

**Military OneSource Program  
Glossary of Terms  
Attachment 3**

**TERM**

**DEFINITION**

**Accredited Financial Counselor (AFC)**

Certification administered by the Association for Financial Counseling and Planning Education (AFCPE).

**Air Force Family Readiness**

The Airman & Family Readiness Center (A&FRC) is the service organization and focal point for Air Force family matters. Serving all single and married Active Duty, DoD Civilian Personnel and their Eligible Family Members, to include Guard and Reserve Members while on Active Duty, other Eligible Uniformed Members, Military Retirees, and their Eligible Family members.

**Air Guard**

The Air National Guard (ANG), often referred to as the Air Guard, is the air force militia organized by each of the fifty U.S. states, the commonwealth of Puerto Rico, the territories of Guam and the U.S. Virgin Islands, and the District of Columbia of the United States. Established under Title 10 and Title 32 of the U.S. Code, the Air National Guard is part of the state National Guard and is divided up into units stationed in each of the 50 states and U.S. territories and operates under their respective state governor or territorial government.

**American Legion**

The American Legion is a social and mutual-aid veterans' organization including members of the United States armed forces.

**Army Community Services (ACS)**

Army Community Services is a comprehensive social service program designed to assist the Commander by identifying emerging social problems and to assist the military, retiree, civilian and family.

**Army Guard**

Established in 1903 under the Militia Act, Title 10 and Title 32 of the U.S. Code, the Army National Guard is part of the National Guard and is divided up into subordinate units stationed in each of the 50 states, three territories and the District of Columbia operating under their respective governors. The Army National Guard may be called up for active duty by the state governors or territorial commanding generals to help respond to domestic emergencies and disasters, such as those caused by hurricanes, floods, and earthquakes. With the consent of state governors, members or units of the Army National Guard may be appointed, temporarily or indefinitely, to be federally recognized armed force members, in the active or inactive service of the United States. If federally recognized, the member or unit becomes part of the Army National Guard of the United States which is a reserve component of the United States Army and part of the National Guard of the United States. Army National Guard of the United States units or members may be called up for federal active duty in times of congressionally sanctioned war or national emergency. The

President may also call up members and units of state Army National Guard, with the consent of state governors, to repel invasion, suppress rebellion, or execute federal laws if the United States or any of its states or territories are invaded or is in danger of invasion by a foreign nation, or if there's a rebellion or danger of a rebellion against the authority of the federal government, or if the President is unable with the regular armed forces to execute the laws of the United States. Because both state Army National Guard and the Army National Guard of the United States relatively go hand-in-hand, they are both usually referred to as just Army National Guard

**Army Reserves**

The United States Army Reserve (USAR) is the Federal Reserve force of the United States Army. Together, the Army Reserve and the Army National Guard constitute the reserve components (RC) of the United States Army.

**Authority to Operate (ATO)**

Authorization for DoD Information System to perform production operations

**Care Givers and Parents of Wounded Ill and Injured**

Usually unpaid relatives or friends of a disabled individual who help that individual with his or her activities of daily living. The provider of physical, emotional, and social needs to another person, often dependent and unable to provide for his or her own needs.

**Case Closure Summary**

A voluntary or involuntary process which occurs when an individual or organization no longer assumes responsibility for providing services to a particular individual, group, or family. Also known as "termination" or "discharge."

**Case Management System (CMS)**

Application to manage program participant information.

**Case Note**

The systematic documentation of a participant's care across time within one particular provider's jurisdiction. The record includes a variety of types of "notes" entered over time by providers recording observations and administration of counseling techniques, test results, reports, etc. A written compilation that describes the client and the services delivered. Records can be in hard copy and/or electronic format. The case record can be used as a source of information for quality improvement or other evaluation activities, for research purposes, or to demonstrate accountability to funding bodies.

**Case Record**

A written compilation that describes the client and the services delivered. Records can be in hard copy and/or electronic format. The case record can be used as a source of information for quality improvement or other evaluation activities, for research purposes, or to demonstrate accountability to funding bodies.

**Certified Employee Assistance Professional (CEAP)**

A credential instituted for the EAP profession. The purpose of the credential is to (1) provide a standard of requisite knowledge in employee assistance programming, (2)

encourage continued professional growth in employee assistance programming, (3) establish, measure, and monitor the level of knowledge required for certification in employee assistance programming, (4) help employers, labor unions, health care providers, educators, and the public identify qualified employee assistance professionals, and (5) recognize those individuals who meet the standards for certification set forth by the Employee Assistance Certification Commission. A CEAP provides support and counseling to employees and their families on a wide range of workplace and personal problems that may affect job performance.

**Certified Federal Contracts Manager (CFCM)**

A certification that validates someone's education, training, experience, and knowledge of the *Federal Acquisition Regulation* and that the professional is knowledgeable about the practice of contracts management in the federal environment. To earn the CFCM, a candidate must take and pass the Federal Knowledge module exam. A certified individual communicates that he or she has attained a certain level of expertise.

**Certification and Accreditation (C&A)**

This activity includes registering the system with the governing Department of Defense (DoD) Component IA program, assigning IA controls based on Mission Assurance Category (MAC) and Confidentiality Level (CL), identifying the DIACAP Team for the IS, and initiating the IS's Detailed Implementation Plan (DIP).

**Certified Financial Planner (CFP)**

A professional certification mark for financial planners conferred by the Certified Financial Planner Board of Standards, Inc. (CFP Board) in the United States, Financial Planning Standards Council in Canada and 22 other organizations affiliated with Financial Planning Standards Board (FPSB), the international owner of the CFP mark outside of the United States.

**Chaplain**

A minister in a specialized setting such as a priest, pastor, rabbi, or imam or lay representative of a religion attached to a secular institution such as a hospital, prison, military unit, police department, university, or private chapel.

**Chartered Financial Consultant**

A professional designation representing completion of a comprehensive course consisting of financial education, examinations and practical experience. Chartered Financial Consultant designations are granted by The American College upon completion of seven required courses and two elective courses. Those who earn the designation are understood to be knowledgeable in financial matters and to have the ability to provide sound advice.

**Child Abuse**

The physical or sexual abuse, emotional abuse, or neglect of a child by a parent, guardian, foster parent, or by a caregiver, whether the caregiver is intra-familial or extra-familial, under circumstances indicating the child's welfare is harmed or threatened. Such acts by a sibling, other family member, or other person shall be deemed to be child maltreatment only when the individual is providing care under express or implied agreement with the parent, guardian, or foster parent.

- “Child” is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility, or any staff person providing out-of-home care is legally responsible. The term “child” means a natural child, adopted child, stepchild, foster child, or ward.
- The term “child” also includes an individual of any age who is incapable for self-support because of a mental or physical incapacity and for whom treatment in a medical treatment facility (MTF) is authorized.
- Specific examples of child abuse include, but are not limited to, the following:
  - Any physical act against a child such as grabbing, pushing, holding, slapping, choking, punching, kicking, sitting or standing upon, lifting and throwing, burning, immersing in hot liquids or pouring hot liquids upon, hitting with an object (such as a belt or electrical cord), and assaulting with a knife, firearm, or other weapon that causes or may cause bodily injury.
- Specific examples of child neglect include, but are not limited to, the following:
  - Withholding education,
  - Emotional maltreatment or deprivation of necessities,
  - Withholding medical care for serious conditions,
  - Living in hazardous conditions,
  - Insufficient nutrition, supervision, shelter, or clothing.
- Sexual activity or maltreatment between a child and any person.

### **Civilian Expeditionary Workforce**

A subset of the DoD civilian workforce that is to be organized, trained, cleared and ready in a manner that facilitates the use of their capabilities either in a temporary reassignment and/or duty status or to stay in place overseas to support the DoD mission.

Members of the CEW shall be organized, trained, cleared, equipped, and ready to deploy in support of combat operations by military; contingencies; emergency operations; humanitarian missions; disaster relief; restoration of order, drug interdiction; and stability operations in accordance with DoDD 3000.05.

The CEW is composed of the existing category of Emergency-Essential (E-E) positions and new categories of positions, Non-Combat Essential (NCE), Capability-Based Volunteers (CBVs) and former Army employee volunteers.

### **Community Mental Health Resource**

A decentralized pattern of mental health, mental health care, or other services for people with mental illnesses. Community-based care is designed to supplement and decrease the need for more costly inpatient mental health care delivered in hospitals. Community mental health care may be more accessible and responsive to local needs because it is based in

a variety of community settings rather than aggregating and isolating patients and patient care in central hospitals.

**Confidentiality Level (CL)**

Confidentiality level assigned a computer system based on the sensitivity of the information associated with the information system. DoD has defined three levels of confidentiality:

**Classified** Systems processing classified information.

**Sensitive** Systems processing sensitive information as defined in DoDD *DODI 8500.2*, to include any unclassified information not cleared for public release.

**Public** Systems processing publicly releasable information as defined in *DODI 8500.2*, (i.e., information that has undergone a security review and been cleared for public release).

**Continental United States (CONUS)**

A technical term used by the U.S. Department of Defense and General Services Administration, has been defined both as the continental United States, and as the 48 contiguous states.

**Contracting Officers Representative (COR)**

A business communications liaison between the United States government and a private contractor. He or she ensures that their goals are mutually beneficial. The COR is normally a federal employee who is responsible for recommending authorizing (or denying) actions and expenditures for contracts, standard delivery orders and task orders, and those that fall outside of the normal business practices of its supporting contractors and sub-contractors. A COR must be designated by a Contracting Officer (CO). Only the CO, not the COR, has the actual authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

**Counsel on Accreditation (COA)**

An international, independent, not-for-profit, child- and family-service and behavioral healthcare accrediting organization. It was founded in 1977 by the Child Welfare League of America and Family Service America (now the Alliance for Children and Families). Originally known as an accrediting body for family and children's agencies, COA currently accredits over 45 different service areas.

**Defense Information Systems Agency (DISA)**

A DoD agency providing combat support, engineers and provides command and control capabilities and enterprise infrastructure to continuously operate and assure a global net-centric enterprise in direct support to joint warfighters, national-level leaders, and other mission and coalition partners across the full spectrum of operations.

**Delayed Entry Recruits**

Individuals going onto active duty, enlist first into the Delayed Entry Program (DEP). This is an actual enlistment into the inactive reserves, with an agreement to report for active duty (to ship out to boot camp) at a specific time in the future. Under current regulations, one can remain in the DEP for up to 365 days.

**Department of Defense (DoD)**

The United States Department of Defense (also known as the Defense Department, USDOD, DOD, DoD, or the Pentagon) is the [Executive Department of the Government of the United](#)

[States of America](#) charged with coordinating and supervising all agencies and functions of the government concerned directly with [national security](#) and the [United States armed forces](#).

**Department of Defense Education Activity (DoDEA)**

The Department of Defense Education Activity (DoDEA) is a civilian agency of the United States Department of Defense that manages all schools for military children and teenagers, as well as Foreign Service children and teenagers, in the United States and also overseas at American military bases worldwide.

**Department of Health and Human Services (DHHS)**

The United States Department of Health and Human Services (HHS) is a Cabinet department of the United States government with the goal of protecting the health of all Americans and providing essential human services.

**Department of Justice (DOJ)**

The United States Department of Justice (DOJ) also referred to as the Justice Department, is the United States federal executive department responsible for the enforcement of the law and administration of justice, equivalent to the justice or interior ministries of other countries.

**Department of Labor (DOL)**

The United States Department of Labor is a Cabinet department of the United States government responsible for occupational safety, wage and hour standards, unemployment insurance benefits, re-employment services, and some economic statistics.

**Designated Accrediting Authority (DAA)**

The Designated Approving Authority, in the United States Department of Defense, is the official with the authority to formally assume responsibility for operating a system at an acceptable level of risk.

**Diagnostic and Statistical Manual of Mental Disorders**

The Diagnostic and Statistical Manual of Mental Disorders (DSM) published by the American Psychiatric Association provides a common language and standard criteria for the classification of mental disorders.

**DoD SECO Scholarship Account**

Part of the Education, Training, and Licensing component of SECO, this is a scholarship program managed by the Department of Defense that awards a scholarship of \$4,000 per spouse for spouses in junior pay grades (E1-E5, W1, W2 and O1-O2) who want to acquire an Associate's degree, license or credential needed for portable career employment.

**Domestic Abuse**

Domestic violence or a pattern of behavior resulting in emotional/psychological abuse, economic control, and/or interference with personal liberty that is directed toward a person who is:

- A current or former spouse
- A person with whom the abuser shares a child in common; or
- A current or former intimate partner with whom the abuser shares or has shared a common domicile.

**Domestic Violence**

Reportable domestic violence is defined as an offense under the United States Code, the Uniform Code of Military Justice or State law involving the use, attempted use, or threatened use of force or violence against a person of the opposite sex, or a violation of a lawful order issued for the protection of a person who is:

- A current or former spouse
- A person with whom the abuser shares a child in common; or
- A current or former intimate partner with whom the abuser shares or has shared a common domicile.

**Duty to Warn (DTW)**

Duty to warn refers to the responsibility of a counselor or therapist to inform third parties or authorities if a client poses a threat to himself or herself or to another identifiable individual. The Responsibilities of duty to warn were further extended to include the review of previous records that might include a history of violent behavior. A duty to warn gives counselors and therapists the right to breach confidentiality if a client poses a risk to another person. Duty to warn protects clinicians from prosecution from breach of confidentiality if they have reasonable suspicion that the client might be a danger to himself or others.

**Education, Training, and Licensing**

A component of the Spouse Education and Career Opportunities (SECO) program which offers counseling and resources for spouses to choose the right education program and find the resources to reach their educational goals. As part of this component, the Department of Defense manages a scholarship program that awards a scholarship of \$4,000 per spouse for spouses in junior pay grades (E1-E5, W1, W2 and O1-O2) who want to acquire an Associate's degree, license or credential needed for portable career employment. This component was formerly known as the Military Spouse Career Advancement Account (MyCAA) program.

**Elder Care**

The fulfillment of the special needs and requirements that is unique to senior citizens.

**Emergency**

A situation that poses an *immediate risk* to health, life, property or environment.

**Employee Assistance Programs (EAP)**

Employee Assistance Programs (EAPs) are employee benefit programs offered by many employers. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health, and well-being. EAPs generally include short-term counseling and referral services for employees and their household members.

**Extensible Markup Language (XML)**

A markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable. It is defined in the XML 1.0 Specification produced by the W3C, and several other related specifications, all gratis open standards.

The design goals of XML emphasize simplicity, generality, and usability over the Internet. It is a textual data format with strong support via Unicode for the languages of the world. Although the design of XML focuses on documents, it is widely used for the representation of arbitrary data structures, for example in web services.

Many application programming interfaces (APIs) have been developed for software developers to use to process XML data, and several schema systems exist to aid in the definition of XML-based languages.

As of 2009, hundreds of XML-based languages have been developed, including RSS, Atom, SOAP, and XHTML. XML-based formats have become the default for many office-productivity tools, including Microsoft Office (Office Open XML), OpenOffice.org (OpenDocument), and Apple's iWork. XML has also been employed as the base language for communication protocols, such as XMPP.

**External Certification Authority (ECA)**

The DoD has established the External Certification Authority (ECA) program to support the issuance of DoD-approved certificates to industry partners and other external entities and organizations. The ECA program is designed to provide the mechanism for these entities to securely communicate with the DoD and authenticate to DoD Information Systems.

**Family Advocacy Program (FAP)**

A program designed to provide comprehensive prevention, identification, evaluation, treatment, rehabilitation, follow-up, and reporting of child and domestic abuse. Service Family Advocacy Programs consist of coordinated efforts designed to prevent and intervene in cases of family distress, and to promote healthy family life. The New Parent Support Program provides intensive home visitation services for families with children 0 – 3 years of age and is a primary prevention support service for new families. This program is only available to Active Duty members and their families.

**Federal Information Systems Security (ISS)**

Information systems security involves the protection of data on computers and information systems to protect an organization's confidentiality and integrity.

**Financial Planner or Personal Financial Planner**

A practicing professional who helps people deal with various personal financial issues through proper planning, which includes: cash flow management, education planning, retirement planning, investment planning, risk management and insurance planning, tax planning, estate planning and business succession planning (for business owners).

**Government Information Assurance Manager (IAM)**

The Information Assurance Manager coordinates, develops, and evaluates security programs on government Information Systems.

**Health and Wellness Coaching**

Health and Wellness Coaching is unlocking an individual's potential to maximize their own performance. It is assisting them to learn rather than

teaching them – a facilitation approach. It is directly concerned with the immediate improvement of performance and development of skills through tutoring or instruction – an instructional approach. The art of facilitating the performance, learning and development of another – a facilitation approach.

**Hypertext Transfer Protocol Secure (HTTPS)**

A combination of Hypertext Transfer Protocol (HTTP) with SSL/TLS protocol. It provides encrypted communication and secure identification of a network web server.

**Immediate Family Member**

Includes spouses (in accordance with 1 U.S.C. Section 7, the term "spouse" refers only to a person of the opposite sex who is a husband or a wife), children, and anyone who has legal responsibility for a service member's children during deployment or separation for the benefit of the child.

**Individual Counseling**

Any "one to one" time spent with a MOS participant via a government approved method, which is focused on addressing an identified problem to improve the participant's quality of life.

**Individual Ready Reserve (IRR)**

The Individual Ready Reserve (IRR) is a category of the Ready Reserve of the Reserve Component of the Armed Forces of the United States composed of former active duty or reserve military personnel, and is authorized under 10 U.S.C. Ch. 1005.

**Information Assurance (IA)**

Information Assurance (IA) is the practice of managing risks related to the use, processing, storage, and transmission of information or data and the systems and processes used for those purposes. While focused dominantly on information in digital form, the full range of IA encompasses not only digital but also analog or physical form

**Information Technology (IT)**

Is concerned with technology to treat information. The acquisition, processing, storage and dissemination of vocal, pictorial, textual and numerical information by a microelectronics-based combination of computing and telecommunications are its main fields.

**Information & Referral Calls**

Are calls that require minimal research and collection of demographic data that are greater than 7 minutes in length and do not require a referral to a Specialty Consultant.

**Informed Consent**

A phrase often used in law to indicate that the consent a person gives meets certain minimum standards. An informed consent can be said to have been given based upon a clear appreciation and understanding of the facts, implications, and future consequences of an action

**Inter-Service Family Assistance Committees (ISFACs)**

A voluntary military-community cooperative or partnership organized to allow service providers to engage in networking and connect Service and Family members, Veterans, Wounded Warriors with local military and community resources.

**Interim Authority to Operate (IATO)**

Interim Authority to Operate may be issued when the requirements for full Accreditation cannot be met. Must include a milestone plan with dates to achieve full Accreditation.

**Joint Family Support Assistance Program (JFSAP)**

The Joint Family Support Assistance Program (JFSAP), implemented as a result of the FY-07 Defense Authorization Act, Sec. 675, augments existing family programs to provide a continuum of support and services based on member and family strengths and needs and available resources. The primary focus of support is families who are geographically dispersed from military installations. Services are delivered in local communities through collaborative partnerships with Federal, State, and local resources.

**Killed in Action (KIA)**

A casualty classification generally used by militaries to describe the deaths of their own forces at the hands of hostile forces.

**Lodging**

A type of residential accommodation. People who travel and stay away from home for more than a day need lodging for sleep, rest, safety, shelter from cold temperatures or rain, storage of luggage and access to common household functions.

**Mandated Report (MR)**

A report made by a mandated reporter (counselor, teacher, childcare provider, law enforcement personnel or other persons) required by DoD policy, state or federal law, who on the basis of their training, have reasonable cause to suspect an issue for which a mandated report is required. Failure by mandated professionals to initiate a mandated report can result in professional and personal penalties.

**Marine Corps Community Services (MCCS)**

The Marine and Family Programs Division (MF) and Semper Fit and Exchange Services Division (MR) under the staff cognizance of the Deputy Commandant for Manpower and Reserve Affairs are responsible for providing policy, plans, resources, and direct support to Marine Corps Community Services (MCCS) field activities for certain non-appropriated fund management and oversight functions, such as accounting, information technology, and construction

**Mental Health Counseling**

Counseling which is a dynamic, holistic, strengths-based and psycho educational discipline born in the late 1970s when several mental health professionals realized that the master's degree level counselors working in community settings lacked a professional home or identity. Research showed that these master's degree level counselors were successful in treating mental health issues. Counseling is grounded in Developmental Theory and the counseling profession had its etiologic underpinnings in prevention and wellness.

**Mental Health Treatment**

An interpersonal intervention, usually provided by a mental health professional such as a clinical social worker or psychologist that employs any of a range of specific psychological techniques.

<b>Military Academy Cadets</b>	A full time college student, enrolled in a military academy, who is concurrently in training to become a commissioned officer of the armed forces.
<b>Military Community &amp; Family Policy (MC&amp;FP)</b>	The Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (MC&FP) directly responsible for programs and policies which establish and support community quality of life programs for service members and their families worldwide. This office also serves as the focal point for coordination of the broad range of Quality of Life issues within the Department of Defense.
<b>Military Family Life Counseling Program (MFLC)</b>	The Military Family Life Counseling (MFLC) Program utilizes licensed counselors to provide eligible service members and their families with short term solution focused confidential non-medical counseling.
<b>Military Lifestyle</b>	A lifestyle shaped by frequent moves (as the family follows the service member-parent who is transferred from military base to military base, each move usually being hundreds or thousands of miles in distance), a culture of resilience and adaptability, constant loss of friendship ties, a facility or knack for making new friends, never having a hometown, extensive exposure to foreign cultures and languages while living overseas, as well as exposure to a wide range of regional cultural differences.
<b>Military OneSource (MOS)</b>	Military OneSource (MOS) is a free service provided by the Department of Defense to service members and their families to help with a broad range of concerns including money management, spouse employment and education, parenting and child care, relocation, deployment, reunion, and the particular concerns of families with special-needs members. They can also include more complex issues like relationships, stress, and grief. Services are available 24 hours a day, 7 days a week – by telephone and online.
<b>Military OneSource (MOS) Consultants</b>	Professional or technical experts who provide service members, family members or a primary care givers with direct support of information and referral. These fall into different Labor Categories, depending on function, such as Triage, Specialty Consultants, JFSAP Program Managers, and Telephonic Counselors.
<b>Military Spouse Employment Partnership (MSEP)</b>	A program that is part of the Spouse Education and Career Opportunities (SECO) Program in the Career Readiness pillar. The Partnership connects military spouses to Fortune 500 Plus companies that want to recruit, hire, retain and promote them into portable careers and employment opportunities using the MSEP Career Portal ( <a href="http://www.MSEPjobs.com">www.MSEPjobs.com</a> ).
<b>Military Treatment Facility (MTF)</b>	A medical facility operated by the military that may provide outpatient, inpatient and/or ambulatory care to eligible DoD beneficiaries. MTF capabilities vary from primary care clinics to full-service medical centers.

**Mission Assurance Category (MAC)**

The United States Department of Defense 8500-series of policies has three defined mission assurance categories that form the basis for availability and integrity requirements. A Mission Assurance Category (MAC) is assigned to all DoD systems. It reflects the importance of an information system for the successful completion of a DoD mission. It also determines the requirements for availability and integrity.

**MAC I** systems handle information vital to the operational readiness or effectiveness of deployed or contingency forces. Because the loss of MAC I data would cause severe damage to the successful completion of a DoD mission, MAC I systems must maintain the highest levels of both integrity and availability and use the most rigorous measure of protection.

**MAC II** systems handle information important to the support of deployed and contingency forces. The loss of MAC II systems could have a significant negative impact on the success of the mission or operational readiness. The loss of integrity of MAC II data is unacceptable; therefore MAC II systems must maintain the highest level of integrity. The loss of availability of MAC II data can be tolerated only for a short period of time, so MAC II systems must maintain a medium level of availability. MAC II systems require protective measures above industry best practices to ensure adequate integrity and availability of data.

**MAC III** systems handle information that is necessary for day-to-day operations, but not directly related to the support of deployed or contingency forces. The loss of MAC III data would not have an immediate impact on the effectiveness of a mission or operational readiness. Since the loss of MAC III data would not have a significant impact on mission effectiveness or operational readiness in the short term, MAC III systems are required to maintain basic levels of integrity and availability. MAC III systems must be protected by measures considered as industry best practices.

**Money Matters**

Budgeting; Turbo Tax; TSP; budget worksheets; saving for retirement; aid societies; on-line calculators; mortgage; loans; credit cards; etc.

**Morale, Welfare and Recreation (MWR)**

A network of support and leisure services (see AAFES) designed for use by soldiers (active, Reserve, and Guard), their families, civilian employees, military retirees and other eligible participants.

**MyCAA**

The Military Spouse Career Advancement Account (MyCAA) program provides up to \$4,000 of Financial Assistance for military spouses who are pursuing degree programs, licenses or credentials leading to employment in portable career fields.

**National Foundation for Credit Counseling (NFCC)**

As the nation's largest financial counseling organization, the NFCC Member Agency Network includes more than 700 community-based offices located in all 50 states and Puerto Rico. More than 3 million consumers annually receive financial counseling and education from NFCC Member Agencies in person, over the phone, or online.

<b>National Guard</b>	The National Guard of the United States is a reserve military force composed of National Guard militia members or units of each state and territory under federally recognized active or inactive armed force service for the United States.
<b>National Guard Joint Force Headquarters</b>	The National Guard Bureau is the federal instrument responsible for the administration of the United States National Guard.
<b>Navy Fleet and Family Support</b>	Fleet and Family Readiness (FFR) Programs at Commander, Navy Installations Command (CNIC) responsible for policy development, resourcing and oversight of quality of life programs for Sailors and their families.
<b>Navy Reserves</b>	The United States Navy Reserve, until 2005 known as the United States Naval Reserve, is the Reserve Component (RC) of the United States Navy. Members of the Navy Reserve, called Reservists, are enrolled in the Selected Reserve (SELRES), the Individual Ready Reserve (IRR), the Full Time Support (FTS), or the Retired Reserve program.
<b>Network Provider</b>	A professional provider who has a contractual relationship with the contractor to provide community based non medical counseling for Military OneSource participants.
<b>Non-Medical Counselor/Provider</b>	An individual who has attained a Master or Doctorate degree and is licensed to practice as a mental health professional independently. For CONUS requests, the MOS network provider MUST be licensed/certified in the State in which the Participant is currently located. For OCONUS requests, the MOS provider must be licensed/certified and hold a current valid unrestricted counseling license/certification from ANY State, the District of Columbia, a U.S. Commonwealth, or a U.S. Territory that grants the authority to provide counseling services as an independent practitioner in their respective fields.
<b>Non-Medical Counseling</b>	Non-medical counseling is designed to address general conditions of living, such as improving relationships at home and at work, stress management, adjustment issues (like those related to returning from a deployment), marital problems, parenting, and grief and loss issues. Non-medical counseling is generally short-term, problem solving, and solution-focused.
<b>Non-Urgent</b>	A non-urgent care appointment is designated for participants who require a non-medical counseling appointment for a new in-scope mental health issue that is not considered urgent. Non-urgent care for MOS participants shall be scheduled within three calendar days from the time the need for this appointment is determined.
<b>Office of the Secretary of Defense (OSD)</b>	Is the principal staff element of the Secretary of Defense in the exercise of policy development, planning, resource management, fiscal, and program evaluation responsibilities.
<b>Out of Scope</b>	Issues inappropriate for non-medical counseling services include:

- Clinical issues identified in the Diagnostic and Statistical Manual of Mental Disorders by the American Psychiatric Association, including substance related-disorders.
- Currently in therapy with another mental health professional, is prescribed psychotropic medication or has a history of recurring in-patient mental health treatment;
- Experiencing active suicidal ideation or homicidal thought or intent;
- Has an open case with the Family Advocacy Program, Victim Advocate, Sexual Assault Response Coordinator or child protective services and this includes if a Duty-to-Warn or Mandated Report is indicated;
- Is requesting a formal evaluation, assessment or treatment regarding fitness for duty, return to work recommendation, medical leave documentation/recommendation and/or court-ordered counseling.

Reference: PWS 5.0.

**Outside of Continental United States (OCONUS)** OCONUS is derived from CONUS with O for outside added, thus referring to Outside of Contiguous (or Continental) United States (OCONUS).

**Participant** An eligible beneficiary of the Military OneSource Program.

**Performance and Quality Improvement (PQI)** A comprehensive, ongoing management system incorporating intensive stakeholder involvement, systematic data collection and analysis, information sharing, and corrective action in order to improve the functioning of an organization.

**Personal Financial Counselor (PFC)** An individual, who counsels, educates and creates personalized strategies for Military Service members on personal financial readiness, money management, and budget management, enabling them to maintain or reach financial health.

**Personally Identifiable Information (PII)** Information that can be used to uniquely identify, contact, or locate a single person or can be used with other sources to uniquely identify a single individual.

**Post-Deployment** The period of time that begins with arrival at Home Station (Active Component) or DEMOB Station (Reserve Component), includes actions to recover equipment, personnel and demobilization activities. This phase ends with release from recovery mission (Active Component) or arrival at Home Station (Reserve Component).

**Pre-Deployment** The time period when not deployed and service members undergo traditional training to prepare for the conduct of military duties.

**Quality Assurance Surveillance Plan (QASP)** The Quality Assurance Surveillance Plan (QASP) defines the government's expectations as to how the performance requirements (products or services) will be monitored and evaluated as applicable.

**Quality Control (QC)**

A process by which entities review the quality of all factors involved in production. This approach places an emphasis on three aspects:

1. Elements such as controls, job management, defined and well managed processes, performance and integrity criteria, and identification of records.
2. Competence, such as knowledge, skills, experience, and qualifications.
3. Soft elements, such as personnel integrity, confidence, organizational culture, motivation, team spirit, and quality relationships.

**Quick Call**

Are calls that can completed in less than 7 minutes, in which the Participant requires minimal information and demographic information is not collected

**Referral**

To refer a person is to personally recommend, endorse, and/or pass them to a qualified professional or service that can serve their need, often including informing both parties of said recommendation and/or endorsement.

**Referrals for Substance Abuse**

DoD INSTRUCTION (DoDI) 1010.6, March 13, 1985

**Relaxation Techniques**

Also known as relaxation training is any method, process, procedure, or activity that helps a person to relax; to attain a state of increased calmness; or otherwise reduce levels of anxiety, stress or anger.

**Relocation**

To move to, or establish in a new place.

**Restricted Reporting**

A process allowing an adult victim of domestic abuse or sexual assault who is eligible to receive military medical treatment, including civilians and contractors who are eligible to receive military healthcare outside the CONUS on a reimbursable basis, the option of reporting an incident of abuse to specified individuals without initiating the investigative process or notification to the victim's or alleged offender's commander. Victims of domestic abuse and/or sexual assault who wish to confidentially disclose a report of abuse must make the report to a FAP supervisor (or clinician), a victim advocate, a healthcare provide or a Sexual Assault Response Coordinator (SARC). Reporting through other avenues may jeopardize the confidentiality of the information shared.

**Return to Operation (RTO)**

Reestablishment of operations after an outage or disaster.

**Scope of Practice**

A terminology used by national and state/provincial licensing boards for various professions that defines the procedures, actions, and processes that are permitted for the licensed individual. The scope of practice is limited to that which the law allows for specific education and experience, and specific demonstrated competency. Each jurisdiction has laws, licensing bodies, and regulations that describe requirements for education and training, and define scope of practice.

In most jurisdictions, health care professions with defined scope of practice laws and regulations include dietitians, respiratory therapists, nursing, midwifery, emergency medical technicians (EMT), pharmacists, social workers, physicians and surgeons, clinical officers and physician assistants, dentists and dental hygienists, chiropractors, occupational therapists, osteopaths, physical therapists, speech and language pathologists, audiologists, radiographers, podiatry , Biomedical Scientists and nuclear medicine specialists.

Governing, licensing, and law enforcement bodies are often at the sub-national (e.g. state or province) level, but federal guidelines/ regulations also often exist. For example, in the United States, the National Highway Traffic Safety Administration in the Department of Transportation has a national Scope of Practice for emergency medical services.

**Sexual Assault Response Coordinator (SARC)**

The Sexual Assault Response Coordinator (SARC) serves as the single point of contact for integrating and coordinating sexual assault victim care from an initial report of sexual assault, through disposition and resolution of issues related to the victim's health and well-being. The SARC is responsible for ensuring a victim support system that provides a 24 hour/7 day a week sexual assault response capability for all victims within his or her designated area of responsibility, which is normally the installation to which assigned and any geographically separated units (GSUs) attached to the installation.

**SECO Career Center**

Includes the resources and delivery of services provided through SECO (Spouse Education and Career Opportunities) Career Counselors and the SECO Career Center web presence to include Military OneSource, MSEP and the SECO Education, Training and Licensing Scholarship web portal.

**Secure Technical Implementation Guidance (STIG)**

A Security Technical Implementation Guide or STIG is a methodology for standardized secure installation and maintenance of computer software and hardware. The term was coined by Defense Information Systems Agency (DISA) who creates configuration documents in support of the DoD. The implementation guidelines include recommended administrative processes and span over the lifecycle of the device.

**Select Reserves**

Select Reserves (also called SELRES, SR, or mistakenly Selective Reserve) is a term that describes both the members of a U.S. military Ready Reserve unit that are enrolled in the Ready Reserve program and the reserve unit that they are attached to. Selected Reserve members and units are considered to be in an active status.

When the term is applied to describing personnel, it is contrasted to the Full-time Reserve Unit Support (also called Full Time Support or FTS) members of the same reserve unit who are Active Duty. It is also contrasted to members of the Individual Ready Reserve who are not in active status.

**Services Wounded Warrior Program Representatives**

A Military Services wounded warrior program point of contact or subject matter expert.

**Sexual Assault**

“Intentional sexual contact characterized by use of force, threats, intimidation, or abuse of authority or when the victim does not or cannot consent. Sexual assault includes rape, forcible sodomy (oral or anal sex), and other unwanted sexual contact that is aggravated, abusive, or wrongful (including unwanted and inappropriate sexual contact), or attempts to commit these acts.” DoDD 6495.01, January 23, 2012

**Shopping Services (Commissary/Exchanges)**

<http://www.commissaries.com>

**Simple Access Protocol (SOAP)**

Originally defined as Simple Object Access Protocol, SOAP is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks. It relies on Extensible Markup Language (XML) for its message format, and usually relies on other Application Layer protocols, most notably Hypertext Transfer Protocol (HTTP) and Simple Mail Transfer Protocol (SMTP), for message negotiation and transmission. SOAP can form the foundation layer of a web services protocol stack, providing a basic messaging framework upon which web services can be built. This XML based protocol consists of three parts: an envelope, which defines what is in the message and how to process it, a set of encoding rules for expressing instances of application-defined data types, and a convention for representing procedure calls and responses. SOAP has three major characteristics: Extensibility (security and WS-routing are among the extensions under development), Neutrality (SOAP can be used over any transport protocol such as HTTP, SMTP or even TCP), and Independence (SOAP allows for any programming model).

**Special Needs**

A term used in clinical diagnostic and functional development to describe individuals who require assistance for disabilities that may be medical, mental, or psychological. For instance, the Diagnostic and Statistical Manual of Mental Disorders and the International Classification of Diseases 9th edition both give guidelines for clinical diagnosis. People with Autism, Down syndrome, dyslexia, blindness, or cystic fibrosis, for example, may be considered to have special needs.

**Specialty Consultant**

Receives warm hand-offs from Triage Consultants or responds to open cases after hours requiring research in the following areas and services: Child Care, Elder Care, Adoption, Adult Disability, Special Needs, Education, Work Life, Document Translation, and MOS Bulk Fulfillment. This includes Wounded Warrior services, which have unique reporting requirements and case management.

**Spouse Education and Career Opportunities Program (SECO)**

A comprehensive, holistic program that provides military spouses with counseling and assistance in four SECO pillars: (1) career exploration (self-assessment tools, career fields and occupation information, salary and benefit information, etc.); (2) education, training, licenses and credentials (MyCareer

Advancement Accounts [MyCAA] funding and additional financial assistance resources); (3) career readiness (resume assistance, interview skills, dress for success, child care and transportation referrals, etc.); and (4) career connections (referrals to the Military Spouse Employment Partnership [MSEP], USAJobs for federal employment, job fairs, etc.).

**Spouse Career Counseling**

Personalized assessment/analysis of skills and interests; Assess training and education interests; Career exploration; Assist with resume writing; Guidance on use of Internet to obtain employment; Assist with professional credentialing and licensure requirements; Develop interview skills; Provide information on occupations and salaries; and Assist with career planning and transitions.

**Standby Reserve**

The Standby Reserve consists of personnel who maintain their affiliation without being in the Ready Reserve, who have been designated key civilian employees, or who have a temporary hardship or disability. They are not required to perform training and are not part of units but create a pool of trained individuals who could be mobilized if necessary to fill manpower needs in specific skills.

**Active Status List** are those Standby Reservists temporarily assigned for hardship or other cogent reason; those not having fulfilled their military service obligation or those retained in active status when provided for by law; or those members of Congress and others identified by their employers as “key personnel” and who have been removed from the Ready Reserve because they are critical to the national security in their civilian employment.

**Inactive Status List** are those Standby Reservists who are not required by law or regulation to remain in an active program and who retain their Reserve affiliation in a non-participating status, and those who have skills which may be of possible future use to the Armed Force concerned.

**State Family Program Director (SFPD)**

A National Guard position who’s primary mission is to establish and facilitate ongoing communication, involvement, support, and recognition between National Guard families and the National Guard in a partnership that promotes the best in both as it relates to family programs within their designated state.

**Joint Force Headquarters – State (JFHQ-State)**

The Joint Force Headquarters-State (JFHQ-State) provides command and control of all National Guard forces in the state or territory for the governor, or in the case of the District of Columbia, the Secretary of the Army. One of the responsibilities of the JFHQ-State is to support JTF-State commanders and all of the deployed units within the state, as well as acting as an information channel to the National Guard Bureau and combatant commanders. The JFHQ-State coordinates any additional support required, such as mobilization of extra forces, or providing other logistical support. The JFHQ-State can also act as a joint headquarters for national-level response efforts during contingency operations.

<b>Stress Management</b>	The alteration of stress and especially chronic stress often for the purpose of improving everyday functioning.
<b>Sub-CLIN</b>	Subcontract Line Item Number
<b>Substance Abuse (Addiction and Recovery)</b>	Substance abuse is defined as a pattern of harmful use of any substance for mood-altering purposes or for purposes other than those for which they are indicated or in a manner or in quantities other than directed. A substance can be an illicit drug, prescription medication, over-the-counter drug, inhalants and solvents, alcohol or anabolic steroids; however, theoretically, almost any substance can be abused for their mood-altering effects. Addiction is defined as the continued use of a mood altering addictive substance despite adverse consequences. Recovery is the cessation from use of an addictive substance to restore (oneself) to a normal state.
<b>Survivors of Deceased Service Members</b>	Includes un-remarried surviving spouse (in accordance with 1 U.S.C. Section 7, the term "spouse" refers only to a person of the opposite sex who is a husband or a wife) and children.
<b>Triage Consultant</b>	Answers Quick Calls, Information & Referral Calls, open cases and provides warm hand-offs to Specialty Consultants, Spouse Education and Career Opportunities (SECO), other programs and services and performs screens for scope when referring to Non-Medical Counseling to the Military Family Life Counseling Program and the MOS Non-Medical Counseling Network. Triage Consultants receive and manage Duty to Warn and Mandated Report Calls.
<b>TRICARE</b>	The health care program serving Uniformed Service members, retirees and their families worldwide.
<b>TRICARE Reserve Select</b>	TRICARE Reserve Select (TRS) is a premium-based health plan available worldwide to Select Reserve members of the Ready Reserve (and their families) who are not eligible for or enrolled in the Federal Employee Health Benefits (FEHB) program (as defined in Chapter 89 of Title 5 U.S.C) or currently covered under FEHB, either under their own eligibility or through a family member.
<b>Utilization Review Accreditation Commission (URAC)</b>	An independent, nonprofit organization well-known as a leader in promoting health care quality through its accreditation, education and measurement programs.
<b>Urgent Care</b>	An urgent care appointment is reserved for non-emergent, urgent care that is typically delivered by a MOS non-medical counseling provider. Urgent care services for MOS participants shall be scheduled no greater than 24 hours from the time the need for this appointment is determined.
<b>URL</b>	A URL is technically a type of uniform resource identifier (URI); in many technical documents and verbal discussions URL is often used as a synonym for URI.

**V-Codes**

V codes identify conditions, other than a disease or injury, and are used to report significant factors that may influence present or future care. A V-code is not necessarily a primary diagnosis. According to the latest edition of the DSM, V-codes are used as follows:

- The problem is the focus of diagnosis or treatment and individual has no behavioral health condition (e.g., a Partner Relational Problem in which neither partner has symptoms that meet criteria for a behavioral health condition).
- The individual has a behavioral health condition but it is unrelated to the presenting problem (e.g., a Partner Relational Problem in which one of the partners has an incidental behavioral health condition).
- The individual has a behavioral health condition that is related to the presenting problem, but the problem is sufficiently severe to warrant independent clinical attention (e.g., a Partner Relational Problem sufficiently problematic to be a focus of treatment that is also associated with Major Depressive Disorder in one of the partners).

**Victim Advocate**

An employee of the Department of Defense, a civilian working under contract for the Department of Defense, or a civilian providing services by means of a formal memorandum of understanding between a military installation and a local victim advocacy service agency. Several military Services have Victim Advocates for Sexual Assault Prevention and Response (SAPR) who are active duty and Victim Advocacy is a collateral duty. The Victim Advocate provides services to victims of domestic violence and sexual assault, including support, safety planning, information and referral and accompaniment to appointments. It is a voluntary program and available to the victim for as long as services are desired. Victim Advocates are a part of DoD's coordinated community response and work in collaboration with command, military and civilian law enforcement, military investigators, medical providers and community providers and agencies to reduce the immediate and long-term impact of the incident.

**Veterans Administration (VA)**

The United States Department of Veterans Affairs (VA) is a government-run military veteran benefit system with Cabinet-level status.

**Veterans of Foreign Wars of the United States (VFW)**

A congressionally chartered war veteran's organization in the United States. Headquartered in Kansas City, Missouri for combat veterans.

**Warm Handoff**

Triage Consultant or other staff member who directly introduces the participant to the provider or other representative at the time of the initial contact. The reason behind the "warm hand-off" is both to establish an initial face-to-face contact between the client and the resource and to confer the trust and rapport the participant has developed with the Triage Consultant or other staff member to the next referral source.

**Weight Management**

Involves various methods of keeping body weight at a healthy level.

**Wounded, Ill and Injured**

Any disabled service member, veteran or retiree and those discharged from military service. Individuals that have served in the military and are suffering from a wound, injury, or illness related to military service.

**Wounded Warrior**

A Service member evacuated from theater, but also those preparing to deploy and those who have returned from combat and require coordinated, complex care management to help them cope with and overcome the cumulative effects of war and multiple deployments.

**Yellow Ribbon**

The Yellow Ribbon Program is a mandated program in place to provide the service members and their families with necessary information, resources, and referrals.

**Yellow Ribbon Reintegration Program**

The Yellow Ribbon Reintegration Program is a DoD-wide effort to promote the well-being of National Guard and Reserve members, their families and communities, by connecting them with resources throughout the deployment cycle.