

MILITARY & FAMILY LIFE COUNSELING (MFLC)

Quick Guide for Command Teams

Confidential * Free * Flexible * Embedded or Rotational Support

What MFLCs Do

MFLCs provide confidential, non-medical counseling to Service Members and Families to strengthen readiness and prevent issues from escalating.

CYB-MFLCs also support youth, CYS, CDCs, and schools with topics like emotional regulation, bullying, transitions, separation, and resilience.

Why Command Teams Should Use MFLCs

- Immediate, no-referral-needed access
- Completely free to the unit and Soldier
- Highly flexible schedule—can support evening and weekend unit events
- Boosts readiness and reduces stress across units
- Builds trust with Soldiers through confidential, approachable support

MFLC Communication Confidentiality

To maintain confidentiality, MFLCs cannot respond to text messages, missed calls, emails with personal details, or social media messages.

When calling an MFLC, Soldiers and Families must leave a voicemail with:

- First name only
- Callback number
- Best time to return the call
- (Do not include sensitive details in voicemails.)

MFLCs do not store personal contact information. All contact details are deleted after follow-up, per confidentiality requirements.

Need More Info? Find your MFLC

Information provided by Fort Carson
ACS for reference only



Ways Command Teams Can Utilize MFLCs

1. Embedded Unit Support

- Walk-around coaching at PT, motor pool, barracks, offices, resilience days, and major training events.
- Immediate touchpoints for Soldiers who may not seek help in formal settings.
- Participate in unit wellness meetings and events

2. Leader Engagement

- Include MFLCs in LPDs to brief on confidentiality, warm handoffs, and trending (non-identifying) concerns.
- Consult with MFLCs to better support Soldiers experiencing stress, conflict, or adjustment challenges.

3. Soldier & Family Support

- SFRG meetings, newcomer orientations, deployment briefs, reintegration events, and high-OPTEMPO unit needs.
- MFLC presence improves trust, connection, and early intervention.

4. Life-Skills Presentations

MFLCs can deliver approved classes on:

- Stress management - Anger management
- Parenting - Communication skills
- Coping with separation
- Problem-solving and emotional regulation

5. Surge Response

Installation can request MFLC surge support for up to 90 days after incidents, losses, or major events.

What MFLCs Cannot Do

- Diagnose or treat clinical conditions
- Provide restricted reporting
- Replace Behavioral Health or FAP
- Share individual-level details with command
- Conduct counseling in a Soldier's home or vehicle