

Magellan Military & Family Life Counseling (MFLC) Program

MFLC Counseling Operational Manual

Revised August 2020



Introduction

This manual is designed to acquaint you with the Military & Family Life Counseling (MFLC) program's operational requirements and expectations.

All MFLC counselors are required to understand and comply with provisions in this manual. Please be mindful that no manual can anticipate every circumstance or question that may arise while you serve as an MFLC counselor. As the program continues to evolve, needs may arise to revise, rescind, or supplement portions of the manual. You will be alerted of updates in a timely manner and receive a complete summary of updates to the manual on at least an annual basis. You are encouraged to discuss directives in this manual with your supervisor to better understand how they apply to your specific assignment.

Topics in this manual include:

- Overview of the MFLC Program
- Credentialing
- Training
- Codes of Conduct
- Travel and Security
- Counseling and Documentation Responsibilities
- Quality and Performance
- Nuances of the Child Youth Behavioral (CYB) Program
- Nuances of MFLC Program outside the Continental United States (OCONUS).
- Adjunct resources

If you are a Magellan-employed rotational counselor, you may find additional information in the MFLC Rotational Counselor Employee Handbook, including policies and procedures on hiring, working at Magellan, employee relations, and benefits. In VERN, search "MFLC Employee Handbook."

Thank you for your service to our military and family members.

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Overview of the MFLC Program

The Department of Defense (DoD), committed to providing support to its service men and women and their families, offers the MFLC program, a confidential non-medical counseling program to expand access to confidential counseling and reduce barriers and stigma often associated with seeking counseling support. The program began as a pilot project in 2004, addressing the needs of adult service members and families of the 1st Armored Division. In 2007, the Child and Youth Behavioral (CYB) MFLC program was added to provide additional support to families by supporting their dependents in schools, child development centers, and other child-oriented programs. Currently, the MFLC program is available in over 200 military installations and surrounding communities within the continental United States (CONUS) and in over 25 foreign countries (OCONUs).

In 2012, Magellan was awarded its first MFLC contract for a duration of five years. In 2017, the contract was extended for one year. Magellan was successful in its rebids for subsequent MFLC contracts, in 2018 and 2020, respectively.

MFLC program services are provided within the scope defined by the Office of the Secretary of Defense (OSD) and articulated in this manual. In general, the program addresses unique challenges imposed by routine military life that may cause increased stress and could result in adverse situations that detract from military readiness. It consists of traditional counseling sessions as well as non-traditional activities, such as outreach/relationship building, child/youth developmental skill building, consultations and presentations. Non-medical counseling is psychoeducational in nature and augments other Department of Defense support services and programs. Clinical disorders identified in the Diagnostic and Statistical Manual of Mental Health Disorders, spiritual and religious based issues typically provided by military chaplains, and medical/physical illnesses are excluded from this contract.

There are four types of counselor assignments:

- **Rotational** assignments are filled by counselors who work full time (40-hour workweek). Most rotational counselors are Magellan employees. The most common rotational assignment length is approximately one year. Rotational assignments are comprised of both adult and child/youth counseling services.
- **On Demand** assignments are one to three-day focused assignments that support individual and family events such as military troop deployment and return ceremonies, and vigil services for loss of life during military training/operations. They are usually, but not always, held on weekends and during drill weekends or other family events. Due to the nature and purpose of On Demand events, some may be assigned with only a few hours or days for the MFLC to prepare.
- **Surge** assignments are typically 30 to 90-day planned events, although some extend to 180 days. They occur on military installations. They most often are delivered to service personnel and their families when active service members return from deployments or experience unusual or traumatic events.

- **Summer programs/camps** include structured child activities during summer months or school breaks. Lengths vary but on average last from one week for traditional summer camps to 60-90 days for Installation based summer programs.

MFLC Counselors must possess a wide range of skills to deliver MFLC program services, including but not limited to outreach/program promotion skills, customer service skills, large audience presentation skills, consultation skills, individual/group/family counseling skills, crisis management skills, and ability to identify/address safety risks if demonstrated by program participants. As you review this manual, note that nuances might exist depending on service branches, assignments, and sites. Please refer any questions regarding service scope to your regional supervisor

Credentialing

You participated in the Magellan recruiting and credentialing process prior to becoming a Magellan employee or contractor. At that time, you met all requirements for your designated MFLC tier and assignment type.

To maintain a continuing active status, your responsibilities are to:

- If applicable to your MFLC tier level, maintain a valid, unrestricted license issued by a state, the District of Columbia, commonwealth, territory, etc. in which your assignment is located (except for OCONUS assignments in which you can have an unrestricted license from any state). Renew licenses to practice on time and submit copies of license(s) to the Counselor Readiness Department.
- Comply with Magellan security and background check requirements and security requirements specific to your installation, assignment, or branch of service including but not limited to Child Care National Agency Check/National Agency Checks (CNACI/NACI), Installation Record Check (IRC) and other assignment-specific clearances.
- Remain free from perceived or real conflicts of interest. See the Conflicts of Interest section for more information.
- If you maintain a private practice while serving as an MFLC counselor, complete/sign a private practice attestation at least annually.
- Comply with directives for immunizations/vaccinations where applicable.
- Complete required trainings by established due dates.
- Notify your supervisors of changes in practice status (e.g., phone, mailing address, etc.), licensure changes, and renewals.

For MFLC counselors who are Magellan employees, additional requirements may apply.

Training

Mandatory Training

You are required to successfully complete several MFLC specific training modules prior to your first assignment. You are also required to complete additional training thereafter to maintain an active status as an MFLC counselor. Three additional annual compliance trainings are required for Magellan employees. You will receive alerts of all required trainings and reminders to help you achieve completion of them in a timely manner. Failure to complete required trainings by deadlines may negatively impact your status as an MFLC counselor and/or ability to secure future assignments.

Optional Training

The MFLC training program is comprehensive and dynamic. There are many courses available that enhance skills and provide detailed information on counseling in military environments. You are encouraged to take advantage of optional training that is consistent with the nature of your MFLC assignments and interests. Many of the optional trainings include continuing education credits available at no cost to you. Some optional training may be recommended or required by your supervisor or POC depending on your assignment and learning needs. If you search for training on a specific subject and do not find it, contact your supervisor to recommend that training be developed or located.

Assignment and Installation Specific Training

Prior to the start dates of new assignments, your supervisor will alert you to any additional information and training that may be helpful or required for your assignment type.

Your responsibilities are to:

- Complete all mandatory training by established due dates.
- Participate in the telephonic or web-based training as directed by your supervisor.
- Review information packets and transition reports from previous counselors when you begin a new assignment.
- Participate in additional training required by the government, your installation point of contact and approved by your supervisor, if applicable.
- Recognize and address your learning needs by requesting additional training and/or following the training recommendations of your supervisor.

Training Updates

MFLC counselors receive timely updates on policies, procedures, and other pertinent operational information through documented (e.g., newsletters, training alerts, tip sheets) or verbal communication (individual and group supervision, field meetings).

Your responsibilities are to:

- Attend all team and individual supervisory meetings.
- Read and understand revised policies, procedures, and training material.
- Discuss any unclear training information with your supervisor.

Codes of Conduct

Professional Codes of Ethics

MFLC counselors adhere to the highest ethical standards and deliver quality counseling and psychoeducational services as directed by the MFLC contract. Counselors adhere to professional Codes of Ethics and Magellan employees also adhere to the Magellan Code of Conduct and Magellan Federal Compliance Program requirements.

If you believe that your professional Code of Ethics, Corporate Code of Conduct or Magellan Federal Compliance Program is in conflict with a directive from your supervisor, military personnel or government POC, escalate the issue by email to the regional director within 24 hours. The regional director will work towards an appropriate resolution and will utilize Magellan legal resources, as necessary.

Conflicts of Interest

A conflict of interest is any situation where a counselor's objectivity is or could be perceived as compromised when performing MFLC services. If such a real, potential, or perceived conflict were to exist, it might deter military members and/or their families from seeking services of the MFLC Program. Conflicts of interests may stem from personal/professional relationships, financial interests, or conduct that takes advantage of your position to attain personal gain. It is Magellan's responsibility to ensure that potential conflicts of interest are investigated and mitigated if possible, prior to scheduling a counselor to an assignment and during the counselor's tenure with Magellan.

Magellan and the MFLC program maintain formal protocols for reporting, investigating, mitigating, and resolving potential and perceived conflicts of interest. During your recruiting and credentialing process, information you provided did not evidence that you presented with any issues that would compromise your objectivity or deter military members/families from seeking MFLC services at the installation to which you were assigned. You were also asked to read/sign an attestation to indicate that if you were functioning as a private practitioner contemporaneously with your role as an MFLC counselor, you would avoid all perceived or real conflicts of interest related to these professional roles.

To continue functioning without potential, perceived, or real conflicts of interest, your responsibilities are to:

- Notify your supervisor immediately if your circumstance or that of a family member changes such that the new situation may compromise your objectivity or deter military members/families from seeking MFLC services at the installation to which you were assigned. Examples of these circumstances include but are not limited to a position with a Federal or State agency doing business in behavioral health or social service fields, or financial interest in a Federal or State funded health program.
- Immediately withdraw from any conflicts or potential conflicts that arise. Do not attempt to resolve any conflict independently.
- Cooperate with reviews and investigations related to conflicts of interest.

- Refrain from simultaneous employment with a provider, vendor or entity that does or seeks to do business with the MFLC contract or Magellan.
- Refrain from using your position with the MFLC program for personal gain of any kind.
- Avoid promoting yourself for any non-program purpose using the MFLC role.
- Refrain from issuing self-referrals and referring service members and their families to any counseling practice in which you have personal, financial or other interest.
- Complete the Private Practice: Avoidance of Conflicts of Interest form on an annual basis. The Counselor Readiness Department will alert you when your annual Private Practice Attestation is due.
- Refrain from distributing any information about or making referrals to any business entity, counseling or otherwise, in which you or a family member have a financial or other personal interest.
- Avoid socializing and establishing personal relationships with military staff and families. Dual relationships are prohibited.
- Refrain from accepting or giving any gratuities to/from military or civilian personnel or family members, including money, gifts, meals, etc. Remain objective at all times. Do not allow political, gender, ethnicity or any other bias to interfere with your counseling performance.
- Avoid crossing or violating professional boundaries (e.g., giving or serving food; transporting military service/family members; using the POC as a sounding board for your concerns; visiting service/family members at their homes except when requested by the POC or delegated representative to visit a Family Child Care [FCC] home).
- Refrain from engaging in any activities that are or could be perceived as promoting your own self-interest while on assignment or engaged in any MFLC-related activity.
- Refrain from providing seminars or other presentations about MFLC to external groups.
- Refrain from using any email signature or tag line promoting a product or personal or political stance.
- If you are a Magellan employee and have any questions concerning COIs, contact the local compliance officer by sending an email to GetEthics@MagellanFederal.com.

Dress

MFLC counselors shall wear professional apparel, i.e., dresses, skirts, pants or slacks, shirt or blouse with collar and sleeves, shoes, and socks. Clothing shall be clearly distinguishable from all U.S. military uniforms and shall not bear external corporate logos or other branding in a manner that may be identified by observers. The counselor shall maintain a neat, well-groomed appearance at all times. Wear an MFLC badge, provided to you by Magellan, while performing MFLC duties. You should be easily identifiable, approachable, and operate in a manner that maximizes accessibility to yourself.

The following items are not appropriate:

- Jeans, shorts, and beachwear.
- Clothing with offensive or political language.
- Tennis shoes and flip-flops.
- Exercise clothing: spandex, sweat clothes and jogging suits.
- Tank tops, bare midriffs, plunging necklines, and bareback clothing.
- Hats and ball caps.

- Any clothing or accessories that could be perceived as having a potential to cause disruption to counseling services.

Scheduling and Attendance

MFLC counselors work with the MFLC scheduling team, their supervisors, and the Counselor Readiness Department to communicate availability and verify assignment details.

It is important that you make a full commitment to starting and ending your assignment in accordance with your approved MFLC schedule. The MFLC contract requires that every day of every assignment be filled. If illnesses, personal crises, or other unpredictable events occur, notify your supervisor as soon as you know you may or will be absent from your assignment. If you are filling a short-term assignment (e.g. on demand), be sure you can be present every day of the assignment before accepting it. Leaving an assignment prematurely (except for emergencies) may negatively impact the probability of serving in a future assignment at Magellan.

Rotational/CYB camps/Surge MFLCs are required to work a flexible 40-hour workweek. A flexible 40-hour workweek is an established, consistent 40-hour workweek schedule, the maintenance of which may be altered to respond to installation and service member/family needs after hours, during weekends, and during federal holidays. On the first day of each assignment, you will meet with your supervisor and POC to create a flexible 40-hour/week schedule. Modifications to counselor schedules should be communicated to your supervisor prior to the schedule adjustment. Magellan complies with all state and federal laws. All time worked must be accurately reported.

With request to and approval from your immediate supervisor, a Magellan MFLC employee may work a 40-hour workweek and also work a weekend On Demand event consecutively in the same 7-day period on behalf of Magellan. Additional Emergency Premium Pay will be made available for additional time worked. MFLCs shall not actively work in more than one assignment simultaneously, regardless of whether the assignments are with Magellan or other MFLC contractors. (“Simultaneously” refers to two or more assignments on the same day of the week) even if the hours do not directly overlap. Working in more than one position at a time will result in immediate termination from Magellan and may negatively impact future federal government contracting or employment opportunities.

Your responsibilities are to:

- Work closely with your supervisor and POC to create an acceptable 40-hour weekly schedule at the beginning of each assignment that effectively responds to the needs of the installation/facility.
- Commit to adhering to your schedule.
- Notify your supervisor of any significant modifications to your daily schedule, e.g., delayed special event start date, natural disasters, and POC requests to work during routine non-business hours.
- Coordinate with and obtain approval by your supervisor to request permanent revisions to your schedule.
- Notify your supervisor of an impending or existing absence as soon as practically possible.
- Accurately report your time worked.

- Do not work in more than one assignment simultaneously (i.e., two or more assignments on the same day of the week) regardless of whether the assignments are with Magellan or other MFLC contractors.

Working with Points of Contact (POCs)

MFLC and CYB-MFLC counselors are on service installations under the sponsorship of POCs who not only are the main points of contact for the counselor, but also arrange for access to the base, facilitate counseling space, and determine MFLC counselors' schedules. It is important to create a collegial working relationship with your POC, adhere to your schedule, and respond to all requests and concerns from the POC that are in the MFLC program scope. MFLC counselors should review unusual or out-of-scope POC requests with their supervisors. See more information in Scheduling and Attendance section of this manual.

Your responsibilities are to:

- Review unusual or out-of-scope POC requests with your supervisor prior to fulfilling the request.
- Avoid crossing or violating professional boundaries. Dual relationships are prohibited.
- Maintain confidentiality and privacy of service/family members' personal and health information. If the military chain of command or related medical professional requests non-medical counseling information of a service/family member, politely refuse and explain the confidentiality policy. There are some exceptions to this policy. Contact your supervisor if your response is unacceptable to the requestor. Do not reveal any confidential information with the POC until you have received permission from your supervisor.

Politics

Magellan holds counselors and other personnel to standards that support and are consistent with military regulations, including prohibitions regarding speaking against any elected official. MFLC counselors may not discuss politics or opinions about elected officials with service members and their families.

Your responsibilities are to:

- Maintain the highest degree of sensitivity, compassion, and respect for eligible participants, remaining free of any political bias.
- Ensure consistency of service regardless of installation, location, or political factor.
- Avoid engaging in discussions and expressing your opinion about politics and/or elected officials.
- Refrain from wearing or displaying buttons, T-shirts, bumper stickers, or any other items that express political beliefs or preferences.

External Communication and Social Media

MFLC counselors are prohibited from communicating with media about the MFLC program, publishing or disseminating program information in any external venue, or using personal or Magellan-sponsored

social media to post or communicate information to military members/families. Violation of this policy may be grounds for immediate termination.

Your responsibilities are to:

- Refuse all interviews with, questions from, or comments to the media (print, electronic, radio, television or any other) about the MFLC program and assignments.
- Refuse discussion of the MFLC program, military activities, or the installation or mission with strangers, casual acquaintances, or family/friends.
- Report all requests for information from media, organizations, or non MFLC PMO individuals to your regional supervisor immediately.
- Avoid still photographing, videotaping or voice recording military service members/families/children. Avoid posting comments on military member/family group social media sites.
- Avoid sending or accepting invitations to/from military members/families to join social media sites.
- Refrain from posting information, comments, or images about colleagues and installation staff on social media sites.
- Avoid publishing MFLC program information, assignment information, assignment locations, client information, opinions about persons or structure, or other information in any way related to MFLC activities. This includes publishing or disseminating information through any of the following:
 - Seminars
 - Workshops
 - Websites/blogs/social networking sites/ bulletin boards, etc.
 - Any other media.
- Be aware that emails can be intercepted and/or forwarded without your permission or knowledge to media sources. Be discriminating and cautious when communicating with family, friends, and colleagues.
- Use only approved voicemail messages specific to your MFLC assignment.

Magellan-Supplied Cell Phones and Other Equipment

Most counselors receive a Magellan-owned smartphone. The phone is encrypted with pre-loaded applications at the start of each assignment. Counselors who are issued smartphones and other Magellan-owned hardware must use such equipment for business purposes only; personal use is prohibited. All Magellan-supplied equipment should be treated with care and protected from theft, damage, and unauthorized use.

Your responsibilities are to:

- Use only Magellan-supplied phones.
- Use only pre-loaded or approved applications; do not download and/or install additional unapproved applications.
- If you are a Magellan employee, set up a Magellan email account and use it as your primary email for all MFLC business
- Avoid text messaging for non-business-related purposes.

- Refrain from taking pictures or video and storing them in your phone.
- Avoid references to personally identifiable information in text messages.
- Prevent phishing and spam messaging on your email accounts by deleting all suspicious messages immediately and refraining from providing your email and password through email.
- If your Magellan-issued cell phone is not functioning properly or is damaged, contact the MFLC Service Center for assistance at 1-855-653-6352. NOTE: Magellan does not provide support for personally owned devices.
- Contact your supervisor or the MFLC Service Center to report lost or stolen cell phones.
- Transition your cell phones and any other hardware as applicable to the replacement counselor (or return it to Magellan) at the end of each assignment or if you intend to resign from your position. Failure to return the phone to Magellan or transfer the phone to the replacement counselor may result in disciplinary action or negatively impact future assignment placement.
- Prior to returning your cell phone to Magellan, review the training, “Shipping Hazardous Materials: Instructions and Responsibilities when Shipping Lithium Batteries,” which is found in the training vendor’s (Federal Strategies) database and available by request from the phone administrator.
- When returning your phone to Magellan, use the return label created by the Service Center’s phone administrator and mail only one phone per box.
- If you are a school MFLC, contact your supervisor for instructions on storing your phone during summer vacations.
- Delete any client contact information, your Magellan email account, calendar entries, client phone numbers, etc., prior to transitioning the phone to the next counselor.
- Ensure that you know how to use all methods of receipt/distribution of communications, including email boxes, the MagellanMFLC.org website, conference calls, webinars, etc.
- If you have a personal cell phone or video equipment made by Hauwei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company or Dahua Technology Company – you are to never use the equipment for any work purposes.

Government-Owned Property

Certain equipment and materials may be provided by the government. You are required to safeguard all government-owned property according to procedures provided to you when you secure the property.

Your responsibilities are to:

- Sign a document to designate your receipt of government-owned property.
- Coordinate with your POC to properly store the property while not in use.
- Contact your supervisor if the property is lost, damaged, or stolen.
- At the end of your assignment, follow procedures provided to you to transfer or return the property.

Use of Government Facilities

Magellan MFLC personnel, including MFLC counselors, are neither civilian employees of the military nor active duty service or family members, and are not entitled to the privileges conferred on military personnel. (Some exceptions may apply for OCONUS positions. See the OCONUS section of this manual for OCONUS-specific requirements for use of government facilities.)

- Counselors should not utilize or attempt to utilize the commissary or Post Exchange (PX) on any installation.
- Purchase your food, clothing, and supplies off base and at non-restricted retail stores.
- Refrain from asking service/family members or others with access to the commissary or PX to make purchases for you.

Counseling Materials

MFLC program and Magellan written materials, presentations, and handouts for use in the MFLC program offer a consistent message, are approved by OSD, and follow standards of style and formatting. Refrain from developing or using your own materials, regardless of the circumstances.

Your responsibilities are to:

- Utilize only brochures, business cards, and other promotional materials furnished by Magellan or the POC/designee.
- Notify and consult with your regional supervisor if asked by the military POC to create or use any type of written or promotional materials, presentations, handouts or other member-facing materials.
- Contact your regional supervisor when you are provided material by the POC so that it can be reviewed and approved.
- Use professional, objective judgment when selecting psychoeducational information that may be used as adjuncts to activities in CYB environments. Review your selections with your regional supervisor before using.
- Identify gaps in the presentation library and recommend topics for the creation of additional presentations to your supervisor and regional director who will submit to the training manager.
- Refrain from sharing MFLC program materials or information outside the MFLC program without the written permission of the assigned MFLC program regional supervisor.
- Consult the assigned MFLC program regional supervisor or the MFLC Service Center (1-855-653-6352) when you have questions about any materials.

Subpoenas

If you receive a subpoena or other documents seemingly issued by a court or law enforcement agency (regardless of the reason), your responsibility is to immediately forward a copy to your supervisor whether or not you are familiar with the situation that is described in the subpoena or court papers.

Do not attempt to comply with the instructions in what you receive on your own. Your leadership team as well as Magellan's Human Resources, Legal, and Security Departments will coordinate with you to review what you received and guide your response to the directives described in the subpoena or other court documents. Note that this instruction does not apply to subpoenas or other court papers that apply only to you personally, and not to your work as a Magellan MFLC.

Travel, Safety, and Security

Travel

Except for a few positions (e.g. OCONUS), Magellan strives to place MFLCs on assignments near (within 50 miles of) their residence. If you do travel and require housing, Magellan ensures that you will maintain a reasonable living standard consistent with prudent business management while representing Magellan.

The scheduling team assists counselors in arranging travel and addressing any special needs while traveling.

Counselors may not be accompanied by family, friends or pets at the housing provided by Magellan when traveling to an assignment or during the service period at that assignment. Magellan assumes no financial responsibility for costs of any kind incurred by family members. If family members visit as tourists, please alert your supervisor. Family, friends, and pets are not allowed on an installation or in Magellan rental vehicles at any time.

Travel Reimbursement

CONUS Assignments

CONUS travel is generally not reimbursable, but in certain situations CONUS travel may be approved (e.g., certain hard to fill locations). Exceptions must be authorized through an exception request submitted to and approved by the government. Inform your supervisor if your POC requests that you travel greater than 50 miles from your primary place of performance to a secondary assignment location. Your supervisor will then ensure that the request has gone through the proper chain of command (review and approval by OSD) and has been approved. Your supervisor will notify you of approval or denial of the exception request. If the request is approved, you may proceed with complying with the request. Any travel costs incurred by you or changes in travel itinerary initiated by you without preapproval by OSD will not be reimbursed by Magellan.

OCONUS Assignments

All OCONUS travel must be pre-approved by the government and reviewed and approved in advance by your supervisor. Local OCONUS travel (from lodging to assignment) is not reimbursable. However, if you are directed by your POC to travel greater than 50 miles (or 80 kilometers) from your primary place of performance to a secondary assignment location, you may submit an exception for travel reimbursement to your supervisor. Your supervisor and logistics scheduler will coordinate to submit an exception request to the OSD for approval prior to the expense occurring. The supervisor and logistics scheduler will inform you if the exception is approved or denied. Any travel costs incurred by you or changes to your travel itinerary initiated by you without preapproval by OSD will not be reimbursed by Magellan.

Safety

Magellan is committed to ensuring your safety while you are on your assignment. Your supervisor and POC are available to help you access your installation's emergency action plan and achieve full understanding of it. In addition, all counselors who use a Magellan-owned cell phone may add emergency contacts to their contact list to easily and promptly contact them to communicate you are safe if an emergency occurs.

Depending on the nature and severity of an emergency situation, installation commanders may make determinations to temporarily modify or terminate MFLC services. In these circumstances, you will be notified of the determination and alternate plans.

If you feel as though your safety is compromised because of a situation unique to you (e.g., child physical aggression in a classroom in which you are working), your supervisor will be available to collect information from you, notify Magellan security of the incident if applicable, and provide you with resources for support.

Your responsibilities are to:

- Access and understand your installation's emergency action plan.
- Discuss any concerns or questions about the plan with your supervisor.
- Participate in installation safety drills as directed.
- Notify your supervisor of any potential safety incident.
- Be vigilant of potential safety threats, and immediately report perceived potential threats to the military POC and/or appropriate authorities.
- During an incident, ensure your safety first, and then contact your supervisor as soon as possible.
- Participate in discussions about and reporting of safety incidences.
- Accept or ask for support services if applicable to your situation.
- Follow direction from your supervisor if face-to-face interactions are restricted and alternate plans (i.e. video tele-conferencing) are implemented.

Security

You are expected to abide by all installation security protocols and security investigations when applicable. Your supervisor and the MFLC leadership team will support you during the investigations, and alert you of the need to coordinate with Magellan's Security, Legal, and Compliance Departments.

Your responsibilities are to:

- Participate in installation investigations, but only when directed by your immediate supervisor.
- Do not voluntarily respond to any questions without speaking with your supervisor first. **As tactfully and diplomatically as possible, communicate to any investigator that contacts you that you must coordinate with your supervisor first before answering ANY questions. Your leadership team as well as Magellan's Human Resources, Legal, and Security Departments will coordinate with you to understand the investigation and guide your response to the investigator.**
- Have a picture ID/driver's license, certificate of insurance and vehicle registration available whenever entering an installation.
- Cooperate willingly with vehicle search procedures.
- Do not take pictures of security checkpoints; doing so can result in serious legal difficulty.
- Report any suspicious activity to the military POC and to the assigned MFLC program regional supervisor immediately.

MFLC Counseling Responsibilities: Counseling Services

Introduction

MFLC services include both traditional (counseling sessions) and non-traditional walk around activities (outreach/relationship building and consultation/educational activities) both on and off military installations. These activities directly relate to strengthening service/family members' readiness and resilience by reducing stressors of military life.

Your success in achieving these goals is contingent on your:

- Availability and accessibility to all stakeholders.
- Knowledge of the military life cycle and related stressors.
- Application of MFLC required skills: outreach, relationship building, presentations, modeling of constructive behaviors, psychoeducation, and client-centered counseling.
- Awareness of and ability to link participants to adjunct and alternative resources.
- Respect for chain of command.

The MFLC program environment requires services to be delivered in person, with the exception of extenuating services. Specifically:

- Phone use for direct counseling services (consultation, outreach/relationship building, face-to-face sessions) is prohibited. Direct services should be rendered through face-to-face contact only.
- MFLCs may use phone contact for the purpose of enabling participants to schedule appointments, facilitate and/or follow up on referrals, and coordinate plans with POCs.
- If unforeseen circumstances arise that would limit you from performing in person services, your supervisor will coordinate with you and your POC to facilitate preparedness of virtual services that are compliant with government directed security/confidentiality features.

Outreach/Relationship Building

Eligible MFLC program participants must be aware of and understand the scope of MFLC services to appropriately use them. Active counselor presence on the installation and in the military community is necessary to create awareness of the program and allow service and family members to feel comfortable requesting counseling assistance. Outreach/relationship building includes activities that promote and increase awareness of the program and increase rapport with/trust in MFLC counselors.

Your responsibilities are to:

- Be available and approachable to POCs and service members/families in your assigned location. Always wear your MFLC badge.
- Establish a visible and accessible location to distribute MFLC program related educational materials.

- Establish positive rapport with service members/families, POCs, and installation staff.
- Respect the installation command structure in your efforts to create and solidify relationships and schedule activities.
- Avoid using cold phone calls to provide outreach and education, as these are prohibited.
- Avoid using phones to provide direct MFLC services, unless otherwise directed by your supervisor.
- Be knowledgeable of and able to articulate the purpose and scope of MFLC services in a concise manner (outreach/education), including:
 - We provide short-term, non-medical, solution-focused counseling.
 - We do not keep records, and we do maintain strict confidentiality.
 - We are obligated to report cases where there is potential danger of someone being hurt (e.g., threat to self or others), spousal abuse, child abuse, sexual assault (which is dealt with using DoD protocol), and possibly criminal behavior or intent.
 - MFLC services complement, support, and augment existing military support services.
 - We do not serve anyone who is currently receiving services “in the system.” (See definition of “in the system” in the “Determining if Problem is In Scope” section below.)
 - Services may occur anywhere except for the family’s home.
- Respond to inquiries about the program or about a particular issue with accurate information.
- Be sure you have a supply of MFLC brochures on hand when providing outreach.

Consultations

Consultations are educational activities. They include:

- Education/advisement to staff and leaders on strategies to improve support to service members and families.
- Support to child/youth as part of an intervention strategy to promote healthy development and/or address a problematic issue, including observation, role modeling, skill building, training, and managing group activities.
- Presentations that are planned and scheduled and include information from OSD-approved presentations found in the presentation library through Military One Source.

Your responsibilities are to:

- Remain in MFLC program scope when advising, educating, and presenting information to staff, leaders, and service/family members.
- If a consultation turns into a discussion that represents a face-to-face counseling session, be sure to read the limits of confidentiality statement.
- Utilize only the presentations contained in the MC&FP presentation library (<https://www.militaryonesource.mil/military-and-family-life-counseling-program>).
- Promote the use of presentations to POCs and other installation staff and share the Presentation Library with them.
- Prepare for the presentation by reviewing the presentation and presenter notes prior to your delivery.
- Notify your supervisor if you cannot find a presentation on a specific topic and/or would like to request that one be created.
- Work with your POC to create opportunities to provide formal program briefings.

- Possess and maintain effective presentation skills.
- Shape your briefings to your audience's special interests and needs, particularly when in front of service members or military leadership.
- Be well versed in MFLC program components and nuances to respond to questions that may arise during the formal briefing.
- Maximize service/family members' and staff/commander's knowledge of supportive programs such as Military One Source (MOS) and Spouse Education and Career Opportunities (SECO).

Face-to-Face Counseling

Face-to-face counseling services are non-medical, short-term, psychoeducational, and solution focused. The purpose of face-to-face counseling is to address problems of routine day-to-day military life, i.e., selected V codes listed in the most recent edition of the Diagnostic and Statistical Manual. The overall goals of face-to-face counseling are to reduce stress, increase readiness and resiliency, and enhance problem-solving capabilities.

Generally, MFLC counselors have designated spaces provided by their POCs so they can meet privately with individuals, families, or groups. Each counseling session includes problem identification, self-rating of problem severity, goal setting, action planning, and self-assessment of session usefulness. Session time varies depending on the issue. The number of sessions for each problem episode also varies, but averages 1-3 for adult and 2-4 for children. However, the program allows up to 12 sessions, per participant, per problem/issue.

Your responsibilities are to:

- Be accessible to military and family members so that they may easily access face-to-face counseling sessions.
- Conduct face-to-face counseling in areas designated in the installation or community by your POC. Note that face-to-face counseling in family homes is prohibited except for Family Child Care homes when accompanied by an appropriate staff member.
- Be proficient in specific problem identification, psychoeducation, short-term goal setting, motivational techniques, and action planning directly focused on the goal(s).
- Refrain from providing formal psychotherapy, which is out of the MFLC program scope. If you feel the individual or group you are counseling requires formal psychotherapy, refer him/her/them to military behavioral health services.

Referrals

There are many providers and community/DoD resources available to military service/family members that may provide additional or alternative emotional and logistical support. You are strongly encouraged to become familiar with those within the installation to which you are assigned and in nearby communities. It is preferable to provide a warm hand-off as often as possible. A warm hand-off includes MFLC facilitation in connecting the individual to the resource, such as a phone call during a face-to-face session to introduce the individual and schedule an appointment, or walking with the individual to the resource. With the individual's permission, by facilitating the connection with the

referral source, the MFLC can prevent him/her from the need to repeat information when the third-party agency or resource becomes involved.

Your responsibilities are to:

- Maintain knowledge of the resources available through Military OneSource (www.MilitaryOneSource.mil) and SECO in order to make referrals for Military OneSource and SECO when circumstances warrant.
- Be knowledgeable of the Family Advocacy Program and other support programs and facilitate referrals to these programs when applicable.
- Include useful resources and contacts in your transition report so the incoming counselor may benefit from the information you have obtained.
- Share your knowledge about military wide resources with your peers.
- Facilitate connection (i.e., warm hand-off) to resources to increase the probability that service/family members will benefit from them and to prevent the need for the service/family member to repeat their story.

Verifying Eligibility

Not all installation populations are eligible for MFLC services. It is your responsibility to verify eligibility prior to rendering counseling services. When you identify MFLC non-eligible individuals, you have a responsibility to refer them to appropriate resources that can meet their needs. The MFLC eligibility list is available on MagellanMFLC.org.

Limits of Confidentiality

Prior to each adult face-to-face counseling session, you must describe the scope of MFLC services and limits of confidentiality to participant(s) and ensure understandability. At each subsequent session in a counseling episode, you should review/ensure the participant's knowledge of limits of confidentiality.

Counselors are required to use the following limits of confidentiality statement, established by OSD:

Information you provide to me or other counselors will be kept confidential, except to meet legal obligations or to prevent harm to self or others. Legal obligations include requirements of law and DoD or military regulations. Harm to self or others include suicidal thoughts or intent, a desire to harm oneself, domestic violence, child abuse or neglect, sexualized behavior in children and youth, and violence against any person, and any present or future illegal activity.

This statement may vary in certain circumstances (e.g., Personal Reliability Program members). Verify that you are using the accurate statement with your supervisor.

See the CYB section for limits of confidentiality specifically for children and youth.

Determining if the Focus of Face-to-Face Counseling is in MFLC Program Scope

In addition to validating eligibility and delivering the limits of confidentiality statement, you must ensure the focus of the session is within MFLC program scope.

Generally, the following are considered out of scope. Individuals who are diagnosed with or exhibit significant symptoms of a disorder defined in the most recent edition of the Diagnostic and Statistical Manual, except for selected V codes.

- Problems primarily focused on medical complaints.
- Problems primarily focused on religious/spiritual issues.
- Problems primarily focused on financial issues.
- Problems primarily focused on legal issues.
- Those who are participating in the following services: Note: these individuals are eligible for MFLC services only if specifically referred for additional non-medical support by the program with which they are working or the primary problem is different than the one focused on in the other program. (Exception: Air Force service personnel who have been under investigation at any time.)
 - Mental Health Counseling Services (social work services or mental health clinics)
 - Military Medical Treatment Facility or other medical providers
 - TriCare
 - Family Advocacy Program
 - Sexual Assault Response Coordinator
 - Military Police Investigation
 - Judge Advocate General Investigation
 - Military Command Unit Investigation.

If out-of-scope issues are identified, your responsibility is to refer or facilitate a connection (i.e., provide a warm handoff) to an appropriate resource based on the problem type, urgency, and safety risks involved in the situation. **Note that you may conduct MFLC counseling with individuals for reasons that are in scope while they are receiving services for out-of-scope issues.**

Warm Hand-offs and Referrals

- As mentioned above, you are expected to refer or actively facilitate (warm hand-off) a safe transition to and connection with appropriate services for all MFLC non-eligible individuals and all individuals presenting with out-of-scope issues. A warm handoff includes a real time transfer from the MFLC to the referral source, either physically or by phone.
- MFLCs must ensure to the maximum extent possible, that the participant does not have to repeat their information when completing a warm handoff for out-of-scope issues, particularly for DTW/MRs.
- Individuals who receive face-to-face counseling may benefit from additional support. It is your responsibility to become familiar with available resources and refer individuals to them as adjuncts to MFLC face-to-face counseling when appropriate. Referrals and warm hand-off sources should be accurately designated on activity reports.

- There is an array of command, Department of Defense, educational, family support and relief services that may serve as adjuncts to MFLC counseling. It is the responsibility of the MFLC to be knowledgeable of resources available through Military OneSource, SECO, FAP and other installation-based resources. Referral resources are available under “Counselor Hub” at www.MagellanMFLC.org.

Duty to Warn/Mandated Reporting

According to the OSD Non-Medical Counseling Program’s Duty to Warn and Mandated Report Policy and Procedure:

- A **Duty to Warn (DTW)** refers to the legally mandated responsibility of a provider to inform third parties or authorities if a service/family member poses a threat to him/herself or another identifiable person. A DTW protects Contractors from prosecution for breach of confidentiality and claims of defamation, etc. if they have reasonable suspicion that an individual might be a danger to himself or others.
- A **Mandated Report** is a report made by a mandated professional, who, based on his/her training, has reasonable cause to suspect an issue for which a mandated report is required, including:
 - Domestic abuse
 - Child abuse/neglect
 - Sexual assault
 - Abuse/neglect of a vulnerable adult
 - Illegal activity
 - Sexual behavior concern in child/youth.

Your responsibilities are to:

- Report each incident to your regional supervisor or director.
- Report each incident to the POC.
- Report each incident to other appropriate authorities (e.g., advocacy organizations, security forces or appropriate law enforcement, or as otherwise required under restricted reporting rules and installation-specific protocols). All reports should be verbal, not written; however, there are some exceptions. If you receive a request to provide a written report or sign a written report composed by others, contact your supervisor to discuss the request first.
- Provide a warm handoff to appropriate resources to ensure safety.
- After addressing a duty to warn and mandated report situation, document the incident on your associated Daily Activity Record. A warm hand-off is real-time facilitation of a transfer from the MFLC to another resource.
- If you are asked about an incident by a military chain of command department (e.g. Criminal Investigation Division or Naval Criminal Investigation Service), state that the MFLC program is a confidential service and that you are unable to release information. Then state that you will consult with your supervisor and Magellan’s Legal Department to determine if information may be shared. Then follow-up with the investigator.
- Refrain from collecting personally identifiable information in accord with the expressed program focus on anonymity and in compliance with program statement of work requirements.

- If you receive inquiries from your supervisor regarding clarification of documentation, promptly respond.
- If you are alerted of an error in documentation, use the experience to gain knowledge and prevent future error occurrences.
- Attend individual and group refresher training on identifying, addressing, and documenting duties to warn/mandated reports when requested to do so.
- Follow restricted reporting protocols if restricted reporting is requested. You are required to inform clients who report sexual assault or domestic abuse that you are a mandated reporter, but that FAP, victim advocates, SARC, and physicians may be restricted reporters (i.e., reports are released to limited parties) and that chaplains and JAGs are able to maintain full confidentiality. If the individual chooses restricted reporting, you are obligated to refer him/her to the appropriate resource based on reporting requests. If mandated reporting is chosen after you explain reporting options, you are obligated to facilitate a call/warm transfer to a victim's advocate, SARC or FAP for support. Restricted reporting is available only for victims of sexual assault who are service members or military dependents 18 years or older, and for adult victims of domestic abuse who are service members, current or former spouses, current or former intimate partners with whom a service member has cohabited, parents of children in common with service members, or contractors or civilians eligible for OCONUS medical treatment.

Adverse Incidents

For purposes of the MFLC program, an adverse incident is defined as suicide, homicide, serious harm/injury, or any event that may reflect negatively on the MFLC program. A reportable adverse incident is an adverse incident in which a counselor is directly involved, i.e., the affected service/family member has been seen by a counselor, or the staff person involved has been supported by an MFLC counselor.

The time frame for submitting an adverse incident report to OSD is within 24 hours of when the Magellan MFLC Program Management Office becomes aware or reasonably should have become aware of the incident.

In the event you are asked about an incident by a military chain of command department (e.g. Criminal Investigation Division or Naval Criminal Investigation Service), state that the MFLC program is a confidential service and that you are unable to release information. Then state that you will consult with your supervisor and Magellan's Legal Department to determine if information may be shared. Then follow-up with the investigator.

Your responsibilities are to:

- Report to your supervisor immediately if you experience or observe an incident that may meet the adverse incident definition. Your supervisor and other PMO staff will then review and investigate the incident to determine if it meets the definition of an adverse incident.
- If the definition is met, promptly coordinate with your supervisor to provide details for the report.

- Avoid discussing the adverse incident with others, except as approved by the assigned MFLC program regional supervisor, regional director, their managers, or the Magellan Legal Department.

Productivity

OSD expects that MFLC counselors are productive and provide useful interventions to assist military members and their families in coping with day-to-day stressors unique to military life.

Your responsibilities are to:

- Strive to achieve the established productivity standards.
- Promptly (on the same day you provide the service) complete activity records (see section on Activity Records later in this document) for all face-to-face and ancillary services you provide to validate your productivity.
- Consult with your supervisor if you are experiencing difficulty in reaching productivity goals.

Counseling Responsibilities: Documentation of MFLC Services and Administrative Tasks

MFLC/CYB Activity Record

The primary MFLC program data collection tool is the MFLC/CYB CareW Activity Record, on which MFLC counselors document specifics of each MFLC direct service performed. The activity record captures information that includes but is not limited to demographics of the individual/group served, type of event and activity, focus of face-to-face session or presentation, and referral sources. Neither personally identifiable information nor protected health information is collected in accord with the expressed program focus on anonymity and in compliance with program statement of work requirements. Preferably, all activities are entered into the form on the same day they occur.

The purpose of the CareW Activity Record is to provide documentation of trends in the provision of the MFLC program (e.g. problems/needs, participant demographics, services provided, productivity and utilization) so that appropriate decisions may be made about future program staffing and scope.

You may complete your activity record through a proprietary smartphone-loaded application, or through a personal computer utilizing the CareW application found on the MagellanMFLC.org website.

You will receive training on completion of activity records prior to or at the beginning of your first assignment. Supervisors and Magellan's Quality Improvement/Training Department provide individual and group refresher training and alert you of any updates to the CareW Activity Record as needed. Please watch for training alert emails in your inbox, and, when notified of changes to the CareW application, follow the instructions provided to upload the latest modifications. Reports are distributed to supervisors on a weekly basis to alert them of unusual CareW Activity Record entry patterns. Supervisors then discuss the issues with counselors to determine if the issues represent true errors. If so, this discussion serves as a learning opportunity.

Your responsibilities are to:

- Attend all training on activity record entries.
- Become proficient in accessing and completing the form on your smartphone or computer.
- Enter all activities on the same day they occur.
- If entry errors are brought to your attention, discuss them with your supervisor, correct the activities where possible, and learn from the experience.
- Document all your daily service activities. You work hard and should be recognized for each activity you render. Do not forget to log an activity even if the duration is only a few minutes.
- **Upgrade to the latest version of CareW when notified to do so.**
- Work towards meeting established productivity goals.

Time Sheets

Time reporting must be consistent with actual time worked, whether or not approval was obtained to work the hours. Time reporting should also accurately reflect any paid time off (i.e. vacation, jury duty, bereavement) taken. Magellan is subject to federal and state wage and hour laws and laws that prohibit fraud and abuse in federally funded programs. For Magellan to be compliant with the law and all its contract obligations and to prevent inadvertent false statements to the government, all time reporting by MFLC counselors must accurately represent time worked and must be entered into the established electronic time system on a daily basis. Magellan will not tolerate misrepresentations of time worked by MFLC counselors.

Rotational Counselors Only – Accountability (Login/Logout)

Each day that you work, you are required to alert your POC when you arrive at the installation and are available to conduct MFLC services. Similarly, you are required to notify your POC when you leave the installation and are no longer available. This “login/logout” requirement is completed through your smart phone. Prior to beginning an assignment, you will be trained on how to set the login/logout application and how to use it. In few instances, the POC at your installation may request to “opt-out” of this requirement. Your supervisor will alert you if your POC has “opted-out.”

Transition Reports at End of Assignment

At the end your rotational assignment, you are required to document a transition report which will assist the incoming counselor in becoming familiar with installation culture, contacts, ongoing installation issues which may cause increased stress among military service/family members, referral sources, etc. Your supervisor will facilitate transfer of this report to the incoming counselor.

Expense Reports

If you do incur reimbursable expenses, you must complete and submit an expense report.

Your responsibilities are to:

- Submit your expense report along with receipts within 30 days of the date of expense incurrence to your supervisor, along with any supporting documents.
- Check with your supervisor if you have any questions about reimbursable expenses during your assignments.
- Magellan Travel and Expense forms are located on MagellanMFLC.org.

Quality and Performance

Quality Program

The purpose of the MFLC Quality Assurance and Improvement Program is to monitor program performance on all mission tasks, identify trends and opportunities for improvement, and implement strategies to address opportunities. MFLC counselors must be familiar with and adhere to Magellan and MFLC program standards and strive to achieve program goals.

Specifically, your responsibilities are to:

- Participate in quality activities, quality committee meetings, and counselor advisory committee meetings when opportunities arise or as requested.
- Adhere to all operational policies and procedures.
- Identify and acknowledge opportunities to improve your performance; collaborate with your supervisor to create action plans to achieve improvement.
- Complete surveys on your experience at the end of each assignment.
- Complete Magellan Pulse surveys to communicate information on your experience working at Magellan (Magellan employees only).
- Identify opportunities to improve MFLC program services and administration; convey all recommendations to your supervisor.

Performance Monitoring and Improvement

Magellan uses a combination of POC feedback, productivity data, supervisor observation, time sheet submissions, and counselor/supervisor discussions to evaluate performance. You are expected to participate in performance assessments and performance improvement activities.

Specifically, your responsibilities are to:

- Comply with your agreed upon schedule.
- Remain cognizant of and strive to achieve established productivity goals. Identify areas for self-improvement.
- Participate in individual and group supervision as required.
- Participate in optional training and other career growth activities as needed or directed by your supervisor.
- Complete your entire assignment. If you are unable to complete your entire assignment, you must make every attempt to provide sufficient notice.

Ensuring Privacy/Confidentiality

A major benefit of the MFLC program to participants is the lack of documentation of personally identifiable information (PII) and private health information (PHI). MFLC counselors are prohibited from maintaining permanent records that include such information. If you are asked for PII or PHI by a military chain of command department (e.g. Criminal Investigation Division or Naval Criminal Investigation Service), state that the MFLC program is a confidential service and that you are unable to

release information. Then state that you will consult with your supervisor and Magellan's Legal Department to determine if information may be shared. Then follow-up with the investigator.

To that end, your responsibilities are to:

- Delete any client contact information, your Magellan email account, calendar entries, client phone numbers, etc., prior to transition of the phone to the next counselor.
- Avoid references to personally identifiable information in text messages or emails.
- If you make handwritten notes during face-to-face sessions, destroy them as soon as possible.
- Avoid discussing PII or PHI with individuals, including command investigators, except as approved by the assigned MFLC program regional supervisor, regional director, their managers, or the Magellan Legal Department.

Nuances of the Child Youth Behavioral (CYB) Program

CYB-MFLCs provide consultation and support to staff, parents, and children up to age 18 in military child and youth programs (CYPs). Most of these programs are located on or near the installations, Department of Defense Education Activity (DoDEA) schools, local education agencies (LEA), child development centers (CDCs), youth centers, National Military Family Association (NMFA) Operation Purple Camps, and DoDEA Child and Youth Programs (CYP) Enrichment Programs that operate during the summer months to support summer school, camps, and summer child and youth programs DoD-wide.

The objective of the CYB MFLC program is to ensure military dependent children and youth increase their ability to develop strong relationships, solve problems, and adequately express and manage their emotions to increase school and lifelong success. Specific stressors focused on include but are not limited to conflict resolution, self-esteem, coping with deployment and reunification, transition and moving, sibling/parental relationships, managing anger, separation from parent(s), and divorce. CYB-MFLC counselors are not counted in the staff-to-children ratios; that is, they may not be responsible for or in charge of a child or group of children. Supervision of children is the role of military or civilian staff on site.

Parental Consent

CYB MFLCs must coordinate with the POC to obtain written parental consent for all child participants under the age of 18 prior to providing face-to-face counseling. Parental consent for MFLC program services is validated by a signed Parent Information Letter, which may be found in the child's file at the school, CDC, or other child service environments. The signed letter must also include evidence (by a check mark) that the parent/guardian has given permission for his/her child to participate in MFLC services. CYB-MFLCs may not meet with children to provide focused face-to-face individual or group counseling without appropriate written consent from the child's parents/guardian, regardless of a child's right under state law to access counseling without parental consent. If it is not clear that written parental consent is available, work with the POC to ensure that the appropriate signed consent has been obtained. It is preferable (with POC permission) to maintain copies of parental consent letters and a list of all MFLC eligible children to avoid delays or interruptions in the counseling processes. You may find the parental consent document on MagellanMFLC.org.

Line of Sight

When providing counseling services to children, always remain in the line of sight of a child's parent, guardian or an individual with purview over the child (such as a school principal/teacher, parent/guardian, CDC staff, YMCA director, or camp employee). Line of sight generally refers to no barriers; however, visibility through an open window or glass barrier or an open door is acceptable.

Minimal Touch

Minimal touch guidelines state that in most cases the child and not the CYB MFLC shall initiate any form of minimal touch that occurs. Touch shall be very brief and then redirected.

Acceptable uses of brief touch are:

- A brief side hug as greetings or good-bye.
- A brief period of soft, gentle patting on the back or shoulder to provide comfort or to communicate empathy or understanding.
- For toddlers, a brief period of soft, gentle patting on back to soothe or calm.
- Brief hand holding while walking to and from the playground, or on a field trip with young children to aid caregivers and/or help with a beginning walker.

It is never appropriate to use a physical intervention to restrain or hold back a child. Call a caregiver if such an intervention is needed. Note that a child's resistance to hand holding may be viewed as a form of restraint and should be avoided.

Working with Special Needs Children

Direct MFLC counselor participation in the Special Needs Assessment Process (SNAP) or in Individual Education Plan (IEP) meetings is prohibited. However, you may serve as an additional resource for the parent(s)/guardian(s) prior to or following the SNAP or IEP process if requested. There may be instances in which MFLC counselors provide routine support to children with special needs. Consult with your regional supervisor concerning such requests.

Additional Nuances of Working with Children/Youth

The nature of working with children/youth requires that counselors prepare for, remain aware of, and adhere to protocols specific to this population.

Your responsibilities are to:

- Avoid use of physical restraint. Call a caregiver if such an intervention is necessary. However, if you detect imminent risk to a child/children up to preschool age, it may be necessary to intervene. This should only occur on rare occasions and if you feel safe in doing so. Engage a caregiver as quickly as possible.
- Do not divulge sensitive information revealed by the child/parents to staff (e.g., teachers, staff, etc.).
- Avoid use of physical intervention. It is never appropriate to hold back a child. Call a caregiver if such an intervention is necessary. With children up to preschool age, if there is imminent danger or a safety risk to a child or children, there may be a rare occasion whereby it may be necessary to step in between to provide protection to a child.
- Refrain from transporting children, family members, and service members in a vehicle. Report such requests, as appropriate to your supervisor.
- Refrain from making home visits except when requested by the POC or delegated representative to visit a Family Child Care (FCC) home. MFLC counselors must be accompanied by an installation point of contact or a child development center staff person when visiting a child at an FCC home. While providing support to children in the FCC home, always remain in

the line of sight of the FCC home provider specifically (**other employees or family members in the home CANNOT provide line of sight**). Discuss all such requests with your regional supervisor prior to a home visit.

- Do not provide food or drink to children. This may be a safety hazard in addition to boundary violations. Counselors should direct children to their caregiver or teacher if food/drink is requested.
- Do not provide face-to-face non-medical counseling to teachers and staff for their personal problems unless they meet MFLC program eligibility criteria. See Counseling Responsibilities, Verifying Eligibility section for eligibility criteria.

Nuances of MFLC Services outside the Continental United States (OCONUS)

Cultural Sensitivity

For MFLC program participants to fully benefit from MFLC counseling services, counselors must provide services that are sensitive to and consistent with geographical, military, and site-specific cultures. This is extremely important in foreign countries, as societal norms, languages, and customs may significantly differ from those in the Continental United States. Cultural training specific to your assignment will be provided to you prior to and during your deployment.

Your responsibilities are to:

- Attend all trainings specific to your OCONUS assignment.
- Achieve and maintain a working knowledge of cultural issues and customs (both military and social culture) of individuals with whom you will be interacting.
- Be mindful of and appropriately respond to the unique cultural aspects of OCONUS installations, e.g., smaller installations, shorter chains of command, and reduced access to resources.
- Appropriately incorporate cultural knowledge/sensitivity when providing MFLC services to military members/families and installation staff.
- Seamlessly assimilate yourself into installations and communities in which you work.
- Communicate with your supervisor if you have any questions or concerns.

Security and Safety

The nature of OCONUS travel requires that counselors prepare for and remain vigilant of country-specific travel requirements, and military branch/location-specific security protocols.

Your responsibilities are to:

- Attend all trainings on security issues.
 - Know protocols for gaining access to the installation where you work (e.g., open car trunk, hood, glove compartment, show badge).
 - Discuss installation-specific security protocols and concerns with your supervisor.
 - Immediately contact your supervisor if you receive any security alerts or warnings.
 - Report to your POC and supervisor all observances that potentially represent safety risks.
 - Inform your supervisor of security exercises or drills on your installation.
 - Do not involve yourself in political demonstrations.
 - Refrain from wearing clothes with logos of the base or from the U.S. off the installation.
 - Keep credit cards, passports, ID badges and other valuables in a safe place.
 - Refrain from taking photographs on base.
 - Know whom to contact in case of an emergency or crisis.
- Return your base pass/CAC card upon departure from assignment and obtain a receipt.

Status of Forces Agreement and Other Overseas Working Regulations

A Status of Forces Agreement (SOFA) is an agreement between the United States of America and a host jurisdiction. A SOFA includes rights, privileges and restrictions of military personnel and contractors while they are providing services in the host country. In some cases, SOFA agreements apply to OCONUS counselors. You will be alerted if your particular assignment requires a SOFA or other type of agreement.

Your responsibilities are to:

- When applicable, become familiar with specifics of your SOFA agreement as communicated by your supervisor, Counselor Readiness Department, and the scheduling team.
- Agree to abide by all terms, conditions, and restrictions imposed on Magellan and the counselor when providing OCONUS services.
- Moonlighting of any sort may jeopardize a contracted employee's tax-exempt status and may place their SOFA status at risk. No additional employment outside the US SOFA (nor self-employment) is permitted.
- Income earned through non-privileged employment within the US forces may be subject to German taxation.
- If a SOFA agreement is not applicable to your assignment, agree to terms and conditions of the alternative set of regulations by which you are to abide (e.g., "fax back" process in Germany).

Ensuring Safe Travel

To prevent any disruptions in travel during your OCONUS assignment, careful preparation is necessary. Your supervisor and other MFLC program management staff will provide a travel-related orientation specific to your assignment and location.

Your responsibilities are to:

- Be familiar with and abide by regulations specific to air travel, vehicle rentals, vehicle maintenance, and behaviors that may result in traffic citations during OCONUS assignments.
- Maintain an active/valid U.S. driver's license and international driver's license while on your assignment.
- When required by the host nation, follow procedures to obtain a valid driver's license for that country.
- Maintain an active/valid U.S. passport.
- Confirm your last date of entry to the assigned country.
- Do not stay in your assigned country beyond your assignment end date. OCONUS jurisdictions generally have strict rules for how long a person may stay in a country pursuant to a SOFA and/or tax treaty.
- Confirm you have current, active coverage under a medical plan (Magellan or individual) that meets minimum international coverage required for the program, and that you will continue to have coverage throughout your entire assignment.
- Obtain all required immunizations/vaccinations prior to travel. Consult with your medical doctor regarding recommendations.
- Know country-specific driving nuances (e.g., traffic signs/lights, speed limits, weather issues, "rush hours," etc.).

- Use appropriate fuel for your rental car.
- Do not make any upgrades to your vehicle, including GPS equipment and not offer a personal credit card.
- Maintain the Magellan Car Log Form by entering the date, time, and signature after use. Only drive the vehicle to which you are assigned. You will be responsible for events that occur during that timeframe.
- Return your rental car in a clean/undamaged condition and with a full tank of gas/fuel.
- Only transport Magellan employees in rental cars.
- Follow all aspects of the travel policy.
- Ask for and be available for consultation, direction and guidance as needed.

Expenses

Counselors are reimbursed for approved MFLC work related expenses including car fuel (and costs for other means of transportation), phone minutes (OCONUS), and luggage reimbursement up to \$100 each for OCONUS and \$60 each way for CONUS travel. Local travel (from lodging to assignment) is not reimbursable. However, if you are directed by your POC to travel greater than 50 miles from your primary place of performance to a secondary assignment location, you may request that an exception be approved from supervisor. Your supervisor and logistics scheduler will coordinate submitting an exception request to the OSD for approval prior to the expense occurring. The supervisor and logistics scheduler will inform you if the exception was approved or denied. Any travel costs incurred by you without preapproval by OSD will not be reimbursed by Magellan.

Your responsibilities are to:

- Proactively plan for finance-related issues, including informing your financial institution of your upcoming travel.
- Arrange to have a reasonable amount of reserve in your account.
- Locate authorized resources (on or off base) and use them. (Note: Both dollars and the local currency are used on base.)
- Refrain from using on-base ATMs that clearly state they are for “military personnel use only.”
- Reimburse Magellan for tickets for vehicle violations promptly.
- Retain appropriate receipts and fill out expense reports comprehensively and in a timely manner to ensure proper reimbursement.
- Expense reports must be sent as an attached document or fax. Photos of the expense report are not acceptable.
- Submit completed expense reports and associated receipts for reimbursement within 30 days of expenditure. Go to MagellanMFLC.org to access the travel expense form.

Family Members OCONUS

Magellan does not sponsor family members or significant others.

Your responsibilities are to:

- Alert your supervisor if family members visit as tourists.

- The MFLC's family members/significant others are not permitted on the installation. (If the family member/significant other has a military ID, you must inform your supervisor for guidance).
- Only Magellan employees are permitted in Magellan rental vehicles.
- Magellan MFLC work schedules are to be adhered to and not varied due to family visits. Any variation from schedules should be preapproved by your supervisor.

Additional Resources

MFLC Rotational Counselor Employee Handbook

For MFLC counselors **who are Magellan employees**, an employee handbook that acquaints you with Magellan’s company philosophy and what you can expect from working at Magellan is available.

Specifically, the handbook contains but is not limited to information on:

- Hiring
- Conditions of employment
- Hours of work and attendance/credited service
- Communications/security/computer usage
- Employee relations
- Performance assessments and performance improvement
- Travel and weather policies.

Magellan MFLC Website

While www.MagellanMFLC.org is most commonly used to enter activity records and access required trainings, the website has much more to offer. The Program Management Office (PMO) and field staff collaborate to create counselor-designed resources aimed at providing you the support needed to be successful in your role as an MFLC counselor. It is to your benefit to become familiar with what the website has to offer.

Below are a few examples of what you can find:

- Current MFLC policies and procedures
- Job materials – brochures, coloring books, paper forms, etc.
- The MFLC Counselor Handbook
- Counseling resources – PowerPoint presentations created to enhance the interactions you have with service/family members and staff.

Magellan Compliance Hotline

If you have a concern related to suspicious, illegal or unethical activity, you may also report it by calling **Magellan’s Compliance Hotline, 24 hours per day/7 days** a week, at 1-800-915-2108. When calling, you may choose to remain anonymous, as an outside vendor manages the incoming calls. All calls will be treated confidentially and investigated.

VERN

This is Magellan’s Virtual Employee Resource Network. Turn to VERN for all HR-related questions. VERN is a central HR information hub providing quick and accurate answers to common questions around pay, benefits, continuing education, company policies and more. Access VERN in Okta.

Okta

Okta is a cloud-based platform that provides Magellan employees with single sign-on for all their Magellan applications. All HR systems such as Workday, Saba, VERN, and all communication platforms and collaboration tools such as MagellanNOW, OneDrive, and Zoom can be accessed through Okta.

When first signing into Okta, counselors will need to complete the registration of their account. Part of this registration process is setting up a method of multi-factor authentication. Multi-factor authentication provides a second level of identification to our counselors to ensure safety of their information and Magellan systems.

Saba

Saba is the learning management system that houses all the Magellan-specific trainings employees are required to take within their first 30 days of employment and then annually thereafter. After the trainings are completed initially, employees will then receive email notifications reminding them when annual trainings are due.

Grovo

Located within Saba is Grovo, a learning resource library Magellan employees can utilize to improve their skills and knowledge on a wide array of topics. Grovo offers a series of short (2-3 minute) video trainings on diverse topics such as:

- Email Efficiency
- Microsoft Office 2013
- Stress Management
- Working with Documents
- Netiquette
- Google Apps
- HIPAA