?

- To find the nearest VA facilities, check <http://www2.va.gov/directory/>
- Marines may contact the Wounded Warrior Regiment at 1-877-4US-MCWW (487-6299) to facilitate transition to the VA system.

## Finance and Legal

### AMERICAN RED CROSS

### ZONES



(Also see the Resources for Family and Children category)

#### WHAT IS THE RESOURCE?

The American Red Cross works under partnership agreements with the Air Force Aid Society, Army Emergency Relief, Coast Guard Mutual Assistance, and Navy-Marine Corps Relief Society to provide quality, reliable financial assistance to eligible applicants 24/7/365. Assistance can include funds for emergency travel, burial of a loved one, emergency food and shelter, etc.

#### WHO SHOULD CONSULT THIS RESOURCE?

- An Active Duty Service member
- A member of an activated National Guard or Reserve unit
- An immediate family member of a Service member in the above two categories
- A military retiree or spouse/widow(er) of a retiree

#### WHEN CAN THIS RESOURCE BE USED?

The American Red Cross can be used to address temporary financial emergencies. Individuals with ongoing financial difficulties may be referred back to command or other resources for financial education.

#### WHY USE THIS RESOURCE?

In addition to providing their own services, the American Red Cross is linked to a vast network of services and may be able to connect the Marine family with the right financial resource.

#### WHERE IS THIS RESOURCE LOCATED?

- <http://www.redcross.org/what-we-do/support-military-families>
- 1-877-272-7337
- Contact your local American Red Cross if you are seeking assistance in response to a local or regional disaster.



**MARINE CORPS INSTITUTE (MCI)/  
MARINETNET**

ZONES

**WHAT IS THE RESOURCE?**

MCI and MarineNet facilitate training and education of individual Marines, anywhere at any time through self-paced courses available to all Marines at no cost.

**WHO SHOULD CONSULT THIS RESOURCE?**

- Marines and Sailors on Active Duty
- Marines and Sailors in the Reserves

Any Marine wishing to take self-paced courses on a variety of topics, including financial management, retirement issues, return and reunion training, anger management, and others.

**WHEN CAN THIS RESOURCE BE USED?**

MCI instructional material is available in hardcopy format; therefore, it can be used anywhere. MarineNet instructional material can be used at any location that a Marine can access the Internet.

**WHY USE THIS RESOURCE?**

MCI and MarineNet courses facilitate the professional and personal growth of the Marine.

**WHERE IS THIS RESOURCE LOCATED?**

- <https://www.mci.usmc.mil/>
- <https://www.marinenet.usmc.mil/MarineNet/>

## MARINE CORPS LEGAL ASSISTANCE PROGRAM

ZONES



### WHAT IS THE RESOURCE?

The Marine Corps Legal Assistance Program provides free, professional legal help to Active Duty and retired military members, their eligible dependents, and other authorized persons including Reservists on active federal duty for 30 days or more and dependents of certain deceased military members. A legal assistance attorney is licensed and may be a uniformed judge advocate or civilian attorney employed by the Marine Corps. Legal assistance attorneys give advice and services to clients only for personal civil legal matters. They prepare legal documents such as wills, powers of attorney, and marital separation agreements, as well as draft correspondence on behalf of clients. They also provide specific legal advice and information about rights and benefits to victims of crime who are eligible for legal assistance services.

All the information that the client discusses with a legal assistance attorney is confidential and protected by the attorney-client privilege. The entire legal assistance staff protects client confidentiality.

### WHO SHOULD CONSULT THIS RESOURCE?

- Marines and Sailors on Active Duty
- Eligible Dependents
- Retired Marines
- Reservists on active federal duty for 30 days or more
- Others authorized to receive legal assistance services

### WHEN CAN THIS RESOURCE BE USED?

Availability and scope of legal assistance services are determined by regional LSSS OIC and LSST OIC. Refer to the installation Legal Assistance Office website for hours of operation and services offered.

### WHY USE THIS RESOURCE?

Military legal assistance is free and confidential.

### WHERE IS THIS RESOURCE LOCATED?

All Marine Corps installations are supported by a Legal Assistance Office. The other Services also provide free military legal assistance and locations can be found at: <http://legalassistance.law.af.mil/content/locator.php>.

## MARINE FOR LIFE

## ZONES

**WHAT** IS THE RESOURCE?

Marine For Life is a Marine Corps network that provides connections, assistance, and mentorship to Marines pursuing civilian employment, higher education, or professional certification. The program is available to Active Duty Marines about to enter civilian life, Marine reservist, and all Marine veterans throughout their lives. The goal of Marine For Life is to harness the skills, contacts, and personal and professional networks of Marine Corps Veterans and others in the community to form a network to help Marines.

**WHO** SHOULD CONSULT THIS RESOURCE?

- Marines and Attached Sailors on Active Duty
- Marines and Attached Sailors in the Reserves
- Veteran Marines and Sailors who served with Marines

**WHEN** CAN THIS RESOURCE BE USED?

This resource is appropriate for Marines who are looking to transition to or to grow in their civilian professional careers.

**WHY** USE THIS RESOURCE?

Marines understand how the skills a Marine develops in the Marine Corps can translate to the civilian world or the academic world. Marines For Life allows Marines to help other Marines reach their professional goals.

**WHERE** IS THIS RESOURCE LOCATED?

<http://www.marineforlife.org/>

## NAVY-MARINE CORPS RELIEF SOCIETY

## ZONES

**WHAT** IS THE RESOURCE?

The Navy-Marine Corps Relief Society provides need-based financial assistance and other services to members of the Naval Services of the United States and their eligible family members and survivors. They offer financial counseling, no-interest loans, grants, various support services, and referrals to other community-based resources when available. There are no fees for such assistance.

**WHO** SHOULD CONSULT THIS RESOURCE?

- Marines and Sailors on Active Duty
- Eligible family members
- Retired Marines and Sailors

Some additional groups include Reservists on extended Active Duty for 30 days or more, and certain widows/widowers or ex-spouses of Service members may also be eligible.

**WHEN** CAN THIS RESOURCE BE USED?

Marines and Marine veterans may be eligible for services if they are experiencing financial hardships.

**WHY** USE THIS RESOURCE?

The Navy-Marine Corps Relief Society was created to specifically support the needs of Active and retired Marines and Sailors.

**WHERE** IS THIS RESOURCE LOCATED?

- <http://nmcrs.org/index.html>

## Installation and Community-Specific Programs

Most programs listed have local offices on the individual installations.

To find a local installation or community-based program:

- Consult the Installation Directory
- Consult the Family Readiness Officer (FRO)
- Use the DSTRESSLINE.COM directory <http://www.dstressline.com/>

Marines living away from installations should:

- Consult the FRO (if the unit has one)
- Use the DSTRESSLINE.COM directory at <http://www.dstressline.com/>
- Use Joint Family Support Assistance Program (JFSAP)
- Use Military OneSource

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For more information:  
Combat and Operational Stress Control  
[www.manpower.usmc.mil/cc](http://www.manpower.usmc.mil/cc)