Magellan Healthcare, Inc.*

Counselor Handbook for the Military and Family Life Counseling (MFLC) Program

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INTRODUCTION AND PROGRAM DESCRIPTION

I. Welcome to Magellan Healthcare*

This handbook is your reference guide for understanding and navigating Magellan and its administration of the Military & Family Life Counseling (MFLC) program of the Department of Defense (DoD). As a Magellan counselor serving the MFLC program, it is your responsibility to be familiar with and follow the policies and procedures outlined in this handbook. Each section of the handbook outlines our philosophy, our policies, your responsibilities to Magellan and our responsibilities to you.

This handbook will address (for both Magellan employees and contractors) the:
- Background and scope of services
- Expectations of the MFLC counselor
- Preparation and training of MFLC counselors
- Quality assurance and improvement activities
- General policies and procedures
- Administrative procedures, including travel and time reporting.

This handbook also provides information about the helpful features available to you on our website. Please be aware that by accessing the online counselor services located at www.MagellanMFLC.org, you can accomplish virtually all the business tasks you’ll need to complete for the MFLC program—in one convenient online location.

I.A Contact Information

We hope you find this a helpful tool in working with Magellan to provide quality care to military service members and their families. We welcome your feedback on how we can make our handbook even better and more helpful to you. Email your comments to MFLC@MagellanHealth.com.

I.B About Magellan

Magellan Health, Inc. (which includes Magellan Healthcare and other subsidiaries) is a leading specialty health care management organization with expertise in managing behavioral health, radiology and specialty pharmaceuticals, as well as public sector benefits programs such as Medicaid. Magellan's customers include health plans, employers and government agencies. Our vision is to use our health care management, Employee Assistance Program (EAP) and counseling expertise to improve health care outcomes for individuals and their families. Our clinical and operational philosophy allows us to offer our members access to high quality, clinically appropriate, affordable health care, tailored to each individual’s needs, while managing costs responsibly for our customers. Magellan
works closely with its customer organizations to structure and develop programs that meet desired outcomes.

Magellan’s military services programs are designed to assist military service personnel and their families by providing an array of services to address special needs associated with the military lifestyle, post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI), and transitions between duty assignments. Magellan also offers programs to ensure continuity of behavioral care for service/family members.
INTRODUCTION AND PROGRAM DESCRIPTION

II. About the Military and Family Life Counseling (MFLC) Program

II.A General Overview of MFLC Program

The Department of Defense (DoD), committed to providing support to its service men and women and their families, developed a counseling program that is readily accessible and augments the existing traditional counseling support services at military installations. The MFLC program provides non-medical, short-term, situational, problem-solving counseling services designed to address challenges in daily living as well as problems that arise due to the military lifestyle. MFLC services are geared towards reducing stress, increasing readiness and resiliency, and enhancing the problem-solving capability of service and family members. All MFLC services are private and confidential.

The MFLC program began as a pilot project in 2004 addressing the needs of service members and families of the 1st Armored Division. This pilot expanded over the years to include all military services, whether located in the continental United States (CONUS) or outside the continental United States (OCONUS), in addition to National Guard and Reserve components. The MFLC program services must be provided within the scope defined by the Office of the Secretary of Defense (OSD) and articulated in this handbook. It should be recognized, however, that there may be unique program nuances based on the different service branches and sites. You should refer any questions regarding service scope to your regional supervisor or to Magellan MFLC Program Management.

Magellan was awarded two Mission Execution tasks within the overall MFLC program: 1) the General MFLC program, serving the adult population, and 2) the Child and Youth Behavioral MFLC (CYB-MFLC) program, serving children, youth, and their families in the CONUS. In 2013, OSD began to award Magellan OCONUS assignments. Within these programs, there are three types of assignments:

- Rotational counselor assignments in which counselors are deployed on rotations of varying lengths (rotations are full-time assignments with 40-hour-per-week schedules providing MFLC or CYB-MFLC services). The most common length for a rotational assignment is 180 days, with the exception of school CYB counselors who work the entire school year (9-12 months). Rotational counseling also includes short-term specialized programs such as the Department of Defense Educational Activity (DoDEA) and Child and Youth Summer Enrichment Programs (CYPs), which operate during the summer months to support summer school, camps and summer child and youth programs DoD wide. Services include walk-around non-medical
counseling support for active duty service members and their families, psycho-
educational presentations, and program briefings (click here for more information
about beginning a Rotational assignment).

- On-demand counselor assignments for events lasting one to three days on weekends
  or during the week provided at military installations and in the community. Services
  include non-medical counseling support and psycho-educational presentations that
  cover a variety of topics including deployment and reintegration, communication,
  and grief and loss. These services are primarily for drill weekends and family events
  for the National Guard and Reserve component. On-demand events include support
  for service members and family members and may include activities for children.

- Surge assignments are short-term assignments lasting up to 90 days with
counselors deployed to the military installations. These assignments focus on the
needs of groups of service personnel being reintegrated from the war theater(s).

II.B Service Delivery and Scope

The counseling services provided during the rotational, on-demand and surge assignments
for MFLC and CYB-MFLC are described below.

The MFLC program is an adjunct and supplement to the more formal military behavioral
and physical health treatment system. The program’s focus is on assisting service members
and their families in coping with a variety of issues, including but not limited to family
relationship problems, frequent deployments and family separations/reunions/reintegration,
caregiver issues, stress management, parenting and parent-child communication, child
behavioral issues, and changes in school settings. Part of a large network of military and
family support programs on base and in the community, the MFLC program addresses
these issues so they do not detract from operational readiness. The services are designed to
increase resiliency of the families, enhance problem-solving skills, and increase individual
service and family member ability to handle the stressors of military life. When issues are
out of scope for the MFLC program, counselors assist members by recommending and
facilitating access to appropriate resources.

The counseling services are delivered face-to-face using a “walk-around/coaching” approach.
Generally, MFLC counselors have designated spaces provided by their points of contact
(POCs) so they can meet privately, and face-to-face, to provide direct counseling services.
However, the MFLC counselors must be accessible and available, and have an active
presence on the installation and in the community to create awareness of the program and
allow the service and family members to feel comfortable reaching out for counseling
assistance. The MFLC work schedule is a flexible 40-hour workweek. Counselors maintain
a regular schedule with the flexibility to respond to family needs after hours, including
evenings, weekends, and federal holidays. It should be noted that just because the counselor has a designated work space, he or she cannot remain in that space and expect counseling opportunities to appear. Each counselor must make MFLC services known and available to individuals on and off installations, and have a strong presence in the daily life activities of the military families.

II.B.1 Counselor Credentials

- All counseling services are delivered by master’s- or Ph.D.- degreed counselors who are educated in an accredited graduate program in a mental health related field such as social work, psychology, marriage/family therapy, or counseling, licensed at the independent practice level, and credentialed by Magellan Healthcare.
- Counselors must possess a valid unimpaired, license issued by a state, the District of Columbia, commonwealth, territory, etc.
- If providing MFLC services outside installations (i.e., civilian communities), counselors must be licensed in the state in which they provide services.
- Counselors must be U.S. citizens.
- Counselors must submit to and pass criminal history and background checks, including an FBI fingerprint check.
- Counselors must have:
  - A minimum of two years of full-time counseling experience post licensure.
  - Demonstrated current counseling experience during the two years preceding hire.
- Counselors must have a broad range of specialized work experience including but not limited to working with family programs and/or advocacy services, military or civilian social service agencies, and/or military experience with full understanding of the military lifestyle.
- Counselors serving the MFLC-CYB program must have proven experience and qualifications working with children.

II.B.2 Counseling/Consultation Services

- MFLC services consist of face-to-face counseling/consultation, outreach/awareness services and educational services provided on a rotational, on-demand, or surge basis to meet the needs of service and family members and installation command.
- Counseling services include problem identification, action planning, and short-term, motivational, solution-focused counseling services focused on day-to-day challenges that are amenable to brief intervention and referrals to appropriate resources.
- Counseling services may be delivered in individual, couple, family, and group counseling settings.
- Counseling services may occur both on military installations and in the civilian community, with some exceptions: MFLC services may not be performed in Military
Treatment Facilities (MTFs) or in a family residence, with the exception of Family Child Care homes when accompanied by an appropriate staff member.

- All clients identified with issues outside the scope of MFLC services should be referred to military medical/mental health care providers, TRICARE, or other resources.
- Counseling services do not include individual, group, family, or other modalities of psychotherapy.
- Counseling service delivery is non-traditional in several ways:
  - Delivery is not tied to a standard 50-minute hour. The duration of counseling services may be as short as a few minutes or as long as two hours.
  - Delivery is not tied to appointments, although appointments may be scheduled. Counseling may be delivered on an immediate basis whenever the MFLC counselor encounters a service or family member who indicates a need to solve a personal problem.
  - Delivery is not tied to a professional office setting. Counseling may be delivered in an office furnished on base by the military command, another confidential setting, or wherever the MFLC counselor encounters a service or family member who indicates a need to solve a personal problem and can discuss the problem without jeopardizing confidentiality.
  - Delivery is not tied to referrals or client requests for services. MFLC counselors are expected to offer services to service members and family members whenever they identify a need.
- Non-medical, problem-solving counseling is private and confidential. To encourage an optimal level of participation, the MFLC program does not collect or disclose personally identifiable information (PII), and does not report service/family member counseling attendance to the chain of command, even if Command referred him/her to the MFLC Program. The only exceptions are circumstances in which the counselor is mandated to report under applicable state, federal and/or military reporting requirements (e.g., harm to self/others, domestic abuse, child abuse/neglect, and illegal activity).
- CYB-MFLC services are provided in the DoDEA and Local Education Agency (LEA) schools to military children, eligible staff and military parents. CYB-MFLC services also are provided on bases in child development centers, youth programs, and summer camps.

II.B.3 Outreach and Awareness Services

- Outreach/awareness services include being present, available, and approachable at family events, health fairs, and reintegration meetings to promote the availability of MFLC program services. (Note that cold calling is not an appropriate means of outreach/awareness and is prohibited.) See procedure: Guidelines for Contacting Military and Family Members by Telephone.
- The communication and maintenance of relationships with installation POCs are important functions of the MFLC and CYB-MFLC counselors. The provision of
consultation within the installation command structure assures the success of the program and keeps the program attuned to the changing needs of the military services.

II.B.4 Educational Services

- Educational services include MFLC program briefings and psycho-educational presentations, usually delivered to groups of service members, spouses, families and the command structure.
- Program briefings address the scope of MFLC and CYB-MFLC services and the importance of counseling support to the service and family members.
- Psycho-educational training addresses a variety of topics, including but not limited to:
  - Anger management
  - Conflict resolution
  - Communication
  - Parenting
  - Child care
  - Self-esteem
  - Relationships
  - Decision-making skills
  - Stress management
  - Assertiveness training
  - Work-life balance
  - Deployment stress
  - Homesickness
  - Relocation adjustment.

Click here for the list of current presentations.

II.B.5 Counseling Settings

- MFLC and CYB-MFLC counselors provide their services in non-traditional settings. These may include:
  - The locations for meeting the planes of returning service members.
  - Attending Family Readiness Group meetings.
  - Assisting Child and Youth Program and DoDEA and LEA administrators, staff, and children.
  - Attending and presenting at welcome events and town hall meetings.
  - Working at summer camps and child development centers, youth centers, etc.
  - Most services are provided as outreach and “walk-around” counseling support.

MFLC and CYB-MFLC counselors must be available and accessible.
II.B.6 Relationship with 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 assure access to the base, facilitate counseling space, and determine MFLCs’ schedules. MFLC counselors must create a positive working relationship including open communication with the POC.

II.B.7 Eligibility and Program Limitations

- Those who are eligible for MFLC services include:
  - U.S. active military service members and their immediate families;
  - Members of the Army Guard, Air Guard, the Army, Navy, Marine Corps, and Air Force Reserves (including Selected Reserve, Individual Ready Reserve, and Standby Reserve) regardless of activation status, and their immediate families;
  - Members of the U.S. Coast Guard on active duty and activated reserve personnel deployed or mobilized under the Title 10 authority of DoD; and
  - Civilian Expeditionary Workforce and their family members (See ).

- However, service members and family members who are “in the system” may only obtain services from the military health program with which they are already involved. Individuals are described as being “in the system” when they are actively being seen through military social work services, military behavioral health or mental health clinic, the Family Advocacy Program, a Chaplain, or a Sexual Assault Response Coordinator (SARC). Additionally, individuals involved in an investigation conducted by the Military Police (MP), Judge Advocate General (JAG), or the Command are considered “in the system.”

- Those “in the system” are eligible for MFLC services only if specifically referred for additional non-medical support by the program with which they are working. However, this does not include Air Force personnel. Air Force service personnel who have been under investigation at any time are considered "off limits" for MFLC services.

- Pre-marital counseling, or any other counseling typically provided by military chaplains, which addresses spiritual and religious values, marital roles, and family planning, is prohibited from being performed by MFLC counselors.

- In all cases, potential MFLC clients must be advised of program parameters and limitations prior to any consultation (see Informed Consent and Confidentiality below).
GENERAL PROGRAM PROCEDURES

III. Credentialing

Our Philosophy

Magellan is committed to providing quality service for MFLC clients. To support this philosophy, counselors must meet a minimum set of credentialing criteria to serve MFLC clients.

Our Policy

To be eligible for assignment, Magellan MFLC counselors must

• have a valid unimpaired license issued by a state, DC, commonwealth, territory, etc.,
• complete the standard Magellan credentialing review process prior to being considered for acceptance as an MFLC network counselor,
• be a U.S. citizen,
• pass criminal history background checks/security clearances and fingerprint checks,
• be free from conflicts of interest (see Identifying, Investigating, and Tracking Potential Counselor Conflicts of Interest (PCOI) with the MFLC Role Procedure), and
• be found appropriate for the MFLC program through an interview.

Additional requirements may apply in certain circumstances (see Ensuring Prompt Access to Locations on Military Installations that require Immunizations/Vaccinations Procedure).

CYB-MFLCs must have training and experience in working with children and adolescents.

MFLC counselors employed by Magellan must satisfy all Magellan standards of employment, including passing a drug test.

What You Need to Do

Your responsibility is to:

• Cooperate with Magellan procedures as part of the MFLC credentialing process, including criminal history background check and fingerprinting.
• Cooperate with installation or assignment specific requirements such as immunizations, Care National Agency Check/National Agency Checks (CNACI/NACI) and Secret Clearances.
• Promptly complete requirements outlined in the Preparation and Training section of this handbook for pre-assignment.
requirements.

- Notify Magellan of changes in practice status (e.g., phone, mailing address, etc.), current or emerging conflicts of interest, licensure changes, and renewals. Submission of changes may be accomplished by downloading the Provider Data Change Form from the www.MagellanMFLC.org site, completing and signing the form, and submitting via mail or fax to:
  Magellan Health Services
  Attn: Data Management
  14100 Magellan Plaza
  Maryland Heights, MO 63043
  Fax: 1-888-656-3804

**What Magellan Will Do**

- Magellan’s responsibility is to:
  - Notify you if any information is missing from your application.
  - Process your application within 180 days or less per program requirements.
  - Conduct the appropriate Regional Network and Credentialing Committee review and approval process.
  - Arrange for criminal history background check, security clearances, and fingerprints.
  - Conduct an interview with you once your credentials are approved.
  - Notify you of your status and, as appropriate, your appeal rights.
  - Update your record promptly and contact you if clarification is needed.
GENERAL PROGRAM PROCEDURES

IV. Preparation and Training

IV.A MFLC-Specific Core Training

Our Philosophy

Magellan is committed to ensuring that all counselors participating in the MFLC program are fully trained and prepared prior to their first assignment and that refresher training is provided on an annual basis to maintain an acceptable knowledge base.

Our Policy

Counselors are expected to successfully complete the following training modules.

- 101: MFLC Orientation
- 102: Military Culture
- 103: Compliance
- 104: Today’s Military Service Members and their Families
- 105: Child and Youth Behavioral Program
- 106: Establishing the Member Relationship and Providing Support
- 500: Cyber Awareness
- 501: Personal Identifiable Information
- 900: Counselor Handbook
- 201: Annual Refresher Training

Successful completion is defined as a score of ≥85% for modules 101-106 and 201; and attestation of completing the training for modules 500, 501, and 900.

Time frames for completion are:

Upon hire:

- 101, 102, 105, 500, 501:
  - If 1st assignment scheduled: Successful completion is required prior to first assignment.
  - If 1st assignment not scheduled: Successful completion is required within 30 days of receiving an e-mail containing the counselor’s username and password to complete these trainings.
- 103, 104, 106, 900:
  - Within 60 days of receiving an e-mail containing the counselor’s username and password to complete these trainings.

Annually:
What You Need to Do

Your responsibility is to:

Log in and complete your trainings.

- Go to www.MagellanMFLC.org and follow the training link.
  Register and complete all required orientation trainings with an 85 percent or better score on post-tests and within required timeframes referenced above.
- For assistance in accessing the trainings, see the Step-By-Step Guide: MFLC Provider Trainings.
- Complete the annual refresher training within the required timeframe.
- Attest to having read and made a commitment to following procedures in the most recent edition of the Counselor Handbook.
- Download for your reference the course content text for each training.
- Complete OSD required trainings as directed.
- Direct questions about the program, expectations and logistics to your MFLC program regional supervisor.

What Magellan Will Do

Magellan’s responsibility is to:

- Score post-tests and provide immediate feedback on your score for each module.
- Provide your results to Magellan schedulers and the credentialing department to determine final status as active or inactive for the MFLC program.
- Remind you of your annual refresher course due date.
- Remind you if you are approaching or have exceeded required timeframes.
- For more information on required training timeframes for completion, and how Magellan tracks completed trainings, see Tracking Required Training Completion Procedure.
GENERAL PROGRAM PROCEDURES

IV.B Installation-Specific Training

Our Philosophy
Magellan is committed to ensuring counselor readiness for each assignment by providing installation-specific training.

Our Policy
Prior to the start dates of new assignments, Magellan will alert counselors to any additional information and training that may be needed specific to the assignment. The type and delivery of information will vary by assignment.

What You Need to Do
Your responsibility is to:
- Participate in the telephone training meeting with the MFLC program regional supervisor.
- Review the information packet and become familiar with the site-specific nuances.
- Participate in required training provided by installation staff upon arriving at a new assignment, if applicable.

What Magellan Will Do
Magellan’s responsibility is to:
- Provide you with an orientation packet prior to the start of your assignment that includes site-specific information (Point of Contact name, installation orientation, etc.).
- Provide you with a transition report from the Counselor whom you will be replacing, if applicable.
- Discuss with you any pertinent issues or procedures specific to the assignment.
- If you are new to MFLC, pair you with a seasoned counselor and/or regional supervisor for a limited time to provide guidance and experiential training during the initial period of your assignment.
GENERAL PROGRAM PROCEDURES

IV.C “Just in Time” Training for Short Term, On-Demand, and Surge Support Services

Our Philosophy
Short-term, on-demand and surge support services require event-specific training to prepare counselors for these assignments on short notice. Magellan is committed to preparing counselors to successfully meet the demands of these assignments through “just in time” training.

Our Policy
To ensure that short-term, on-demand, and surge counselors are optimally prepared to provide support to military service members and their families, Magellan will implement just-in-time, mission-critical training, including a refresher on key program requirements, and provide mission-specific information for counselors. These trainings are delivered through a variety of modalities, and delivered by the responsible MFLC program supervisor. Trainings include a situational orientation and updates on policy and other program changes in response to the evolving needs of military service members and their families.

What You Need to Do
Your responsibility is to:
• Ensure you have completed all core trainings successfully, as defined above, to be eligible for assignment.
• Participate in event-specific trainings as required prior to beginning a short-term, on-demand, or surge assignment.
• Direct questions about expectations and logistics for the event to the MFLC program supervisor.
• Review briefing materials under the “Training” tab behind the login at www.MagellanMFLC.org. The “First Five Days on the Job” tab provides briefing resources which can be useful to counselors.

What Magellan Will Do
Magellan’s responsibility is to:
• Email or call you to identify specific trainings and delivery method required for the current assignment.
• Provide phone consultation and instruction as needed.
• Provide event-specific materials and orientation packets prior to the assignment start date.
GENERAL PROGRAM PROCEDURES

IV.D CYB-MFLC Specific Training

Our Philosophy

CYB-MFLC counselors deal with a specific population that requires counselor knowledge of the most current, state-of-the-art practices and approaches to deal effectively with military children and families.

Our Policy

In order to be certified to provide services within the CYB-MFLC program, CYB-MFLC counselors should complete continuing education training specific to counseling military children and youth.

What You Need to Do

Your responsibility is to:
- Complete accredited CEUs, PDH or equivalent Contact Hours on training topics specifically related to children and youth.
- Provide Magellan with copies of certificates documenting the above trainings on topics specifically related to children and youth.

What Magellan Will Do

Magellan’s responsibility is to:
- Ensure counselors have met all training requirements to be eligible for assignment.
- Develop and make available CYB-MFLC-specific trainings and other child/youth-related trainings to assist counselors in meeting this requirement.
GENERAL PROGRAM PROCEDURES
IV.E Magellan Employee-Specific Training

Our Philosophy  In addition to trainings referenced in this section (A-D above), counselors who are Magellan employees must be knowledgeable of and practice federal, state, and Magellan-specific protocols related to privacy, confidentiality, and security.

Our Policy In order to function as a Magellan employee, counselors who are Magellan employees must complete Magellan-specific compliance trainings with passing scores. Magellan-specific compliance trainings include new hire and annual refresher versions of:
- Compliance Handbook
- Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security
- Fraud Identification and Recognition Education (F.I.R.E.).

These trainings must be completed within 30 days of hire and annually thereafter by counselors who are Magellan employees. An employee's record must show evidence of completion of the new hire version of each compliance training in their first year of employment, and evidence of refresher training for each course thereafter.

What You Need to Do Your responsibility is to:
- Complete required trainings with passing scores by established due dates.
- Implement information in trainings in your day-to-day work activities.

What Magellan Will Do Magellan’s responsibility is to:
- Notify you when trainings are due and provide access to the trainings.
- Remind you throughout the training timeframe to successfully complete the trainings by the established due dates.
- Notify you when your status as a Magellan employee may be in jeopardy due to lack of training completion.
GENERAL PROGRAM PROCEDURES

IV.F Ongoing Trainings and Updates

Our Philosophy
Magellan is committed to ensuring that MFLC counselors receive new and revised policies, procedures, trainings, and other pertinent information in a timely manner in order to remain current with counseling protocols and Human Resources issues (for counselors who are Magellan employees).

Our Policy
MFLC counselors attend supervisory meetings and read communications related to new or revised policies, procedures, trainings, and other counseling information. MFLC counselors retain and incorporate this information into counseling practices on a day-to-day basis.

What You Need to Do
Your responsibility is to:

- Attend all supervisory team meetings, or arrange to receive information from a peer if you are unable to attend.
- Attend and actively participate in individual supervisory meetings.
- Read all communications in emails, newsletters, policies, procedures, and trainings.
- Discuss unclear communications with your supervisor.
- Ensure that you know how to use all methods of receipt/distribution of communications, including email boxes, MFLC.org website, conference calls, webinars, etc.
- If you are a Magellan employee, use the Magellan email account as your primary email for all MFLC business and stay abreast of Magellan-specific news and updates sent to counselors’ Magellan emails.

What Magellan Will Do
Magellan’s responsibility is to:

- Schedule meetings in advance, so you may have enough time to make plans to attend them.
- Provide verbal and written updates in a clear and concise manner.
- Organize, codify and file information for easy access.
GENERAL PROGRAM PROCEDURES

V. Quality Assurance and Improvement

V.A General Approach to Quality Assurance and Improvement

Our Philosophy
Magellan is committed to Continuous Quality Improvement (CQI) and to delivering high-quality services in a safe, effective, timely, and efficient manner.

Our Policy
The MFLC Quality Assurance Improvement and Training (QAIT) Program ensures that program standards are established for all mission tasks, standards are met, and performance is continuously improved. Counselors must be familiar with and adhere to Magellan and MFLC program standards, and apply them to all mission tasks to achieve program goals.

What You Need to Do
Your responsibility is to:

- Adhere to the policies and procedures outlined and referenced in this handbook.
- Maintain high standards of service by being attentive to quality and safety.
- Complete all required trainings prior to assignment and annually as required.
- Complete all data fields in the MFLC Activity Form phone/web application or hard copy form and submit to the Project Management Office (“PMO”) daily.
- Refrain from creating any encounter notes/individual counseling records.
- Participate in quality assurance and improvement activities and/or committees as requested.
- Assist in the investigation of complaints, grievances, and quality of care concerns as needed.
- Administer service/family member completion of an MFLC service satisfaction question (found on Activity Form) as instructed.
- Administer other satisfaction surveys if, and only if, instructed by your supervisor.
- Ensure the pre-printed informed consent statement is shared with the client before engaging in face-to-face counseling.

Provide feedback on your experience with the MFLC program through anonymous electronic surveys and other means if
What Magellan Will Do

Magellan’s responsibility is to:

- Consider and present your feedback about program structure and guidelines, presentation and training content, the service center, and the MFLC programming to our quality committees and advisory groups.

- Develop a Quality Assurance Surveillance Plan (QASP) with the government to aid the government in evaluating MFLC program success.

- Provide you with the tools to track daily activity and productivity.

- Provide encrypted smartphones with an approved data collection application for rotational counselors.

- Provide web-based and paper forms for counselors on surge, short-term, and on-demand assignments, and as backup for phone and/or system unavailability for rotational counselors.

- Resolve complaints and grievances within prescribed timeframes.
GENERAL PROGRAM PROCEDURES

V.B Counselor Performance

Our Philosophy  Magellan believes that service quality is defined by customer satisfaction and outcomes coupled with observations of counselor performance against established criteria.

Our Policy  Magellan uses a combination of POC feedback, productivity data, and supervisor observations to evaluate performance of rotational counselors and counselors who participate in other long-term assignments.

What You Need to Do

Your responsibility is to:

- Provide safe, high-quality services to service members and their families.
- Comply with your agreed upon schedule.
- Remain cognizant of and achieve established productivity goals (i.e., face-to-face sessions (average of 6 per day for adult counselors and 12 per day for CYB counselors), briefing and presentation goals, providing informed consent statements).
- Assist service/family members in creating action plans and finding solutions to issues with which they are struggling.
- Encourage contacts to provide feedback on the services received.
- Examine your performance reviews and identify areas for self-improvement.
- Participate in individual and group supervision sessions as required.
- Participate in performance discussions as needed or requested with the assigned MFLC program regional supervisor.
- Complete your entire assignment. If you are unable to complete your entire assignment, you must make every attempt to provide sufficient notice (see Determining Rehire and Provider Network Status of Terminated Magellan Employed MFLC Counselors Procedure).

What Magellan Will Do

Magellan’s responsibility is to:

- Monitor, track, and trend your performance in an objective manner.
- Provide you with a completed performance review at least one time during each rotation (if the rotation is equal to or exceeds 60 days) or long-term assignment. The review summarizes productivity, competencies, and conduct.
- Provide you with an opportunity to discuss your performance.
• Review with your supervisor.
• Provide training and guidance for self-improvement.
• Track and address performance and self-improvement.

See Procedure: Quality of Care Concerns and Licensure Status Changes – Review and Determination Process.
VI. Specific MFLC Program Policies and Procedures – Two Mission Execution Tasks

The following policies and procedures are specific to your role within the MFLC program. Strict policy adherence for all assignments is required for continued participation in the MFLC network. Noncompliance may result in immediate removal from current and future MFLC assignments.

VI.A Scope of Services

Our Philosophy

Counseling services provided through the MFLC program are delivered in support of and as an adjunct to established military mental health and other behavioral health services.

Our Policy

Counselors may only perform services within the specific scope of the MFLC program, and may not provide the following services:

- Services for non-V-code disorders found in the most current Diagnostic and Statistical Manual of Mental Disorders or any medical diagnosis, including without limitation, post-traumatic stress disorder and traumatic brain injury.
- Behavioral health/medical treatment or therapy.
- Investigation of or counseling for domestic violence, child abuse, or other duty-to-warn situations or adverse incidents.
- Services for individuals not eligible for the MFLC program (e.g., individuals not “in the system”).
- Providing on-call services normally provided by Medical, Life Skills or Family Advocacy personnel.

What You Need to Do

Your responsibility is to:

- Adhere to the scope of practice for the MFLC program.
- Provide only consultation or short-term, problem-solving, non-medical counseling.
- Make appropriate referrals to military and community resources for clients with a psychiatric, behavioral, or medical diagnosis (see Referring Service Members/Families to Supplemental Resources and Health Services Outside the Scope of the MFLC Program Procedure).
- Follow protocols outlined elsewhere in this handbook for situations involving duty-to-warn and adverse incidents.
• Confirm eligibility for MFLC services.
• Refuse acceptance of responsibilities outside the program scope.
• Refer the requesting external personnel to the assigned MFLC program regional supervisor for clarification as needed.
• Report such requests immediately to your regional supervisor.

**What Magellan Will Do**

Magellan’s responsibility is to:

• Clarify situations which are in- and out-of-MFLC program scope.
• Keep you informed of protocols for referral and handling situations appropriately.
• Provide support and consultation for duty-to-warn and adverse incident situations.
• Provide consultation to the POC and or requester as needed.
GENERAL PROGRAM PROCEDURES

VI.B Program “Briefs”

Our Philosophy
Magellan is committed to furnishing all services within the scope of the MFLC program to meet the expectations of the DoD.

Our Policy
All counselors must be fully versed in the scope and limitations of the MFLC program so that they are prepared at all times to deliver a program brief – an impromptu brief presentation explaining the key elements of the MFLC program by a commanding officer, POC or other DoD representative. The information presented must be concise, accurate and consistent across counselors. Counselors must adhere to Magellan-approved content scripts.

What You Need to Do
Your responsibility is to:
• Be familiar with the overall MFLC program description and key program elements.
• Deliver information contained in the Magellan-approved script.
• Work with the assigned MFLC program regional supervisor to practice your delivery, as needed.
• Be ready to respond as requested and schedule program briefs.
• Accurately demonstrate program briefings on activity forms. (A briefing is a 5 to 10-minute presentation that summarizes the “who, what, where, how, and why” aspects of the MFLC program. It is not a one-minute answer to a question a client may pose).

What Magellan Will Do
Magellan’s responsibility is to:
• Provide an “elevator speech” script for counselors to use when program briefs are requested (see Training: A Series of Program Briefings on the Magellan MFLC website).
• Review and practice scripts with individual and group supervision, as needed.
GENERAL PROGRAM PROCEDURES

VI.C Counselor Code of Conduct

**Our Philosophy**
Magellan is committed to creating a professional atmosphere in all service delivery venues. Nowhere is this more important than while on assignment, both on and off base.

**Our Policy**
Counselors on assignment are expected to maintain professional appearance, avoid dual relationships with military personnel and family members, adhere to strict standards of confidentiality, avoid situations which represent or could be perceived as conflicts of interest and comport themselves in a professional manner at all times (see Reporting, Investigating, and Tracking Potential Conflicts of Interest [COIs] Procedure).

**What You Need to Do**
Your responsibility is to:
- Identify yourself solely by name and the MFLC program.
- Wear the Magellan-provided MFLC nametag during scheduled work hours.
- Do not identify yourself via personal business cards, personally owned or created nametags, or otherwise as an employee or representative of the government, Magellan or any other entity.
- Treat all contacts with respect.
- Avoid discrimination.
- Avoid discussion about or expression of political beliefs.
- Maintain a professional appearance:
  - During assigned working hours and while on base, wear business or business casual dress.
  - Avoid the following inappropriate attire:
    - Jeans and tennis shoes
    - Exercise clothing
    - Sweat pants/sweat suits
    - Jogging suits
    - Shorts
    - Bare midriffs, bare backs
    - Plunging necklines, tank tops
    - Beachwear
    - Spandex, tight leggings
    - Clothing with offensive language and/or symbols
    - Torn clothing
- Rubber beach shoes, “flip flops”
- Any clothing with language or slogans promoting any political or professional organizations (if in doubt, leave it out!)
- Any facial piercing (facial piercing violates military dress code).

- Avoid socializing and establishing personal relationships with military staff and families. Dual relationships are prohibited.
- Avoid crossing or violating professional boundaries (e.g. giving or serving food to or transporting military service members/families, holding/rocking children, using the POC as a sounding board for your concerns).

- Maintain confidentiality and privacy:
  - Maintain professional standards to protect an individual’s right to privacy at all times.
  - Refrain from keeping any administrative or clinical records of contacts with service or family members.
  - Immediately shred any personal notes and discard them.
  - Avoid saving electronic files on government computers.
  - Ensure email communications do not include service/family member names or other identifying information, whether in the email body or in an attachment.
  - Limit counseling sessions to areas where discussions may take place without being overheard.

- Avoid conflicts of interest:
  - Refrain from accepting or giving any gratuities to/from military or civilian personnel or family members, including money, gifts, meals, etc.
  - Refrain from referring clients to your private or group practice, or any other practice in which you have a financial interest, direct or indirect (e.g., your family members). (See MFLC/Private Practitioner Avoidance of Conflict of Interest Attestation Procedure.)
  - Refrain from using your position with the MFLC program for personal financial gain of any kind.
  - Refrain from maintaining affiliations with federal or state agencies that present as or could be perceived as conflicts of interest.
Do not allow your decision making to be or reasonably perceived to be influenced by the promise of, or potential for, personal gain.

Disclose all material facts when there is an actual, potential or perceived conflict of interest.

Refrain from receiving, offering or soliciting gifts and favors or other improper inducements in exchange for influence or assistance related to the MFLC program.

Refrain from co-extensive employment by a competitor, provider, vendor or entity that does or seeks to do business with Magellan.

Do not promote yourself for any non-program purpose using the MFLC role.

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.

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.

Refrain from sharing MFLC program materials or information outside the MFLC program without the written permission of the assigned MFLC program regional supervisor.

What Magellan Will Do

Magellan’s responsibility is to:

• Screen and investigate potential conflicts of interest during the counselor recruiting process.

• Provide training on professional conduct during the orientation process.
  Provide routine feedback and guidance on professional conduct issues during verbal supervision and the documented performance review process.

• Investigate allegations of noncompliance with established policies and procedures.

• Provide you with an opportunity to discuss your performance review with your supervisor.
• Provide training and guidance for self-improvement.
GENERAL PROGRAM PROCEDURES

VI.D Reporting and Investigating Conflicts During Assignments

Our Philosophy
Magellan maintains formal protocols for reporting, investigating, mitigating, and resolving potential conflicts of interest. Magellan expects MFLC counselors to avoid conflicts with persons or organizations with whom they interact through the program and to withdraw from any conflicts that do arise.

Our Policy
When conflicts or potential conflicts are identified, counselors must not continue to engage past the point of conflict. Under no circumstances should a counselor attempt to resolve any conflict past the initial discussion. Counselors must alert their supervisors to any conflicts (or issues that could be perceived as conflicts) at the time they are identified.

What You Need to Do
Your responsibility is to:
• Avoid conflicts to the extent possible.
• Withdraw professionally when conflicts occur.
• Immediately inform your supervisor upon identifying any situation in which your or a colleague’s ability to remain objective while performing MFLC services may be affected (or perceived to be affected).

What Magellan Will Do
Magellan’s responsibility is to:
• Provide consultation and support.
• Report the conflict, as appropriate, to the installation or CYP POC and OSD as necessary.
• Investigate content, causes and resolution possibilities of the conflict.
• Assist the appropriate POC with resolution of conflicts and prevention of future similar situations.
GENERAL PROGRAM PROCEDURES
VI.E Data Collection and Reporting

Our Philosophy
Magellan is committed to demonstrating the quality of its services and value to its customer through recording and reporting of all service-related activities.

Our Policy
Each service activity is to be reported using Magellan’s Service Activity Reporting system. This may be accomplished via smartphone application or website application. In rare instances when both systems (CareP and CareW) are down, counselors may submit their activity reports by faxing hard copies to 888-656-1910. Counselors must complete and submit timely MFLC Service Activity forms in their entirety for each encounter, whether they are non-medical face-to-face counseling or briefings/presentations.

Definitions

Non-Medical Face-to-face Counseling:
Counseling/consultation services delivered to military and family members that are solution-focused, short-term, and for defined problems and amenable to brief intervention.

Briefings /Presentations:
Formal and informal educational sessions about the program with individuals, groups or staff: attendance at a community event or other gathering; and presentation/training or facilitated group discussions. Indirect support services also may involve a counselor attending a meeting or event and supporting the installation’s support structures (Command Support). Services are considered informal support if the counselor takes it upon him/herself to make contact with service members and their families, delivering informal (not scheduled) outreach in a variety of settings. When there are multiple MFLC counselors, each MFLC counselor present at an event or gathering completes and submits a Service Activity form for the activity regardless of the number of MFLC counselors; however, each must divide the total number of participants by the number of counselors and report this as the number served on their individual activity form.

What You Need to Do
Your responsibility is to:
• Download and retain a hard copy of the most current version of the activity form from the counselor website and maintain several
copies in your possession. Use hard copies only if there are problems with cellphones or Internet access (see Back Up Data Collection and Submission Procedure).

- For each encounter, complete a new service activity entry either in the smartphone (CareP), or the website (CareW). (Website and smartphone applications have appropriate click/touch buttons.)
- Submit accurate data at the end of each day/work shift, and no later than 24 hours after each encounter.
- When submitting through your smartphone, ensure that you are in a location where there is a strong signal so that data may be transferred to the activity database immediately.
- If you are unable to complete the activity form because the location of your assignment is not available in the drop-down box, you must notify your supervisor (see Adding Locations to CareW/CareP Procedure).
- At the end of each service rotation, transfer the rotation-assigned cellphone to your replacement.

What Magellan Will Do

Magellan’s responsibility is to:

- Provide rotational counselors with a Magellan-owned smartphone that includes a service activity report application (CareP) for data collection and submission.
- Provide access through the MFLC counselor website to the Magellan website application (CareW) for data collection and submission.
- Ensure that up-to-date hard copy forms are available for download on the MFLC counselor website.
- Return completed hard copy activity forms for resubmission if the most current version is not used.
- Include a copy of the MFLC Service Activity form in the packets provided prior to assignment for surge and on-demand counselors.
- Make the smartphone Android Service Activity application available for download as appropriate for counselors not issued a smartphone, but who own a current version Android device.
- Alert you of errors that require correction.
- Provide continuous clarification and guidelines on activity form entries.
GENERAL PROGRAM PROCEDURES

VI.F Cellphone Usage

Our Philosophy
Magellan entrusts its property and systems to counselors for use for legitimate business purposes.

Our Policy
Rotational, Surge and Installation Summer Program counselors will receive a Magellan-owned smartphone. The phone will usually be encrypted with the Magellan activity application pre-loaded at the start of each assignment. If not, counselors may find clear instructions on encryption and application loading on www.MagellanMFLC.org. Counselors issued smartphones and other hardware must use such equipment for business purposes only; personal use is prohibited (see Procedure: Guidelines for Cell Phone Use by MFLC Counselors). All Magellan-supplied equipment should be treated with care and protected from theft, damage, and unauthorized use (see Optimizing Use of Smartphones issued from Magellan to MFLC Counselors Procedure).

Cellphones and any other hardware as applicable shall be transitioned to the replacement counselor at the end of each assignment. Any client contact information, your Magellan email account, calendar entries, client phone numbers, etc., should be deleted prior to transition to the next counselor.

What You Need to Do
Your responsibility is to:

- Limit the use of issued smartphone or other equipment to program-related tasks.
- Make sure your smartphone is encrypted and loaded with necessary applications (see Guidelines for Cell Phone Use by MFLC Counselors Procedure).
- Maintain personal possession of your issued smartphone at all times (e.g., do not leave it lying on a table while you get a cup of coffee in a public restaurant).
- Handle your smartphone with care to prevent damage/breakage.
- Use only Magellan pre-loaded applications; do not download and/or install additional unapproved applications.
- Avoid text messaging for non-business-related purposes.
- 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.

- Delete all service/family member data from your assigned smartphone at the end of your rotation and hand off the smartphone to your rotational replacement.
- If your Magellan-issued smartphone is not functioning properly, contact the MFLC Service Center for assistance at 855-653-6352. NOTE: Magellan does not provide support for personally owned devices.

**What Magellan Will Do**

Magellan’s responsibility is to:

- Provide rotational counselors with encrypted smartphones pre-loaded with approved applications or with instructions on how to load applications and ensure encryption.
- Provide application updates as needed and/or appropriate.
- Provide technical support for Magellan-owned smartphones through the MFLC Service Center.
GENERAL PROGRAM PROCEDURES

VI.G Assignments

Our Philosophy
Magellan is committed to ensuring that all assignments are filled and meet DoD and military installation needs.

Our Policy
PMO scheduling staff, under supervision of the MFLC program contract administrator, determines the location and duration of all counselor assignments. Optimally, rotational assignments will be for 180-day durations, but the length of assignments may vary by location and need. The duration of an assignment may be extended due to the specific needs of a location.

What You Need to Do
Your responsibility is to:
• Notify Magellan of your availability for assignments as early as possible.
• Work with the MFLC program scheduling team to arrange arrival time, travel schedule, assignment duration and any other assignment requirements.
• Make every effort to be present every day of the assignment.
• Request paid time off as early as possible.
• If requested, let the schedulers know if you are willing to extend an assignment. Extending is voluntary; you have the right to refuse.

What Magellan Will Do
Magellan’s responsibility is to:
• Notify you in a timely manner of assignments as they open.
• Provide you with a written Counselor Task Assignment which includes pertinent information about your assignment.
• Ensure you have the necessary preparatory materials to carry out your assignment.
• Provide you consultation with the appropriate regional supervisor once an assignment is made but prior to deployment.
GENERAL PROGRAM PROCEDURES

VI.H Traveling with Family Members

Our Philosophy
When counselors are on assignment, they should be focused on that assignment without distraction.

Our Policy
Counselors may not be accompanied by family, friends or pets 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. Family, friends and pets are not allowed on an installation at any time.

What You Need to Do
Your responsibility is to:

• Refrain from bringing family, friends or pets to an assigned location.
• Refrain from charging Magellan for any expenses related to family/friends/pets.

What Magellan Will Do
Magellan’s responsibility is to:

• Refuse payment for any expenses incurred by family/friends/pets at any time.
• Take appropriate action if this policy is violated, up to and including termination.
VI.1 Installation Security and Investigations

Our Philosophy
Magellan supports security at military installations as critical to the safety of the installation and the country. Magellan participates in investigations initiated by DoD and military installation personnel when the focus of the investigation is a Magellan employee or contractor. It is every counselor’s responsibility to actively protect that security against individuals who engage in intelligence-gathering for purposes of subversion and espionage by talking with and questioning individuals who work on or near a U.S. military installation.

Our Policy
MFLC counselors should comply with security procedures, be vigilant for potential security threats, and immediately report perceived potential threats to the military POC and/or appropriate authorities. See also the External Communications section of this handbook. MFLC counselors should participate in installation investigations, but only when directed by their immediate supervisor. See procedure: Field Investigation Protocol. MFLC counselors should also follow appropriate reporting procedures should a safety incident occur, whether on or off installation. See procedure: Field Safety Incident Reporting Protocol.

What You Need to Do
Your responsibility is to:

• Cooperate with all installation security procedures and investigations.
• 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.
• If questioned about activities of the military or the mission/activities of the installation, do not provide any information.
• Notify the proper authorities and management should a safety incident occur.
What Magellan Will Do

- Provide counselors support and consultation regarding installation security requirements.
- Provide guidance and direction if a counselor is involved in a security or safety investigation conducted by the DoD or military installation personnel.
- Investigate and take appropriate action when counselor behavior is at odds with sound security practices.
- Provide guidelines and support in the event a safety incident occurs.
GENERAL PROGRAM PROCEDURES

VI.J Use of CONUS Government Facilities

Our Philosophy
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).

Our Policy
Counselors should not utilize or attempt to utilize the commissary or post exchange (PX) on any installation.

What You Need to Do
Your responsibility is to:
• 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.

What Magellan Will Do
Magellan’s responsibility is to:
• Communicate this restriction to counselors.
• Take appropriate action if this policy is violated, up to and including termination.
GENERAL PROGRAM PROCEDURES
VI.K Politics

Our Philosophy
Magellan holds counselors and other personnel to standards that support and are consistent with military regulations, including prohibitions against speaking against any elected official.

Our Policy
MFLC counselors may not discuss politics or opinions about elected officials with service members and their families.

What You Need to Do
Your responsibility is to:
• 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.

What Magellan Will Do
Magellan’s responsibility is to:
• Ensure counselors and other personnel adhere to the policy.
• Furnish guidance on interpreting the policy.
• Take appropriate action if this policy is violated, up to and including termination.
GENERAL PROGRAM PROCEDURES

VI.L Written and Other Material Development

**Our Philosophy**
MFLC program and Magellan written materials, presentations and handouts for use in the MFLC program should be professional, offer a consistent message and follow standards of style.

**Our Policy**
All materials must be reviewed and approved by Magellan and the OSD program manager prior to use. MFLC counselors should use only written materials, presentations, handouts and other materials provided by the assigned MFLC regional supervisor, or designee, or by the installation POC.

MFLC counselors may not develop or distribute any promotional materials, such as brochures and business cards, other than those provided by the OSD and/or installation.

**What You Need to Do**
Your responsibility is to:

- Refrain from developing or using your own materials, regardless of the circumstances.
- Utilize only brochures, business cards, and other promotional materials furnished by the POC or designee.
- Consult the assigned MFLC program regional supervisor when you have questions about any materials.
- Notify and consult with the assigned MFLC program regional supervisor if asked by the military POC to create any type of written or promotional materials, presentations, handouts or other member-facing materials.
- Contact the assigned MFLC program regional supervisor when you are provided material by the POC so that it can be reviewed and approved.
- Identify gaps in the presentation library and recommend topics for the creation of additional presentations to the Training Manager.

**What Magellan Will Do**
Magellan’s responsibility is to:

- Review and approve all materials prior to their use.
GENERAL PROGRAM PROCEDURES
VI.M External Communications and Social Media

Our Philosophy
Magellan is committed to protecting the integrity, security and privacy of military installations and programs.

Our Policy
MFLC counselors are prohibited from communicating in any fashion with the media about the MFLC program, publishing program information, disseminating program information in any external venue, or using personal or Magellan sponsored social media to post information or communicate with military members/families. Violation of this policy can be grounds for immediate termination.

What You Need to Do
Your responsibility is to:

- Refuse all interviews, questions, 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, church groups or other casual or close acquaintances.
- Report all requests for information to the assigned MFLC program regional supervisor immediately.
- Avoid still photographing, videotaping or voice recording military service members/families. See Procedure: Photography/Videotaping, Social Media and Electronic Communication Use.
- Avoid posting comments on military member/family group social media sites.
- Avoid sending or accepting invitations to military members/families to joining social media sites.
- Refrain from information or images of colleagues and installation staff.
- Avoid publishing by any means any 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.
  o 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.

**What Magellan Will Do**

Magellan's responsibility is to:

• Manage all media or any other external communication related to the MFLC program.
• Ensure resources are available to you for handling such requests.
• Investigate reports and complaints of policy violation(s) and take appropriate action if verified, up to and including immediate termination.
GENERAL PROGRAM PROCEDURES

VII. Privacy, Confidentiality and Reporting

VII.A Informed Consent and Confidentiality

Our Philosophy

Magellan is committed to ensuring that persons receiving counseling services understand the scope of service delivery and limitations of confidentiality. Magellan also is committed to following program-specific requirements for informed consent.

Our Policy

Informed consent must be solicited from the service or family member at the beginning of his/her first counseling session. This requires an explanation of the counselor’s role, the types of issues that can be discussed in non-medical counseling, how counselors utilize solution-focused techniques and motivational interviewing strategies to elicit change, the scope of services that can be provided, and how referrals can be made to additional resources if the individual needs ongoing counseling sessions or other services.

In addition, the counselor must inform the service or family member of the limits of confidentiality (e.g., duty-to-warn), including the following statement, at minimum at each initial contact:

“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 Department of Defense (DoD) or military regulations. Harm to self or others includes suicidal thought or intent, a desire to harm oneself, domestic violence, child abuse or neglect, violence against any person, and any present or future illegal activity.”

What You Need to Do

Your responsibility is to:

- At the start of each face-to-face contact and prior to any consultation in any service component, communicate the program/counseling structure and limitations to the participants.
- Explain that the program is confidential unless certain conditions occur.
- Inform the participant(s) of the limits of confidentiality using the specific language stated in the policy above (you may read from the laminated card that Magellan provides to you).
• Confirm each individual’s understanding of the scope and limits of confidentiality.
• If you are counseling a minor, ensure that appropriate confidentiality releases and consents to counseling, signed by a legal guardian, are on file at the school or center. These releases may be used in lieu of the procedures above. If files do not contain the appropriate signed documents, provide the MFLC-approved confidentiality statement to the legal guardian face-to-face before commencing counseling with a minor. For more information, see Section VIII.B: CYB - Working with Children—Permission and Line of Sight. Document on the smartphone/website/paper-based Direct Service Activity form that you provided the confidentiality statement above to the participant(s) or located signed releases at schools or child/youth centers.
• Refrain from keeping any administrative or clinical records of contacts with service or family members.

**What Magellan Will Do**

Magellan’s responsibility is to:
• Provide you with a “Confidentiality Statement” on a laminated card that includes the prescribed text explaining limits of confidentiality for your review with the participant(s).
• Provide you a suggested script for describing the program and scope of services.
• Make modifications to requirements and inform you of modifications as program structure and/or DoD requirements are modified or changed.
• Monitor adherence to this requirement through data analysis of service forms and complaints.
GENERAL PROGRAM PROCEDURES

VII.B Duty to Warn

Our Philosophy
Magellan is committed to ensuring the safety of service and family members in accord with professional ethics and pursuant to military/DoD guidelines.

Our Policy
When made aware of serious threats of harm to self or others, domestic violence, child abuse, elder abuse, sexual assault of adults, violence against another person, or past/present/future illegal activity, MFLC counselors must report such incidences to their regional supervisor or director. Counselors must also follow all prescribed military duty-to-warn procedures, including reporting to the POC, or as otherwise required under restricted reporting rules and installation-specific protocols (see Identifying and Reporting Duty to Warn Issues Procedure). At all times, safety is paramount.

All service/family members reporting domestic abuse are reported to the installation Family Advocacy Program (FAP). The counselor will perform an appropriate warm hand-off to the sexual assault response coordinator (SARC) or the sexual assault prevention and response (SAPR) victim advocate (VA) for sexual assault.

Counselors inform clients that they are mandated reporters, i.e., counselors are required to report details disclosed by the client about the sexual assault or domestic abuse. Counselors also notify clients 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. The Counselor refers the client to the appropriate resource based on the client’s reporting requests. If mandated reporting is chosen after the counselor explains reporting options, the counselor offers to facilitate a call/warm transfer to Victim’s Advocate, SARC or FAP after the report is completed. No additional discussion or contact with the client is permitted. 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, or parents of children in common with service members, or contractors or civilians eligible for OCONUS medical treatment.
What You Need
to Do

Your responsibility is to:

- Be familiar with reporting requirements under applicable state law and military procedures.
- At each new location, obtain location-specific duty-to-warn procedures and obtain contact information for the SARC, FAP, MPs and/or other appropriate urgent/emergent community resources.

- General Procedures:
  - Immediately contact your supervisor or designee via telephone for consultation.
  - Refer to the duty-to-warn procedures for your specific location.
  - Report immediate risk situations to MPs, security forces, or, if off installation, to appropriate law enforcement.
  - Once the duty-to-warn situation is identified, do not engage in further discussion about the issue. Do not have further discussion or contact about the issue with the service or family member.
  - Do not attempt to determine the veracity of allegations.
  - Facilitate a warm handoff of the client to the POC, except as indicated below in connection with restricted reporting.
  - If child abuse is suspected, make a report to Child Protective Services (CPS), the local child abuse-reporting agency and the FAP for the nearest installation.
  - Report suspected domestic abuse to the FAP.
  - Immediately refer any individual who reports sexual assault/rape to the SARC and cease all discussion or contact with that individual regarding the sexual assault.
  - Complete a duty-to-warn report form and submit to your regional supervisor.
    - Use the most current Duty to Warn report form (click here to access the most recent form or go to Paper Forms under Counselor Tools on the Magellan MFLC website).
    - Complete each field of the form that applies to the incident.
    - Ensure that all fields contain accurate
information and are free of typos or grammatical errors (see DTW Tip Sheet).

- Restricted Reporting:
  - Recognize when restricted reporting is available (see Handling MFLC Sexual Assault and Domestic Violence Issues Procedure and Duty to Warn Procedure).
  - Prior to referring an eligible individual to a SARC or the SAPR VA, inform the individual that if she/he is a victim of sexual assault or domestic violence, the military will provide medical and counseling assistance without notifying the command structure or investigating the allegation if the individual requests a restricted report.
  - Refrain from encouraging individuals to request a restricted report.
  - For victims of sexual assault/rape, offer to facilitate a call or warm transfer to the SARC local to the victim. Inform the SARC if the victim has requested to make a restricted report.
  - For domestic violence incidents, offer to assist referral/transfer to the domestic abuse VA or the FAP office local to the victim. Inform the VA or the FAP office if the victim has requested to make a restricted report.

  - **The SARC, VA, or FAP office must be told that the victim has requested to make a restricted report.**

  - If the caller chooses to make an unrestricted report, notify the SARC or FAP office or security police.
  - Make the warm handoff to the SARC, VA or FAP office only.
  - **DO NOT** keep written records.

<table>
<thead>
<tr>
<th>What Magellan Will Do</th>
<th>Magellan’s responsibility is to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Ensure you have the most current military reporting guidelines available.</td>
</tr>
<tr>
<td></td>
<td>• Provide consultation and guidance to you about the process and individual cases.</td>
</tr>
<tr>
<td></td>
<td>• Track and report frequency and type of incidences to the government.</td>
</tr>
<tr>
<td></td>
<td>• Ensure confidentiality is maintained as appropriate.</td>
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</tbody>
</table>
GENERAL PROGRAM PROCEDURES

VII.C Adverse Incidents

Our Philosophy
Magellan is committed to maintaining a safe environment for service delivery to all service/family members and other installation personnel. Magellan also is committed to reviewing incidents of self-harm and violence to others by individuals who have received counseling, in order to identify opportunities to improve the safety of individuals who receive counseling.

Our Policy
Magellan initiates a safety review for all known incidents involving self-harm or harm to others by service and family members who have received counseling through the MFLC program.

An Adverse Incident is a range of events or situations that may cause harm or injury to an MFLC participant or reflect negatively on the MFLC program through media attention, including but not limited to:

- Suicide
- Homicide
- Serious harm or injury
- Any event/situation that may reflect negatively on the MFLC Program.

Reportable Adverse Incident: An adverse incident in which MFLC is directly involved; i.e., the affected service/family member has been seen by an MFLC counselor, or the staff person involved has been supported by an MFLC counselor (see Adverse Incident Procedure).

What You Need to Do
Your responsibility is to:

- Immediately, or as soon as reasonably possible, report the incident to the assigned MFLC program regional supervisor. Avoid leaving a voice mail. If the supervisor is not available, escalate up the Magellan chain of accountability to the regional director, quality assurance, improvement and training (QAIT) director, deputy director, etc.
- Avoid discussing the adverse incident with others, except as approved by the assigned MFLC program regional supervisor, regional director, or their managers.
• Cooperate with information gathering and investigation of the incident by Magellan or the government.

**What Magellan Will Do**

Magellan’s responsibility is to:

• Serve as a resource to manage adverse incident situations.

• Investigate all adverse incidents in a timely manner and make recommendations, as indicated, for process changes.
GENERAL PROGRAM PROCEDURES

VIII. Child and Youth Behavioral MFLC Program

VIII.A CYB Scope of Services

Our Philosophy

CYB-MFLCs provide support to staff, parents and children in military Child and Youth Programs (CYP) 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.

Our Policy

- CYB-MFLC counselors provide non-medical counseling support to military children and youth up to age 18 in groups or individually, with parental consent, on issues including but not limited to identifying feelings, problem solving, bullying, conflict resolution, self-esteem, coping with deployment and reunification, transition and moving, sibling/parental relationships, managing anger, separation from parent(s), and divorce.
- The CYB-MFLC may not participate in the Special Needs Assessment Process (SNAP) or Individualized Education Plan (IEP) meetings, but in some cases may support special needs children/families, or the CYB-MFLC may be introduced as an additional resource for the parent(s)/guardian(s) prior to or following SNAP or IEP meetings.
- (See Procedure for Addressing CYB Specific Issues.)
- A CYB-MFLC counselor may not be counted in the staff-to-children ratio; 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.
- If directed, CYB-MFLCs may meet with camp counselors up to two days prior to the camp start date for briefings and other preparatory issues.
**What You Need to Do**

Your responsibility is to:
- Observe, participate, and engage in activities with military children/youth.
- Provide direct interactions (non-medical counseling) to military children and youth.
- Model behavioral management techniques and provide feedback to staff.
- Suggest courses of age-appropriate behavioral interventions to enhance coping and behavioral skills.
- Be available to staff to discuss interactions and other concerns as appropriate.
- Provide outreach to military parents, e.g., when they drop off and pick up children or at family events.
- Facilitate psycho-educational groups.
- Conduct trainings for military children, staff and parents.
- Refrain from direct participation in Special Needs Assessment Process (SNAP) or Individualized Education Plan (IEP) meetings; however, as requested, serve as an additional resource to parent(s)/guardian(s) and assist in coaching, guiding and supporting behavioral interventions resulting from the SNAP or IEP process.
- Work with the principal or other POC to arrange for specific services.
- Avoid situations in which counselors may be left in charge of a child or group of children. This is strictly forbidden.
- When providing counseling services to children, counselors shall 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, YMCA director, CDC director, or teacher) who has successfully completed a background check.
- Recommend referrals to military social services and other resources as needed.

**What Magellan Will Do**

Magellan’s responsibility is to:
- Provide support and direction as needed.
- Provide consultation on managing a request to assume responsibility for a child or group of children, and intervene with the POC as necessary.
- Ensure CYB-MFLCs adhere to the program scope of services as outlined by the DoD.
- Maintain regular contact with the principal or POC.
GENERAL PROGRAM PROCEDURES

VIII.B Working with Children – Permission and Line of Sight

Our Philosophy
Counselors should keep appropriate boundaries and maintain professionalism when working with children and youth.

Our Policy
In line with DoD requirements, 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 (see Parental Consent for MFLC Services to Minors Procedure).

Counselors may not meet alone with a child or a group of children without being in the line of sight – with no barriers – of a CYP, DoDEA, LEA, or camp employee or a parent/guardian. CYB-MFLCs always maintain the Minimal Touch Policy Guidelines outlined in the CYB-MFLC Procedures Manual (see Minimal Touch Guidance Policy Procedure).

What You Need to Do
Your responsibility is to:

- Ensure you have verified that the appropriate signed consent from each child’s parent/guardian has been obtained.
  - Click here for a copy of the Parent Information Letter/Consent Form.
  - Click here for the Spanish version.
- If it is not clear that parental consent has been signed, work with the POC to ensure that the appropriate signed consent has been obtained.
- Take the necessary measures to never meet individually with a child without being in the line of sight of a CYP, DoDEA, LEA, or camp employee or a parent/guardian. Line of sight generally refers to no barriers; however, visibility through an open window or glass barrier or an open door is acceptable.
- Know and follow the minimal touch policy at all times.
- 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.
What Magellan Will Do

Magellan’s responsibility is to:

- Ensure you are informed of the “line of sight,” “parental consent,” and minimal touch guidelines and requirements.
- Investigate reports/complaints of violations and take appropriate actions.
GENERAL PROGRAM PROCEDURES

VIII.C Transporting Children and Family Members

<table>
<thead>
<tr>
<th>Our Philosophy</th>
<th>It is not appropriate for CYB-MFLCs to transport children or other family members in any vehicle.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our Policy</td>
<td>CYB-MFLCs shall not transport any child or family member in their personal vehicles or any other vehicle.</td>
</tr>
<tr>
<td>What You Need to Do</td>
<td>Your responsibility is to:</td>
</tr>
<tr>
<td></td>
<td>• Refrain from transporting children, family members, and service members in a vehicle.</td>
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<tr>
<td></td>
<td>• Report such requests, as appropriate, to the assigned MFLC program regional supervisor.</td>
</tr>
<tr>
<td>What Magellan Will Do</td>
<td>Magellan’s responsibility is to:</td>
</tr>
<tr>
<td></td>
<td>• Ensure you are aware of the policy stated above.</td>
</tr>
<tr>
<td></td>
<td>• Furnish consultation on responding to requests for transportation.</td>
</tr>
<tr>
<td></td>
<td>• Monitor adherence to the above policy and take appropriate action up to and including termination, should violations occur.</td>
</tr>
</tbody>
</table>
GENERAL PROGRAM PROCEDURES

VIII.D Home Visits

Our Philosophy
Magellan generally considers home visits to be outside the scope of services.

Our Policy
CYB-MFLC counselors may not make a home visit with the exception of Family Child Care (FCC) homes when requested to do so by the POC or delegated representative. When supporting a child in the Family Child Care setting, the CYB-MFLC must remain in the line of sight of the Family Child Care home provider at all times.

What You Need to Do
Your responsibility is to:
• Refrain from making home visits except when requested by the POC or delegated representative to visit a FCC home, and while in the FCC home, remain in the line of sight of the FCC home provider at all times when providing support to children.
• Discuss all such requests with your regional supervisor prior to a home visit.

What Magellan Will Do
Magellan’s responsibility is to:
• Ensure you are aware of the policy.
• Provide consultation to you as requested.
• Monitor adherence to the policy and take appropriate action, up to and including termination, should violations occur.
GENERAL PROGRAM PROCEDURES

IX. Travel Arrangements

Our Philosophy
Magellan is committed to planning/facilitating travel in a prompt and efficient manner.

Our Policy
Magellan’s travel policy is based on the assumption that MFLC counselors should maintain a reasonable living standard consistent with prudent business management while representing Magellan in an appropriate manner to DoD.

What You Need to Do
Your responsibility is to:
• Adhere to your travel plan.
• Request exceptions if special needs exist.

What Magellan Will Do
Magellan’s responsibility is to:
• Provide reasonable travel plans/accommodations.
• Respond promptly to any inquiries.
• Address MFLC counselors’ need for exceptions to the routine travel policy.

See MFLC Travel Policy for additional information.
X. Reimbursement

X.A Reimbursement for Counseling Activities

Our Philosophy
Magellan is committed to providing prompt payment to our MFLC counselors for services delivered, and accurate and timely statistical information to the DoD.

Our Policy
MFLC counselors must report MFLC service delivery time in the format prescribed below. Time reporting serves as the invoicing mechanism and is matched against your client activity reports to ensure timely reporting to the DoD (See Monitoring and Addressing Rotational MFLC Schedules and Time Reporting Procedure). If you are a Magellan employee, see Section XII for additional information on reimbursement for time spent on training/administrative activities.

What You Need to Do
Your responsibility is to:

Magellan Employees:
- Complete a time sheet which accurately reflects time worked at the end of each business week through Magellan’s time reporting system: Work Day. (Counselors who do not work during the entire week need not complete a time sheet.) (See MFLC Counselor Time Sheet Completion, Approval, and Submission Procedure.)
- Cooperate with the payroll department and your supervisor if questions arise.
- Keep your supervisor apprised of changes in your schedule.

Contractors:
- Record service delivery time on a daily basis. This may be accomplished by accessing the TimeW application on the Magellan MFLC counselor website, utilizing the toll-free MFLC Integrated Voice Recognition (IVR) system, or downloading and faxing in time reporting if other systems are unavailable (the form is available on the Magellan MFLC counselor website by going to the “Counselor Tools” tab and clicking “Paper Forms”).
- Submit daily activity reporting via the same mechanisms described above.
- Remain cognizant of time submission reminders and ensure time
and activity reporting is submitted according to the following guidelines:

<table>
<thead>
<tr>
<th></th>
<th>Time submitted for approval</th>
<th>Time must be received</th>
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<tbody>
<tr>
<td>Rotational Assignments</td>
<td>Weekly</td>
<td>Tuesdays 11:59 p.m. CST</td>
</tr>
<tr>
<td>Surge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summer Camp</td>
<td>At the end of assignment</td>
<td>48 hrs. after</td>
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</tbody>
</table>

What Magellan Will Do

Magellan’s responsibility is to:

- Match your time sheet to activity reporting information and scheduling expectations, and notify you if any discrepancy exists.
- Provide prompt payment to MFLC counselors: bi-monthly for Magellan employees and generally within two weeks of time and activity reporting submission for contractors. (Direct Deposit is available by filling out and submitting the form provided [here](#).)
- Respond promptly to any inquiries regarding potential MFLC payment problems and collaborate with MFLC counselors to rapidly resolve any payment issues.
- For contractors: Magellan has no obligation to pay for any MFLC counselor services if time and activity reports are not submitted in a timely manner. Any report submitted more than seven calendar days after the end of an assignment will be deemed not timely and will not be processed for payment.
GENERAL PROGRAM PROCEDURES

X.B Reimbursement for Travel

Our Philosophy
Magellan is committed to providing payment for approved and allow able travel costs in a prompt and efficient manner.

Our Policy
Magellan’s policy is to reimburse MFLC counselors, in U.S. currency, for actual out-of-pocket expenses incurred for DoD approved business-related travel. The policy follows the Defense Transportation Regulation (DTR).

What You Need to Do
Your responsibility is to:

 Exercise the same care in incurring expenses that a prudent person would exercise when traveling on personal business.
 Follow the travel agreement as stated. The counselor may be required to organize and pay for travel if breaches occur, unless the breach is due to an emergency situation (see MFLC Travel Policy for specifics).
 Report MFLC travel expenses in the format prescribed in the MFLC Travel Policy. Copies of the Magellan Travel and Expense form can be found on the MFLC website. Go to Counselor Tools and click on Paper Forms. This is also where you can find the mileage log and print copies of the Travel and Expense form for future use.
 Your supervisor must approve the Travel and Expense report before any payment is provided.
 Click here to go directly to the Magellan Travel and Expense form (for OCONUS, click here).
 Submit your expense report within 30 days of the date of expense incurrence to your supervisor, along with any supporting documents.
 For CONUS, receipts should be in U.S. currency.
 Travelers shall be responsible for any expenses incurred that result from activities NOT directly related to their assignment and the execution of their duties. The following list is representative of some of the more common items but is not intended to be all inclusive.
  o Alcohol
  o Animal boarding
  o Automobile repair, maintenance, washes, accidents, locksmith charges
What Magellan Will Do

Magellan’s responsibility is to:

• Provide prompt payment to MFLC counselors, generally within two weeks of expense reporting submission.

• Respond promptly to any inquiries regarding potential MFLC payment problems and collaborate with MFLC counselors to rapidly resolve any payment issues.

• Upon notice from an MFLC counselor of a need for extraordinary travel, to promptly evaluate whether such travel will require the MFLC counselor to reimburse Magellan for travel-related costs and per diem.
XI. MFLC Assignments Outside the Continental United States (OCONUS)

The following section contains content specific to OCONUS MFLC assignments. This section supplements and, except as otherwise noted, does not replace content in other sections of this handbook.

XI.A OCONUS Cultural Sensitivity

Our Philosophy
Magellan is committed to the provision of culturally diverse programs. To that end, Magellan prepares OCONUS MFLC counselors to provide services that are sensitive to and consistent with geographical, military, and site-specific cultures.

Our Policy
OCONUS MFLC counselors:
• Appropriately incorporate cultural knowledge when providing MFLC services to military members/families and installation staff.
• Seamlessly assimilate themselves into the installations and communities in which they work.

What You Need to Do
Your responsibility is to:
• Attend all trainings specific to your OCONUS assignment.
• Become knowledgeable of and sensitive to cultural issues and customs (both military culture and social culture) of individuals with whom you interact during your OCONUS assignment.
• Be mindful of and appropriately respond to the unique cultural aspects of OCONUS installations; for example smaller installations, shorter chains of command, and reduced access to resources.

What Magellan Will Do
Magellan’s responsibility is to:
• Provide training and resources on cultural issues specific to your assignment.
• Provide support and direction as needed.
GENERAL PROGRAM PROCEDURES

XI.B OCONUS Security and Safety

Our Philosophy
Magellan is committed to a) respecting and abiding by all OCONUS security regulations/protocols, and b) minimizing safety risks potentially experienced by OCONUS counselors.

Our Policy
OCONUS counselors are knowledgeable and remain aware of military branch and location specific security protocols. OCONUS counselors take precautions to minimize safety risks. See also the Installation Security and Investigations section of this handbook.

What You Need to Do
Your responsibility is 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.
- Report all observances that potentially represent safety risks to your POC and supervisor.
- 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 who to contact in case of an emergency or crisis situation (see OCONUS Internal Crisis Management Procedure).
- Return base pass/CAC card upon departure from assignment.

What Magellan Will Do
Magellan’s responsibility is to:

- Provide training on OCONUS security-specific protocols.
- Provide support in identifying, reporting, and coping with security risks.
- Inform counselors of security, weather, health, and travel alerts when appropriate.
- Provide guidance and consultation.
- Provide direction for installation access. See OCONUS Internal Crisis Management Plan.
GENERAL PROGRAM PROCEDURES

XI.C Status of Forces Agreements (SOFAs)

**Our Philosophy**
A 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. Magellan is committed to abiding by SOFA agreements when applicable to OCONUS assignments.

**Our Policy**
When applicable, the OCONUS MFLC counselor agrees to abide by all terms, conditions, and restrictions imposed on Magellan and the counselor when providing OCONUS services.

**What You Need to Do**
- Know if a SOFA is applicable to your assignment and agree to terms and conditions.
- Know if a SOFA is not applicable to your assignment, and agree to terms and conditions of the alternative set of regulations by which you are to abide (e.g., “fax back” process).

**What Magellan Will Do**
- Alert you if a SOFA is applicable to your assignment and describe the terms, conditions, and restrictions.
- Apprise you of resources you may and may not use.
- Be available for consultation, direction and guidance.
GENERAL PROGRAM PROCEDURES
XI.D Traveling Outside the Continental United States

Our Philosophy
Magellan is committed to facilitating successful arrival to the host country and ensuring the safety of MFLC counselors while they are traveling in OCONUS areas.

Our Policy
Counselors are 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.

What You Need to Do
Your responsibility is to:
- 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.
- Not overstay in your assigned country. OCONUS jurisdictions generally have strict rules for how long a person can 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.
- 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.

What Magellan
Magellan’s responsibility is to:
Will Do

- Provide travel-related orientation specific to your assignment and location.
- Be available for consultation, direction and guidance.
- Notify you of costs for which you will and will not be reimbursed (e.g., damage to rental car, traffic tickets).
- Provide transportation during the assignment for work-related activities as necessary. (In some countries cars are not provided, or car sharing may be required.)
GENERAL PROGRAM PROCEDURES

XI.E OCONUS Expenses

Our Philosophy
Magellan is committed to reimbursing approved expenses associated with counselors’ assignments and providing a per diem for incidentals.

Our Policy
MFLC counselors submit completed OCONUS expense reports and associated receipts within 30 days of expenditure for reimbursement. Work-related expenses include fuel, phone minutes, luggage reimbursement up to $100.00, and pre-approved transportation to and from your assignment.

What You Need to Do
Your responsibility is 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.”
- Retain appropriate receipts and fill out OCONUS expense reports comprehensively in a timely manner to ensure proper reimbursement.

What Magellan Will Do
Magellan’s responsibility is to:
- Discuss with you any pertinent financial related issues or procedures specific to your assignment.
- Provide timely reimbursement of appropriate expenses.
- Be available for consultation, direction and guidance.
## XII. Magellan Rotational Employees: Policies and Benefits

### Our Philosophy
Magellan is committed to creating a collaborative working relationship with each employee and developing policies that benefit both Magellan and its employees.

### Our Policy
Magellan acquaints employees to the Magellan workplace, benefits, and policies affecting employment, and provides a work environment conducive to personal and professional growth.

### What You Need to Do
Your responsibility is to:
- Read, understand, and comply with all provisions of the MFLC Rotational Counselor Employee Handbook (click [here](#) to access the handbook).
- Maintain awareness of/familiarity with Magellan employee news, Human Resources operating systems, and policies.
- Connect your personal values and goals with Magellan’s values and goals.
- Take ownership of your future, and make choices about your career that support your goals and Magellan’s goal.

### What Magellan Will Do
Magellan’s responsibility is to:
- Provide clear policies and procedures on your responsibilities as a Magellan employee. The MFLC Rotational Counselor Employee Handbook contains information on:
  - Hiring and personnel information
  - Corporate compliance
  - Employment categories and classification
  - Pay and Benefits – for additional information, see attached procedures:
    - [Reporting Compensable Time Prior to and After Counselor Task Assignment (CTA) Dates for Nonexempt Employees](#)
    - [Managing Nonexempt Travel Time](#)
  - Employee relations and communications
  - Safety, security, computer usage, and other Magellan corporate policies related to attendance and conduct.
- Respond promptly to any inquiries about Magellan expectations and policies.
• Implement appropriate action when misinterpretation of or noncompliance with policies are identified.

XIII. Glossary

ACS: Army Community Services

A&FRC: Airman and Family Readiness Center

ACSO (ACS Officer): Ranking ACS Officer. Oversees counselor duties on post.

Brief (or Briefing): Giving specific instructions or information.

CONUS: Continental United States

CDC: Child Development Centers

CNACI: Care National Agency Check. An additional background check that some installations or assignments may require.

CYP: Child and Youth Programs

De-Mobilization (DMOB): The process of transitioning a conflict or wartime military establishment or unit to a pre-deployment state.

Deployment: The relocation of forces and materiel to desired operational areas. Deployment encompasses all activities from origin or home station through destination, specifically including intra-continental United States, inter-theater, and intra-theater movement legs, staging, and holding areas.

DoD: Department of Defense

DoDEA: Department of Defense Educational Activity

Down Range: Physically in a combat zone or deployed from home base

DTR: Defense Transportation Regulation. Dictates Magellan’s policy regarding reimbursement for business-related expenses.

FCC: Family Child Care

FFSC: Fleet and Family Service Center (Navy)
**F.I.R.E.:** Fraud Investigation and Recognition Education

**HIPAA:** Health Insurance Portability and Accountability Act

**IEP:** Individualized Education Plan

**IMA:** Installation Management Agency

**IMA-E (or IMA-Eur):** Installation Management Agency – Europe

**In Country:** Physically in a combat zone, see also "Down Range"

**LEA:** Local Education Agency

**MFLC:** Military and Family Life Counseling

**Mobilization (MOB):** The process by which the Armed Forces or part of them are brought to a state of readiness for war or other national emergency. This includes activating all or part of the Reserve or Guard Components as well as assembling and organizing personnel, supplies, and material; the time when troops are mobilized for deployment.

**MOS:** Military OneSource: Military Occupational Specialty (Job Classification)

**NACI:** National Agency Check. An additional background check that some installations or assignments may require.

**OCONUS:** Outside (the) Continental United States, including Alaska, Hawaii and Puerto Rico

**OSD:** Office of the Secretary of Defense

**PHI:** Personal Health Information

**PII:** Personally Identifiable Information

**PMO:** Project Management Office

**POC:** Point of Contact

**Re-Deployment:** The transfer of forces and materiel to support another joint force commander’s operational requirements, or to return personnel, equipment, and materiel to the home and/or demobilization stations for reintegration and/or out-processing.
**SOFA**: Status of Forces Agreement

**SNAP**: Special Needs Assessment Process

**Theater**: The geographical area outside the continental United States for which a commander of a combatant command has been assigned responsibility. The area of air, land, and water that is, or may become, directly involved in the conduct of the war.

**TRICARE**: Medical and behavioral health insurance for troops and their families.
APPENDIX

XIV. FAQs for Counselors

SPECIFIC INFORMATION REGARDING ROTATIONAL COUNSELING

The following information addresses questions that a counselor may have regarding a rotational assignment.

Whom will I serve? You will be serving active duty military and activated National Guard and Reserve service members and their families.

Where will I work? Your office will likely be in Family Service Center (FSC) offices and Airmen and Family Readiness Centers (A&FRC). The settings may have alternate names for the office locations, e.g., War Fighter Readiness Family Center or War Fighter Family Support Center. It is important for the counselor to understand that this is a non-traditional program and that they will need to be in the community and be accessible. In order for the program to be effective, the counselor needs to be creating a sense of presence and availability for the service and family members.

What will my schedule be? The assignments and work schedule are flexible 40-hour workweeks. The specific schedules are determined by the POC at the FSC or the A&FRC in conjunction with your regional supervisor. The needs of the installation and the service and family members necessitate some evening and weekend work. Your schedules will be adjusted to take the evening and weekend activities into account.

How long is the assignment? The length of the assignment will be determined by the OSD program manager in conjunction with the installation POC based on the needs of the installation. It is predicted that most rotational assignments will be 180 days in length.

What is the supervision structure? Each counselor will have a regional supervisor and will have supervision on a weekly basis, alternating between individual supervision and group supervision. Individual supervision will be for one hour and group supervision for 1.5 hours. Participation is mandatory for each counselor. The focus of supervision will be on providing guidance for the counseling, outreach and education services provided by the MFLC and CYB counselors.

DoDEA AND CHILD AND YOUTH PROGRAMS

The following information addresses questions that a counselor may have regarding a rotational assignment to DoDEA and CYB programs.
Whom will I serve? You will be serving faculty, staff, parents and children in the DoDEA school system and in child and youth center programs. The children are family members of active duty military and activated National Guard and Reserve service members.

Where will I work? For counselors participating at a DoDEA school, all interactions with children, families and school staff will occur at the school, including working in the classroom and in a private office. For consultants participating in CYB, interactions will occur at the Child Development Centers and Youth Programs during the program hours and at some non-traditional work settings, such as summer camps and field trips.

What will my schedule be? For counselors in the DoDEA schools, work is primarily in the mornings. For counselors working in the Child Development Centers and Youth Programs, the assignments can be all day or afternoons, depending on the needs of the location.

How long is the assignment? The length of the assignment is determined by the OSD program manager in conjunction with the installation POC, based on the needs of the installation. Most assignments will be 180 days in length.

What is the supervision structure? Each counselor has a regional supervisor and will have supervision on a weekly basis, alternating between individual supervision and group supervision. Individual supervision is for one hour and group supervision for 1.5 hours. Participation is mandatory for each counselor. The focus of supervision is on providing guidance for the counseling, outreach and education services provided by the MFLC and CYB counselors.

What kind of tasks will I perform? You will provide consultation and support to faculty, staff, parents and children in the DoDEA school system and Child Development Centers and Youth programs, addressing issues such as school adjustment, deployment and reunion adjustments, and parent-child communications.

OPERATION PURPLE CAMPS

The following information addresses questions that a counselor may have regarding an assignment to summer camp. Operation Purple Camps are summer camps that are funded through a National Military Family Association Grant.

Whom will I serve? You will serve the children of military families whose parent(s) is, has been, or will be deployed and who are attached to active duty or activated National Guard or Reserve units.

Where will I work? For counselors assigned to summer camp, all interactions with campers occur within the confines of the camp. Interactions may be informal (such as interacting
with children during participation in camp activities) or more structured (such as facilitating groups or meeting with children apart from the group as requested by camp staff). Consultants also may provide information/skills to camp counselors on recognizing when someone is having an emotional problem.

**What will my schedule be?** Since children remain at camp 24 hours a day, the work schedules are flexible and can vary from day to day. The schedule is determined by the needs of the location and coordinated between the consultant and the POC.

**How long is the assignment?** The camps last typically one to two weeks.

**What is the supervision structure?** Each counselor has a regional supervisor and will have supervision during the camping experience. Participation is mandatory for each counselor. The focus of supervision will be on providing guidance for the counseling that is happening at the camp. The line of sight rules apply at all times at the camps.

**ON-DEMAND COUNSELING SERVICES**

**Whom will I serve?** You serve the National Guard and Reserve members and their spouses and children.

**Where will I work?** You will work at National Guard and Reserve drill centers and at hotels, resorts and conference centers for events that are taking place for families off site.

**What will my schedule be?** The events typically are one to three days on weekends; four to eight hours is expected for the MFLC and CYB services.

**How long is the assignment?** The events are one to three days, typically on weekends, but could be held on weekdays as well.

**What is the supervision structure?** The MFLC and CYB counselor works in conjunction with the JFSAP counselor and the event POC. The supervision is provided by the regional supervisor for the region of the country in which the event is being held.

**SURGE EVENTS (MFLC)**

**Whom will I serve?** You will serve service members from all branches of the military and activated National Guard and Reserve members who are returning from the war theaters and are being redeployed to another assignment.

Each returning service member is given a behavioral health assessment and meets with an MFLC counselor.
Where will I work? You will work at military bases that serve as the sites for the returning service personnel.

What will my schedule be? The events typically range from 30 to 90 days and you will have eight-hour workdays during the surge event. The MFLC counselors work in groups of five or more.

How long is the assignment? The events are 30 to 90 days in length and the actual time of the assignment depends on the number of returning service members and the number of counselors assigned to the event.

What is the supervision structure? The MFLC counselor works as part of a team and the supervision of the team is provided by the regional supervisor for the region of the country in which the surge event is being held.
APPENDIX

XV. Online Resources for Counselors

Air War College Military Quick-Portal

http://www.defenselink.mil/
Part of DoD

http://deploymentpsych.org/about-cdp/
Center for Deployment Psychology

http://www.dtic.mil/doctrine/dod_dictionary/
DoD list of military terms

http://www.MagellanMFLC.org
Magellan MFLC counselor website

http://magellanmflc.blogspot.com
Magellan MFLC counselor blog

http://merln.ndu.edu/
Military Education Research Library Network

http://www.military.com/
Online news-magazine

http://www.militarychild.org/
Military Child Education Coalition

http://militaryfamily.com/
Support/guidance for military members and families