

# Defense Logistics Agency Instruction



DLAI 7302  
September 2, 2009  
DES-Q

## Family Support

References: Refer to [Enclosure 1](#).

### 1. PURPOSE. This instruction:

- a. Establishes and implements policies, processes, and procedures necessary to the effective, efficient, and economical conduct of official Agency business.
- b. Contributes to the Agency mission and improves productivity through promoting family well-being and enhancing the quality of life for the DLA workforce.
- c. Ensures that Department of Defense (DoD) personnel and their families are provided a quality of life that reflects the high standards and pride of the Nation that they defend and support.

2. APPLICABILITY. This DLA Instruction applies to the Headquarters (HQ) Defense Logistics Agency (DLA) and DLA Primary Level Field Activities (PLFA).

### 3. POLICY.

- a. The DLA Enterprise Support (DES) Morale, Welfare, and Recreation (MWR) Directorate (DES-Q) will administer and manage the Family Support Programs through the development of policies and procedures for Agency-unique program issues.
- b. DES-Q must ensure full compliance with numerous DoD, Public Law, and U.S. Army issuances.
- c. This DLA Instruction applies to the Family Support Programs that offer a diverse range of services to single and married service members, DoD civilians, Reserves/National Guard, and their families. The core baseline Family Support Programs are Family Advocacy Program (FAP), Sexual Assault Prevention and Response Program (SAPRP), Deployment and Reintegration Program, Relocation Assistance Program (RAP), and DLA Life Connection.

### 4. RESPONSIBILITIES.

a. HQ DLA will:

(1) Provide a family support program to the Agency command structure to assist with and address family support issues.

(2) Obtain program funding through the Program Budget Review and DoD funding and manage appropriately to ensure good financial stewardship.

(3) Identify and implement DoD and DLA Family Support policy and program performance standards to ensure program compliance with DoD and DLA instructions and policies.

b. HQ DLA will conduct an annual evaluation for RAP and a triannual evaluation for FAP, SAPRP, Deployment, and Reintegration to ensure compliance with public law, DoD, and DLA standards.

c. HQ DLA will develop and/or modify Agency policy based on results of needs/requirements analysis to create or adjust those program and support services provided to DLA, tenant-activity workforce, and their families, and the Agency command structure.

d. Commanders and site directors will:

(1) Ensure the programs' compliance with DoD, U.S. Army, and Family Support Program requirements.

(2) Ensure the types of programs and support services (FAP, SAPRP, Deployment and Reintegration, RAP, and DLA Life Connections) required to meet the needs of the DLA and tenant-activity workforce and their family members are provided.

(3) Assign a point of contact (POC) for DLA Life Connections. The POC will be responsible for ensuring that information about the program is distributed to the widest possible range of staff to make certain that DLA personnel are aware of the program services and how to access assistance. The POC will be the first line to address issues that may arise in using DLA Life Connections.

e. Program Managers will:

(1) Coordinate and collaborate with other military and civilian agencies on community planning, prevention programs, initiatives, and the delivery of services.

(2) Provide pre-deployment and reintegration services, 30, 90, and 180 days after deployment to deployed personnel and their families. They will also plan, develop, and promote activities that strengthen individual and family skills; and provide information on the early warning signs of family troubles (e.g., indicators of abuse and neglect).

(3) Provide a quarterly report to HQ DLA by the 10<sup>th</sup> of each month, following the previous quarter, the format of which will be determined by HQ DLA.

(4) Participate in key training identified by HQ.

f. HQ DLA and program managers will identify the types of programs, support services, and resources in order to best meet the needs of the eligible workforce.

g. RAPMs will:

(1) Provide a variety of services to DoD Components including, but not limited to, the following: information/support to waiting families who are living separately from their sponsor due to mission requirements; data on housing, shipment, and storage of household goods, shipments of pets, youth activities and sponsorship, financial preparation, and transition assistance, child care information, medical and medical-related services; information on education resources and spouse employment opportunities.

(2) Establish liaison with the nearest HAP office when affected by a base closure or realignment. The RAPM will assist applicants in filling out DD Form 1607, Application for Homeowner's Assistance, Parts I and II (<http://www.sas.usace.army.mil/hapinv/RooseveltApp.pdf>), and will forward to the U.S. Army Engineer District Office for completion.

(3) Be responsible for updating installation data information into Military installation/Plan My Move through the Defense Military Installation Messaging System at <https://apps.mhf.dod.mil/pls/psgprod/f?p=106:101:753413900309839>. Information shall be kept current. Updates will be required, based on new information or at a minimum, quarterly. Information will be certified that it is updated and accurate on a quarterly basis.

## 5. PROCEDURES.

a. Deliver Programs.

b. Obtain program funding and ensure that Family Support Programs are adequately resourced to meet HQ and PLFA requirements.

c. Implement DoD and DLA Family Support policy and program performance standards.

d. Conduct program evaluations. Efforts will be coordinated between HQ and PLFAs.

e. Conduct needs/requirement analysis. Efforts will be coordinated between HQ and PLFAs.

f. Ensure FAPMs and RAPMs are in place. This is a core family-support program and will be managed through full-time equivalent and/or contract personnel.

g. Additional information is located at [Enclosure 3](#).

6. EFFECTIVE DATE. November 15, 2002.

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2 Enclosures

Enclosure 1 – References

Enclosure 2 – Additional information

Enclosure 1  
References

1. DLA One Book Process Chapter, Family Support Programs, November 15, 2002, superseded.
2. DoD Directive (DoDD) 1342.17, Family Policy, December 30, 1988 (<http://www.dtic.mil/whs/directives/corres/html/134217.htm>).
3. DoD Instruction (DoDI) 1342.22, Family Centers, December 30, 1992 (<http://www.dtic.mil/whs/directives/corres/html/134222.htm>).
4. DoDI 1342.22, Family Center Program Interim Change, March 23, 1999.
5. DoDD 6400.1, Family Advocacy Program (FAP), August 23, 2004 (<http://www.dtic.mil/whs/directives/corres/pdf/640001p.pdf>).
6. DoD 6400.1-M, Family Advocacy Program Standards and Self Assessment Tool, August 20, 1992 (<http://www.dtic.mil/whs/directives/corres/pdf/640001m.pdf>).
7. DoDI 6400.3, Family Advocacy Command Assistance Team, February 3, 1989 (<http://www.dtic.mil/whs/directives/corres/pdf/640003p.pdf>).
8. DoDI 6400.6, Domestic Abuse Involving DoD Military and Certain Affiliated Personnel, August 21, 2007 (<http://www.dtic.mil/whs/directives/corres/pdf/640006p.pdf>).
9. DoDD 6495.01, Sexual Assault Prevention and Response) Program,( SAPRP), October 6, 2005 (<http://www.dtic.mil/whs/directives/corres/html/649501.htm>).
10. DoD Directive Type Memorandum DRM (08-029), Implementation of the Yellow Ribbon Reintegration Program, July 22, 2008 (<http://www.dtic.mil/whs/directives/corres/pdf/DTM-08-029.pdf>).
11. DoDI 1338.19, Relocation Assistance Programs, June 15, 1990 (<http://www.dtic.mil/whs/directives/corres/html/133819.htm>).
12. DoDD 4165.50E, Homeowners Assistance Program (HAP), October 25, 2004 (<http://www.dtic.mil/whs/directives/corres/pdf/416550p.pdf>).
13. Public Law 101-189, National Defense Authorization Act Fiscal Years 1990-1991, Section 661, November 29, 1989 (<http://thomas.loc.gov/cgi-bin/bdquery/z?d101:HR02461:TOM:bss/d101query.html>).
14. Public Law 101-510, National Defense Authorization Act Fiscal Year 1991, November 5, 1990 (<http://thomas.loc.gov/cgi-bin/bdquery/z?d101:HR04739:TOM:bss/d101query.html>).
15. U.S. Army Regulation (AR) 608-1, Army Community Service Center, September 19, 2007 ([http://www.usapa.army.mil/pdffiles/r608\\_1.pdf](http://www.usapa.army.mil/pdffiles/r608_1.pdf)).

16. AR 608-18, The Army Family Advocacy Program, November 30, 2007 ([http://www.usapa.army.mil/pdffiles/r608\\_18.pdf](http://www.usapa.army.mil/pdffiles/r608_18.pdf)).
17. AR 600-20, Army Command Policy, Chapter 8, February 11, 2009
18. U.S. Army Corps of Engineers, and Homeowners Assistance Program (HAP) (<http://www.hap.usace.army.mil/homepage.html> ).

Enclosure 2  
Additional Information

1. The FAP is a proactive program that meets DoD Family Advocacy Standards, consisting of prevention education programs and procedures for identification, reporting, investigation, and treatment for military families. FAP also has oversight for prevention of child abuse in DoD-sanctioned and -operated childcare activities. Education and prevention services apply to all DLA employees. The program provides a variety of services to enhance family relationships and improve their quality of life. The mission is accomplished through a variety of means to include individual assistance, group meetings, workshops, and referral for counseling and intervention services. Seminars and workshops are available to meet specific needs. Topics include community awareness, couples communication skills, stress management, prevention programs and services, domestic violence prevention, relationship support, and safety education.

a. HQ DLA and FAP will assist commanders in addressing family issues, and offer assistance to DLA personnel in balancing the competing demands of work and family life.

b. Program managers will increase awareness of potential financial pitfalls; prevention of family and workplace violence; prevention of and response to sexual assault; coping with stress and other difficulties faced by families to include deployment and reintegration.

2. RAP is a baseline family-support program designed to provide information, education, and counseling to assist DoD Components and their family members throughout the entire relocation process.

a. RAP includes pre-departure counseling and assistance, destination-area information, preparation for moving, relocation counseling based on the individual's circumstances and needs, such as housing, schools, relocation stress management, family issues, moving with a pet, moving costs, and understanding entitlements and other services, as identified.

b. DLA Life Connection is an educational, informational, and referral work/life program that provides information on many subjects and services to employees across the Agency, to include:

(1) Health/Wellness, e.g., children's health, fitness, senior health, emotional health, diet/nutrition; Family, e.g., adoption, prenatal care, special needs, eldercare, childcare; Education, e.g., information on schools, spanning all levels, nursery school through graduate programs; special education; gifted and talented programs; Work, e.g., change development, career development; Daily Life, e.g., consumer information, pet care.

(2) As an employee benefit, HQ DLA offers information, education, non-clinical counseling, and referral services to empower our workforce to better manage their personal and professional responsibilities.

(3) Military Installation/Plan My Move is an automated DoD Web-based relocation information system (<http://www.militaryhomefront.dod.mil/moving>) that provides a wide range of information on all military installations worldwide, housing, education, etc.

(4) The Exceptional Family Member Program information shall be an integral part of the RAP and provided, as appropriate, by the losing and gaining command.

(5) The Homeowners Assistance Program (HAP) provides assistance to eligible military, non-appropriated fund and Federal personnel who were stationed at or near an installation, and through no fault of their own face a financial loss where real estate values have declined because of a base closure or realignment. DoD has designated the U.S. Army as executive agent for HAP. The U.S. Army Corps of Engineers administers the program for the entire DoD and Coast Guard.

3. Employees and their families can easily access DLA Life Connections at <http://www.worklife4you.com>. DLA is the screen name and DLA is the password, both of which are case-sensitive.
4. At any time, individuals may also contact a program specialist by calling 1-866-426-0390 to request referrals and information. Hearing-impaired personnel may call 1-888-873-1322. Personnel stationed overseas should first attempt to access the Web.
5. If a specialist is needed, overseas employees should call 1-203-291-3418 and ask the operator to reverse the charges. Hearing-impaired personnel overseas should have the relay operator make the initial call because collect calls can only be authorized by voice. Once authorized, the TTD machine may be used.
6. To access relocation assistance services at the nearest installation, go to Plan My Move and follow directions to log on (<http://www.militaryhomefront.dod.mil/moving>). This Web site is secure and information from the user is not recorded or stored.
7. For RAPM contact information, go to Plan My Move and select an installation, scroll down to Relocation Assistance.
8. For Complete directions and location of programs and services at installations, go to Military Installations (<http://www.militaryinstallations.dod.mil/ismart/MHF-MI>).
9. To access assistance with the HAP, please contact an RAPM. Directions to an RAPM are in paragraph 6, above.