



Manage Family Support **Scope Statement**

Purpose: The scoping statement is intended only to provide a brief overview of triggering events, outcomes of the business area process, identification of impacted processes, and scope. The details behind the scope statement will be communicated via the presentation of the OV-5 Node Tree and IDEF0 models.

Business Area Name: Manage Family Support

Scope: This activity is associated with managing family support services (e.g., deployment support, relocation assistance, information and referral, child care, youth recreation, and development) for members, authorized Department of Defense (DoD) Civilians, and their families. This includes conducting a needs assessment, managing Family Support program coordination, performing follow-up on services, and conducting evaluation of family support programs. This also includes updating the personnel and pay record to document services provided.

Trigger Events: *Manage Family Support* is triggered by a request for family support services from a variety of sources (e.g., member, family member, Recovery Coordination Program).

Business Area Outcome Information: The business area process ends when the requestor is not eligible for support, or has their needs met through receipt of family support services and an evaluation has been conducted.

Business Area(s) Interfacing with this *Manage Family Support* activity includes (but not limited to):

Human Resource Information- This process is used to show that the profile (human resource record) is being updated and consolidated in other business areas to reflect the current state of the profile.

Manage Interagency Support - This activity is used within the Manage Family Support process to coordinate assistance with other programs, external to DoD.

Quality of Life Program Management – This activity is used to perform program evaluation on QoL program management and uses information from Manage Family Support on usage/enrollment information, funding metrics, use of resources, accessibility, effectiveness, and responsiveness to the needs of DoD personnel and their families.

Manage Human Resources Recovery Coordination Program - This activity is used to send a request and receive a response for coordination with Manage Family Support to

fill the needs identified in the Recovery Plan of the Human Resources Recovery Coordination Program.

Administer Legal Personnel Programs – This activity is used to receive a coordination assistance request from Manage Family Support to handle for legal assistance, such as custody or estate planning.