

UNIFIED FACILITIES CRITERIA (UFC)

MILITARY FAMILY SERVICE CENTERS



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U.S. ARMY CORPS OF ENGINEERS

NAVAL FACILITIES ENGINEERING SYSTEMS COMMAND

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FOREWORD

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- Whole Building Design Guide website <https://www.wbdg.org/ffc/dod>.

Refer to UFC 1-200-01, *DoD Building Code*, for implementation of new issuances on projects.

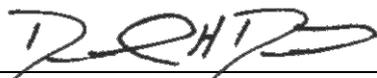
AUTHORIZED BY:



PETE G. PEREZ, P.E., SES
Chief, Engineering and Construction
U.S. Army Corps of Engineers



R. DAVID CURFMAN, P.E.
Chief Engineer
Naval Facilities Engineering Systems Command



DAVID H. DENTINO, SES
Deputy Director of Civil Engineers
DCS/Logistics, Engineering & Force
Protection (HAF/A4C)
HQ United States Air Force



MICHAEL McANDREW
Deputy Assistant Secretary of Defense
(Facilities Management)
Office of the Assistant Secretary of Defense
(Sustainment)

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CHAPTER 1 INTRODUCTION

1-1 BACKGROUND.

The Military Family Service Center (MFSC) is one part of the overall Family Readiness System (FRS), a network of agencies, programs, services, partnerships, and individuals which supports personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness.

In addition to installation MFSCs, the National Guard and Reserve Family Assistance Centers provide a variety of referral-based services to geographically dispersed families and retirees from all military components. As a gateway to these needed resources, the MFSC provides information, support, and services to help balance the demands of military life.

1-1.1 The Family Readiness System.

The mission of the FRS is to help Service members and their families manage the challenges of daily living experienced in the unique context of military service.

The FRS is defined and established by DoDI 1342.22, which also establishes policy, assigns responsibilities, and establishes procedures for the provision of military family readiness services. This includes requirements for financial education and counseling, relocation assistance, family readiness in the Reserve Components (RC), and Emergency Family Assistance (EFA). Oversight, monitoring, and implementing guidance of the FRS is provided by the Department of Defense (DoD) in cooperation and collaboration with the Secretary of each military department.

1-1.2 DoD Military Community and Family Policy Mission Statement, Touchstone Values.

Mission Statement: Empower and support our military community and family to thrive.

Touchstone Values: Mission Focused, collaborative, flexible, people-centric.

1-1.3 Formerly Family Services Centers.

In the previous edition of this UFC (7 April 2006), MFSC were known as Family Service Centers (FSC), and formerly within the Air Force as Airman and Family Readiness Centers (A&FRC). Any modification or work conducted at an MFSC/FSC must include updating the signage, labels, and directories to reflect the updated terminology.

1-2 REISSUES AND CANCELS

This UFC reissues and cancels UFC 4-730-01, *Family Service Centers*, dated 7 April 2006.

1-3 PURPOSE AND SCOPE.

This UFC provides requirements for evaluating, planning, and designing MFSCs. The information in this UFC applies to all new construction projects within these facilities, to include additions, alterations, and renovation projects. Alteration and renovation projects should update existing facilities to meet the guidance and criteria within budgetary constraints.

1-4 APPLICABILITY.

This UFC applies to all Service elements and contractors involved in the planning, design, and construction of MFSC worldwide.

1-5 GENERAL BUILDING REQUIREMENTS.

Comply with UFC 1-200-01, which provides applicability of model building codes and government-unique criteria for typical design disciplines and building systems, as well as for accessibility, antiterrorism, security, high performance and sustainability requirements, and safety. Use this UFC in addition to UFC 1-200-01 and the UFCs and government criteria referenced therein.

1-6 CYBER SECURITY.

All facility-related control systems (including systems separate from a utility monitoring and control system) must be planned, designed, acquired, executed, and maintained in accordance with UFC 4-010-06 and as required by individual Service implementation policy.

1-7 GLOSSARY.

Appendix B contains acronyms, abbreviations, and terms.

1-8 REFERENCES.

Appendix C contains a list of references used in this UFC. The publication date of a code or standard is not included; unless otherwise specified, the most recent edition applies.

CHAPTER 2 PROGRAMMING AND PREDESIGN

2-1 INTRODUCTION.

Criteria in this chapter apply specifically to the design of each functional area and space of MFSCs. Primary design considerations for each functional area include the anticipated use, performance, organization, character, and relationships between each area's component spaces. Specific criteria are not provided for space sizes, critical dimensions, storage requirements, furnishings, or specific equipment. This information must be informed by project goals, needs, and coordination amongst the project team. Technical requirements for each component space within each functional area are based on code, references, and industry practices. Descriptive requirements in this chapter address only items with special criteria or quality for a type of space/area. Chapter 3 contains general design considerations.

Guidance in this chapter applies to all sizes and types of family services facilities. Table 2-2 presents specific space allocation guidance for prototypical sizes. All guidance is based on recommended space sizes and capacities for each overall facility size, supplemented by standard use and size factors, as appropriate. These recommendations may be modified in the design of an individual project to reflect local program requirements and capacity needs.

2-2 SCOPE OF FACILITY.

MFSCs offer numerous programs to provide information and Military Family Service needed by qualified single and married DoD personnel and their family members to meet the unique demands of the military life style, as defined by DoDI 1342.22. These programs and services improve life skills by fostering competencies and coping skills, encouraging self-sufficiency, and offering short-term support and assistance when necessary. Specific programs vary among the Services, as each may provide some programs through facilities other than MFSCs. Table 2-1 lists the names of the various programs provided by each Service. While variation among the Services is significant, the programs provided and functions accommodated by the MFSC generally fall into one or more of four categories:

- Federally mandated program
- Additional programs
- Crisis action/response function
- Other administrative or support functions

2-2.2 Federally Mandated Programs.

Federally mandated programs that each Service must provide (but not necessarily in an MFSC) are defined by DoDI 1342.22 and similar in function among the Services. Table 2-1 lists the Services' various program names. The Army and Navy follow program names per DoDI 1342.22.

Table 2-1 Comparable MFSC Services Programs

Military Family Readiness, Services (per DoDI 1342.22)	Air Force (per AFI 36-3009)	Marine Corps (best matched to DoDI)	Program Category Name (outdated but may be found)
Relocation Assistance	Relocation Assistance Program (RAP)	Information, Referral and Relocation (IR&R programs)	Relocation Assistance
Non-Medical Individual and Family Counseling		Community Counseling Program (CCP)	
Personal and Family Life Education	Personal and Work Life	Family Life Education (Behavioral Programs and Marine Corps Family Team Building (MCFTB), Voluntary Education Substance Abuse program (SAP)	Family Advocacy Program
Personal Financial Management Services	Personal Financial Readiness (PFR) services	Personal Financial Management Program (PFMP)	Financial Management
Information and Referral	Information and referral*	(see IR&R)	Information and Referral
Deployment Assistance	Deployment	MCFTB	Deployment Support
Spouse Education and Career Opportunities (SECO)	Employment Assistance	Family Member Employment Program (FMEAP) credentialing services	Employment Support, or Employment Readiness
Exceptional family member support	Exceptional Family Member Program (EFMP)	EFMP	EFMP
Child Abuse Prevention and Response Services (governed by DoDI 6400.01)		*	
Domestic Violence Prevention and Response Services (governed by DoDI 6400.01)		Sexual Assault and Prevention Response Office (SAPRO)	
Morale, Welfare, and Recreation Services. (MWR) (governed by DoDI 1015.10)		Volunteer Management Single Marine Program (SMP)	Volunteer Programs

Military Family Readiness, Services (per DoDI 1342.22)	Air Force (per AFI 36-3009)	Marine Corps (best matched to DoDI)	Program Category Name (outdated but may be found)
EFA	Air Force Aid Society (AFAS)	Navy-Marine Corps Relief Society (NMCRS)*	Aide/Emergency Support
Transition Assistance	Transition Assistance Program (TAP)	Transition Readiness Program (TRP)	Transition Assistance
Family Readiness in Reserve Components			

*Optional program

2-2.3 Additional Programs.

Additional programs that are typically (but not necessarily) provided through an MFSC include the following as appropriate for the installation or population served. Programs are defined by DoDI 1342.22 and similar in function among the Services. Table 2-1 lists the Services' various program names.

- Employment support
- Family advocacy
- Exceptional family member support
- Volunteer programs
- Other support programs, including New Parent Support, Child Care, and Preventative Education Section (PES)
- AFAS
- Air Force Families Forever
- Air Force Warrior and Survivor Care
- Casualty Assistance
- Survivor Benefit Program

2-2.4 Crisis Action/Response Room.

The MFSC facility must be equipped with workstations and telecommunications and monitoring equipment to assist in an emergency with non-medical support, and should provide connections to medical emergency services. Provide space within the MFSC facility as a Crisis Action/Response Room in times of emergency. This space typically takes the form of communications specifications and configurations for a classroom or other large space within the MFSC. Refer to UFC 4-023-10.

2-2.5 Additional Program Areas.

Additional functional areas include the administrative spaces and building support, utility, and amenity functions. Services provided by other DoD entities that contribute to the overall MFSC mission -- such as New Parent Support Programs (NPSP), Child Development Programs, Youth Programs, Child Care, USMC's Children and Youth Programs (CYP), the Air Force Wounded Warrior (AFW2), or Casualty and Survivor Benefit Plan (SBP) -- may collocate.

2-3 LOCATION AND SIZE DETERMINANTS.

Several factors determine the most appropriate and cost-effective location for an MFSC. Requirements in this UFC define the program for design of an example project, including functional relationships, program requirements, and design criteria. This includes the space programming guidance found in this chapter, plus the site design, building design, and building systems concepts in Chapter 3. Any unique local requirements concerning building programs, design criteria, and technical systems should be identified and communicated among the designers, builders, base/Installation command, and occupants.

Each base may also determine that different or additional requirements are relevant to its local program. These considerations may affect the required functional areas and spaces and their relative sizes and consolidation of MFSC into shared facilities with libraries, Base Education Centers (BEC), places of commerce, or others mutually beneficial to Quality of Life and service functions. Co-locating MFSC may also affect required program spaces and sizes, such as public computers or administration meeting rooms.

2-3.1 Population Served.

The population served by the MFSC is determined by adding a multiplier to the active-duty population. The multiplier varies depending on the location of the proposed MFSC.

- CONUS: MFSC population equals active duty (AD) population times 1.6.
- OCONUS: MFSC population equals AD population times 2.4.
- **Service Exception:** For Navy Fleet Concentration Areas, MFSC population equals AD population times 2.4.

- **Service Exception:** For Air Force facilities, refer to AFI 38-101 to determine population served.

2-3.2 Facility Size Classifications.

Once the size of the MFSC population has been determined, classify the size of the facility according to Table 2-2. Within each size classification, other factors that affect the facility size include the variations among the Services and the optional program areas (see Table 2-1 for more information on optional spaces).

Service Exception: For Air Force facilities, refer to DAFMAN 32-1084 to determine facility size classifications.

Table 2-2 SIZE CLASSIFICATIONS

Size Classification	Population Served
Small	500-3,000
Medium	3,001-10,000
Large	10,001-40,000
Extra Large	40,001+

2-3.3 Optional Spaces.

Once the size classification has been determined, select the desired optional spaces (see Table 2-1). The base/Installation/station representatives must decide which optional spaces to provide.

2-3.4 Locate for Availability to Service Population.

When the total population is broken down into distinctive geographic locations, consider providing multiple facilities sized individually for the geographic populations. This is particularly important since access to the facility is a key issue for MFSCs. In these cases, each facility should be size-classified for the population to be served and the functions to be provided. Efficiencies may be gained by consolidating management and administrative functions. Consider including virtual/remote or tele-counselling spaces for improved access and diversifying functions connected to limited space.

For populations less than 500, accommodate the MFSC functions in other, non-dedicated facilities. Consider multiple facilities for very large or geographically dispersed populations.

2-3.5 Customer Access and Visibility.

Design the MFSC to be easily accessible by all potential facility customers. The importance of access by spouses, dependents, or non-active-duty personnel that may

be coming from off-Installation must not be overlooked. Consider locations such as near the Installation gate or other high activity or population centers such as the commissary, retail exchange, medical facilities, or “one-stop shopping” areas. Access through base/Installation or public transit infrastructure is a program goal and assumed by locating in such areas. As an alternative, consider locating the MFSC off-installation at sites like the installation visitor’s center or local high-traffic commercial/retail centers. If the MFSC is located off-base, consider the antiterrorism impacts in the design of the facility.

Also consider that while the primary MFSC facility may need to be located on base, additional remote, off-base facilities can be used to serve the non-active-duty customers. See Architectural Barriers Act (ABA) for additional accessibility requirements.

2-3.6 Site Size.

Ensure adequate site space for the following elements when selecting the MFSC site:

- Parking space for customers and staff,
- Space and access for the Lending Locker loading dock/exterior access,
- Service drive, and
- Antiterrorism Force Protection (AT/FP) setback criteria.

Assure the selected site will accommodate an adequate number of parking spaces convenient to the MFSC entrance and the AT/FP setback requirements provided in UFC 4-010-01. A preliminary site design should be prepared to ensure the basic building and site criteria can be accommodated.

2-3.7 Site Placement.

Locate the building on the site to provide the most convenient access and to take advantage of desirable views and natural site features. Examples may include providing protection from undesirable winds and glare and shading the building, especially glazed areas, from excessive sun in warm climates.

2-3.8 Access and Visibility.

Provide easy access by automobile and base traffic. Choose a site with a prominent, visible location. The facility should be easily identifiable from approaching cars, base transportation, and pedestrian pathways. See the Manual on Uniform Traffic Control Devices for Streets and Highways (MUTCD) for latest traffic control device requirements.

2-3.9 Site Utility Requirements.

MFSC must be located for access to major utilities, including water, sewage, electricity, telephone, and gas lines. Provide water service, sanitary and storm systems, natural gas, steam service or fuel oil system (whichever is used), electricity, telephone, and fire

alarm service to the building in accordance with requirements in UFC 1-200-01 and local service procedures. Include connections to the base computer network and communication systems.

2-3.10 Building Layout and Adjacencies.

Consider the relationship to adjacent buildings, transportation routes, services, and activities to reinforce the MFSC's secondary mission to contribute to the quality of life. Managers, base personnel, and design teams should work to locate the MFSC within the base community and built environment to create places or spaces that are destinations and facilitate the programs and services that improve the quality of life for active-duty personnel, their families, retirees, and other authorized customers. The planned creation of destinations with many amenities and attractions in a place for the base community to come together is a quality-of-life force multiplier. This quality-of-life support is an important function of most facilities; however, Installation mission support is always the first priority.

2-4 BUILDING FUNCTIONAL AREA RELATIONSHIPS.

Spatial relationships in the MFSC are best described in terms of the transition from public spaces to private spaces. In developing an individual facility space program, consider the overall building design and relationships discussed in Chapter 3 and Chapter 4. The space allocations provided in this UFC are approximate, and intended as guidance for the facility being discussed.

2-4.1 Public Spaces.

These are spaces that customers need ready access to and may be able to enter unattended. Locate public spaces near the main entrance. Public spaces Include:

- lobby/waiting area
- reception/information/referral area
- computer resource center
- toilets
- classrooms

2-4.2 Semipublic Spaces.

These are spaces that customers need access to but will usually enter accompanied by a staff member. They include:

- relocation assistance (including Lending Locker)
- transition assistance
- employment support
- short term alternative child care

2-4.3 Private Spaces.

These are spaces that customers will not normally enter, or that customers will enter only with a staff member. They require a high degree of privacy (such as a counseling office). Private spaces include:

- program offices requiring privacy, such as those under Financial Management, EFMP, Casualty Assistance/SBP, Personal and Work Life, Deployment
- counseling offices
- decompression
- waiting room (optional for counseling or crisis)
- file storage, and copy/graphics room
- staff offices and work areas

Acoustic modeling and testing may be used to confirm acoustic privacy. Testing of defined assemblies may yield disparate results if not constructed to accurately match the approved assemblies. Mock-ups, early testing, or qualified construction crews may be considered where acoustic privacy is necessary. Consider acoustic control, design, testing and mitigation to best serve the project.

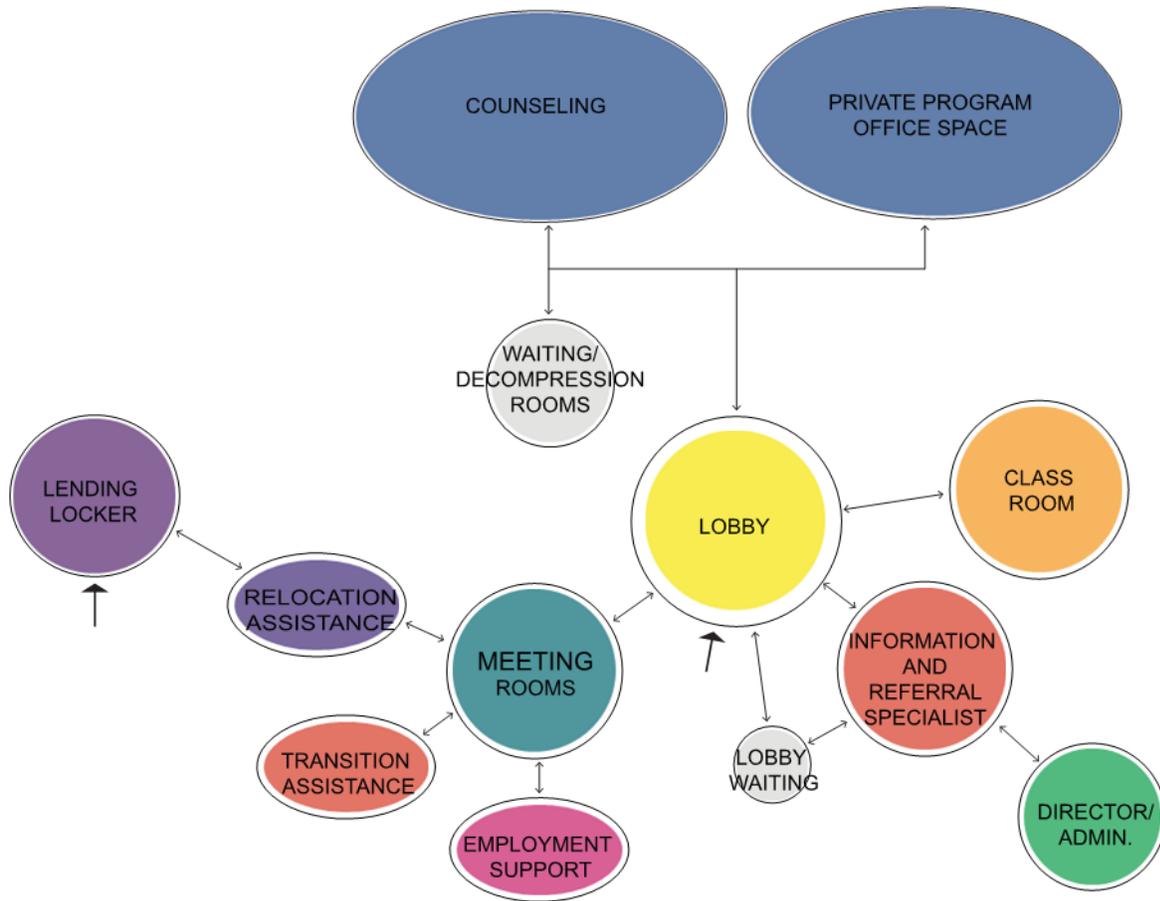
2-4.4 Functional Relationship Diagram.

Figure 2-1 illustrates acceptable relative adjacencies of the key functional spaces.

2-4.4.1 Illustrative Diagrams.

Figure 2-2 and Figure 2-3 illustrate a possible layout for an MFSC. These diagrams are not mandatory or even suggested layouts, but are provided to expand on Figure 2-1 and illustrate the relative sizes of the functional spaces along with the acceptable adjacencies. By including the relative sizes of the spaces, these diagrams convey a method to accommodate needed adjacencies. Of the two diagrams provided, one accommodates a traditional operational approach, and one accommodates an alternative operational approach. These two operational approaches vary in terms of space usage and operational flexibility. When planning an MFSC, consider these issues along with mission requirements.

Figure 2-1 Functional Relationship Diagram

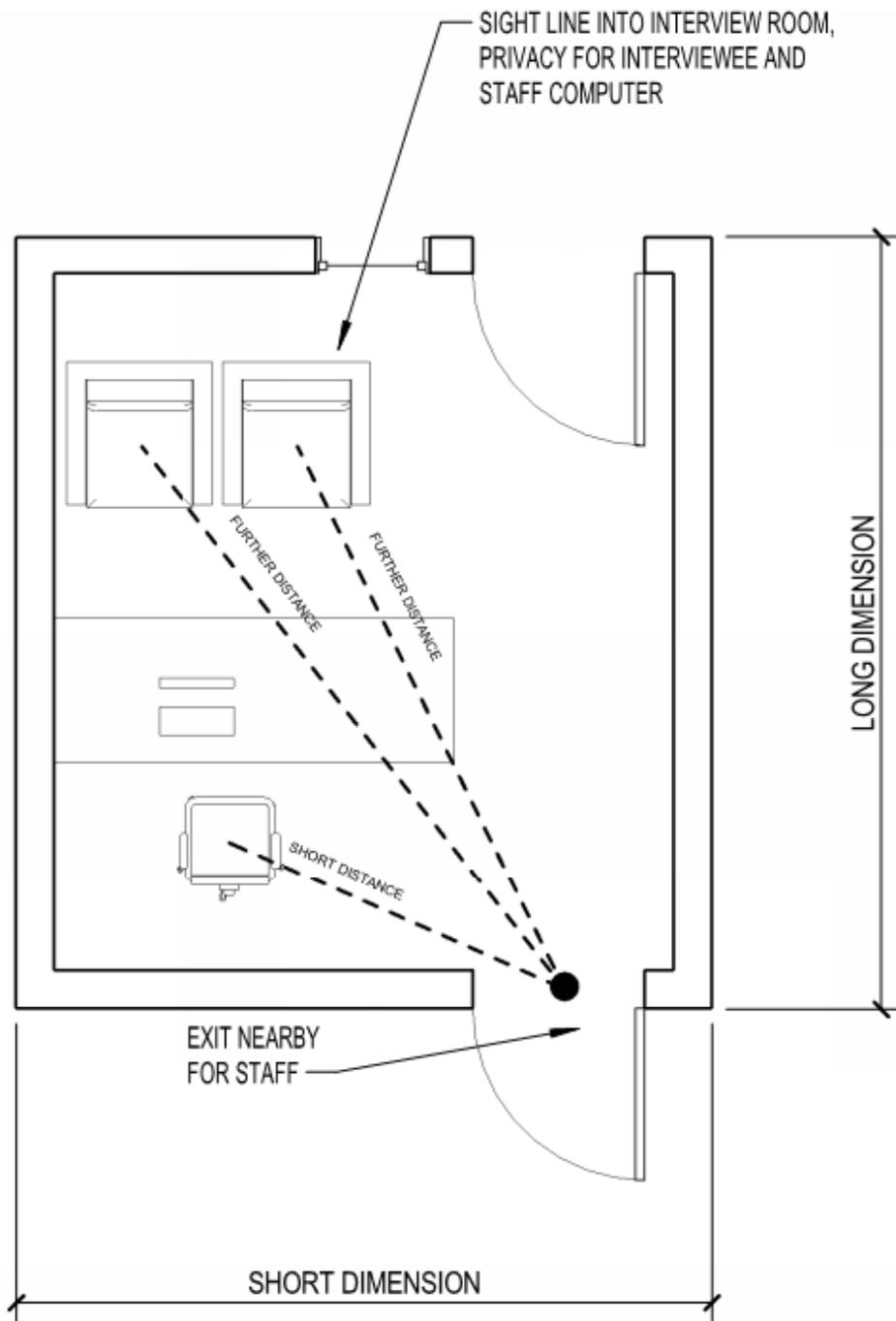


2-4.4.2 Traditional Operational Layout.

Staff members meet with customers in dedicated offices.

Service Exception: The Army supports and maintains this traditional operational approach with private offices.

Figure 2-2 Dedicated Office with Safety Exit



2-4.4.3 Alternate Operational Layout.

In this approach, program staff members do not normally meet with customers in their own offices or workspaces, but use interview rooms shared by all programs. The net effect is that the administrative/office area grows to accommodate cubicles for program staff, but that growth is more than offset by the reduction in the number of dedicated program offices. In some cases, programs that do not use the alternate operational approach will also use interview rooms for other functions and have a similar building configuration.

Service Note: The alternate operational approach is optional for the Navy, Air Force, and Marine Corps. For Air Force, consider using the alternate operational approach for Air Force Reserve Unit MFSCs.

Figure 2-3 Alternative Operational Diagram



2-5 FACILITY SPACE PROGRAM.

Once the size classification has been determined and service programs selected, the facility space program is determined using Table 2-3. This table shows the basic functional spaces and the appropriate area for those spaces organized by size classification.

The space programs listed in Table 2-3 provide guidelines for the MFSC planning team. The final space requirements for elements such as toilets, mechanical spaces, and parking are governed by codes and must be determined by qualified designers. Additionally, the final space requirements for the MFSC programmed spaces will also need to be carefully determined by Installation representatives and the appropriate Service program office, guided by governing codes and criteria.

Service Exception: For Air Force facilities, refer to DAFMAN 32-1084 for MFSC space requirements. Some spaces not included in DAFMAN 32-1084 may be required for MFSCs. The minimum space requirements for those spaces are included in Table 2-3.

Table 2-3 Example MFSC Space Program

SPACE/ROOM	#	SMALL	#	MED.	#	LARGE	REMARKS
Admin/General Public Facing							
Display and bulletin boards	1	42	1	42	1	50	
Lobby + waiting area	1	120	1	350	1	420	
Reception desk	1	90	1	120	2	240	
Information/referral	1	80	1	100	1	160	
Computer lab (w/printer)	1	220	1	260	2	440	
Classroom	1	1,000	1	1,200	2	2,200	
Office Information Referral Specialist	1	100	2	200	4	400	
Food pantry	1	64	1	84	1	120	
Teaching kitchen	1	144	1	144	1	168	
Utility/cleaning area	1	16	1	16	1	20	
Lending Locker	1	180	1	240	1	300	
Relocation assistance storage	1	125	1	180	1	240	

SPACE/ROOM	#	SMALL	#	MED.	#	LARGE	REMARKS
Exceptional Family Member Program							
EFMP office	1	125	1	125	1	125	
EFMP common area	1	100	1	150	1	400	
EFMP file storage	1	24	1	36	1	52	
Support Areas, Public Meeting Rooms							
Group meeting, conference	1	120	1	140	1	200	
Group meeting, small	1	50	1	100	1	150	
Storage closet	1	40	1	80	1	120	
Day Care Areas							
Day Care play/general room	1	150	1	200	1	400	
Childrens' restrooms	1	40	1	80	1	120	
Childrens' computers/tech	1	16	1	20	1	24	
Childrens' story alcove and activities	1	150	1	200	1	400	
Storage	1	40	1	105	1	175	
Childrens' area lobby	1	48	1	48	1	48	
Administration Areas							
Office (1x, Director)	1	125	1	125	1	125	
Admin Assist	1	64	1	64	2	128	
Copy/graphics room	1	120	1	200	1	200	
General/open office	1	128	1	260	1	400	
Break room	1	125	1	125	1	150	
Storage	1	42	1	112	1	200	
Secure storage	1	36	1	36	1	52	
Conference room	1	160	1	200	1	240	(May be combined with staff break room)
Staff restroom	1	64	1	64	1	64	
Staff lockers area	1	24	1	64	1	80	
Shower facilities	1	24	1	24	1	32	
IT workroom/server room	1	125		125	1	125	
Volunteer office	1	100	1	100	1	120	

SPACE/ROOM	#	SMALL	#	MED.	#	LARGE	REMARKS
Clinical Support Spaces							Spaces indicated are for a varied number of service programs: 1 in small, 2 in medium, and 4 in large; Confirm need with base.
Counseling offices (125 SF each)	2	250	4	500	8	1000	(Equip half of rooms as tele-counseling)
Group treatment	1	280	2	560	4	1,120	
Waiting/decompression	1	42	2	84	4	168	
Central file storage	1	36	1	36	1	36	
Interview/meeting	1	80	2	160	4	320	
Counseling supervisor	1	120	2	240	4	480	
Support Areas, Facility/Utility							
Mechanical room	1	300	1	600	1	800	
Pump room (fire/water)	1	64	1	80	1	100	
Electrical room	1	80	1	120	1	160	
Vestibule	1	80	1	100	1	120	
Janitor closet	1	64	1	80	1	160	
Circulation/corridor (~10%)		700		1,000		1,600	
Public toilet	1	128	1	350	1	720	
Vending	1	18	1	36	1	48	
Shower facilities	1	32	1	64	2	144	
Water fountain (bottle filling)	1	20	1	20	1	40	
Elevator	0	--	0	--	1	128	
TOTAL PROGRAM AREA		6,515		10,125		17,032	

2-5.1 Public Facing Spaces.

2-5.1.1 Lobby.

The lobby is the entry point for staff and customers. It should be a warm and relaxing space that is simple and straightforward in design. The lobby should allow for easy circulation to and between the many public functions within the facility. Provide an airlock at the main entrance. Provide additional data and electrical outlets (beyond code minimum) for flexibility should the lobby be used for alternate activities.

Beyond standard ambient lighting, consider decorative lighting to provide a focal point. This will make the lobby, and in turn the whole facility, feel more welcoming and inviting. Also consider free-standing or built-in display cases and elements such as an integral/recessed walk-off grate and an umbrella rack. Note: If the recommended separate exterior entrance to the Lending Locker is not provided, consider providing a power-operated door from the lobby to the Lending Locker to ease moving equipment in and out.

2-5.1.2 **Waiting Area.**

Directly accessible from the lobby, the waiting area serves as a public waiting room for customers of the center. The space should be warm, comfortable, and secure. The seating arrangements should be intimate and allow for a sense of privacy. There should be distractions such as a wall- or ceiling-mounted TV, or magazines to allow each customer an opportunity to focus his or her attention away from other customers. Consider providing a space within the waiting area where children might sit and play quietly under parental supervision. This sub-space may be partitioned from the rest of the waiting area. As with the lobby, consider providing decorative task lighting such as table and/or floor lamps. Provide Architectural Barriers Act- (ABA-) accessible toilet facilities and water fountains conveniently located near the lobby and waiting area. Accommodate a wall-mounted clock. As with the lobby, provide additional data and electrical outlets for flexibility if/when the lobby is being used for alternate activities. Provide furniture such as upholstered armchairs, side tables, bookshelves, and magazine racks.

2-5.1.3 **Short Term Alternative Child Care.**

Space and staff for short-term child care provided within the facility or in a nearby facility, such as a fitness center, improves accessibility for military personnel and families with young children.

Coordinate such spaces with the Installation to the standards provided by the Installation Service or indicated by the Installation command, which include but are not limited to: UFC 4-740-06, FC 4-740-14N, and UFC 4-740-15.

2-5.1.4 **Information and Referral (I&R).**

I&R, also known as discovery research center, is located adjacent to, or within the lobby; it can serve as the welcome desk for the center. It should also function as the entry security point, but should not be intimidating or overwhelming. Staff should sit comfortably at the desk and perform office functions as well as interact with customers, assisting them with directions and information. The I&R desk should have direct visibility to the many public functions accessible from the lobby. There may be an office component to the I&R in larger facilities. Use durable materials for the countertop and front surface. Additional lockable wall and base cabinets for storage of equipment and supplies should be incorporated.

2-5.1.5 Classroom.

Much of the center's mission focuses on information and education. Classrooms are central to the mission and their importance to the facility should not be underestimated. Locate classrooms near the entrance and easily accessible from the lobby. They should be configured to allow flexibility in size and configuration and be designed with the infrastructure to allow for a wide variety of media presentations. When required, design one of the classrooms to easily transform into the crisis action/response room. If there is only one classroom in the facility, provide a sound-rated, operable partition. Even if the facility contains multiple classrooms, consider using movable partitions to increase programmatic and scheduling flexibility. Also consider providing built-in casework with a solid-surface countertop and small sink.

2-5.1.6 Teaching Kitchen.

This optional space accommodates instructional programs where military personnel and/or their families can learn cooking and serving techniques for family meals. Consider adjacency to the classrooms and the staff break room, as there may be opportunities to accommodate dual functions in this space.

Plan viewing angles for all workspaces to ensure that students can see the activities. Consider creating an island work area for ease of demonstration. This work area should include cook top, sink, and preparation area. Consider providing an adjustable mirror over the preparation area to allow students to view the activities. If the kitchen is located separately from the staff break room, consider accommodating an eat-in area with tables and chairs.

Service-specific Exception/Requirement: The Navy does not typically include teaching kitchens. The Air Force requires teaching kitchens at every installation.

2-5.1.7 Computer Resource Center.

Similar to the classrooms, the computer resource and information lab is central to the MFSC's mission and consolidates all the center's information for use in a more individualized and independent manner. Directly accessible from the lobby, this lab should be well-organized and allow for information displays, computer kiosks, research carrels, and general work space. The room should be friendly, comfortable, and inviting. Staff work spaces adjacent to the lab should also be inviting and open to encourage questions.

2-5.2 Professional Program/Service Counseling.

2-5.2.1 Interview Room.

Interview rooms provide a private space where program staff can meet with service members and family. Where the alternate operational approach is used, interview rooms replace a portion of private offices. In larger facilities, these rooms may also be provided to allow flexibility. This shared office space is used on an as-needed basis when program staff members who use open workstations need to meet privately with

customers. These rooms should be acoustically private, but visually accessible to other staff in case a situation arises in the room. After the session is over, staff will return to their workstation in the semipublic office space to continue working so that the individual interview room may be used by other staff.

2-5.2.2 Tele-counseling Room.

A room should be provided to accommodate tele-counseling. Acoustics should be a priority in this room to allow clinicians to communicate clearly to clients, and designed to prevent acoustic feedback during a session. Equipment should be provided such as a webcam, microphone, and appropriate lighting.

2-5.2.3 Semipublic Office Space (Open Offices).

These areas of the MFSC house the office space for relocation assistance, transition assistance, and employment support programs/services. They are distinguished as semipublic for two reasons: one, they are directly adjacent to public spaces such as the lobby or the computer resource and information lab; and two, the programs offered from these offices require a more casual and impromptu interaction with customers than in the private program office space. Design these offices to accommodate general staff office functions as well as customer interaction and personalized discussions. These office spaces may support the computer resource and information lab.

Furniture will include modular office furniture consisting of a desk or workstation, credenza with overhead storage, file cabinet, desk chair, and an additional two chairs. The furniture configuration allows the staff member to hold working consultations with customers and for both parties to use the desk as workspace. Provide a quad power/data/telephone outlet on at least three walls of the office, or at least one per staff member. Provide additional outlets as needed to operate additional equipment. Provide vision panel doors or sidelights.

2-5.2.4 Counseling Office Space.

Individual office spaces for staff can be used with clients so that they have a private but safe place to meet. Staff members who use this type of office space provide more intimate counseling functions, such as EFMP or clinical counseling. The alternative layout option will use few, if any, of these spaces. The traditional layout will have many. This office space will consist of acoustically private but visually accessible, individual offices. Design to comfortably seat at least three adults in a quiet, non-threatening setting. Provide LED dimmable lights in the office so that the lighting can be dimmed to calm a client, or increased for specific tasks.

2-5.2.5 Waiting/Decompression Room.

The waiting/decompression room must have two access points: one directly from the counseling offices, and one that leads to public space within the MFSC. This room provides space for distraught customers waiting to see a counselor or allows the customer to compose him or herself after an emotionally difficult session prior to

reencountering the public. It requires a high degree of acoustical privacy but should be visible to staff for safety.

2-5.3 Private/Secure Spaces (Staff Only).

2-5.3.1 Copy/Graphics and Office Supply Storage Room.

This optional space is typically included only in larger facilities. It provides room for staff to design and produce the numerous brochures and pamphlets generated for the MFSC programs. It should be located away from programmatic distractions, be conducive to computer-based design work, and have space for document production such as work tables and photocopiers. This room should also house office supplies.

Provide the following design elements:

- Casework for storage of supplies and equipment. Casework should consist of base and wall cabinets with a minimum 24-in (610-mm) deep countertop.
- Dedicated power and data outlets for computers, network printers, scanners, and copiers.
- Additional data outlets as needed to operate equipment such as a light table and poster/banner maker.

Consider providing a work/layout table for collating printed documents and laying out graphics. If a door is provided, include a vision panel or a sidelight.

Service-specific Requirement: The Army and Air Force require a copy/graphics room in every facility.

2-5.3.2 Staff Break Room.

This staff-only space is used for staff training, meetings, breaks, and lunches. If a Teaching Kitchen is provided, consider locating the staff breakroom immediately adjacent to the kitchen or designing the kitchen in such a way that it can be used as the staff breakroom when it is not used programmatically.

Provide the following design elements:

- Accommodate either a large table or multiple tables with chairs; and
- If located separately from the Teaching Kitchen, provide a residential-style refrigerator with icemaker, dishwasher, and microwave oven.

If a door is provided, include a vision panel or a sidelight.

2-5.3.3 Storage.

Generally, two types of storage are required. One area provides storage of brochures, program materials, and general office supplies. Another secure storage area is required

to support the computer lab and classrooms' audio/visual equipment and computers. The secure storage room must have a lockable door.

2-5.3.4 Lending Locker.

This subset of the relocation assistance program is a storage room for items such as pots, pans, and irons that may be loaned to recently relocated military personnel and their families. Design with adequate and varied shelving to accommodate the many different types of items in the locker's inventory. As many of the items may be bulky or heavy (such as a futon), provide direct access to an exterior loading area for easy customer loading and unloading. If a separate exterior entrance is not possible for a retrofit project, locate the Lending Locker adjacent to the lobby and with direct access to the front entrance.

Include the following design elements:

- Lockable interior and exterior doors,
- A commercial-grade dishwasher and a deep, utility-style sink with adjacent drying area for cleaning returned items.
- Heavy-duty metal storage shelving units and
- Temperature controlled.

Service Exception: Dishwasher and sink are optional for the Army.

2-6 ALTERATIONS TO EXISTING FACILITIES.

2-6.1 Design Considerations.

MFSCs are frequently placed in existing facilities; therefore, special consideration is required when selecting an appropriate existing facility to modify for MFSC functions. Consider only permanent facilities for conversion to an MFSC. Exceptions may be made for other buildings that are in excellent condition, subject to the location determinants in paragraph 2-3.

Consider adaptability to the intent of the building program. For instance, vehicular access for the Lending Locker, services as an emergency crisis response center, or access by non-active-duty personnel and family members may not be achievable in a conversion, alteration, or addition. Barrier-free design requirements and antiterrorism requirements must be provided for MFSC in existing facilities.

2-6.2 Regulatory Authorities.

- **Army:** Engineer Regulation (ER) 1110-345-100 and Army Regulation (AR) 608-1.
- **Navy and Marine Corps:** Authorities are contained in OPNAVINST 11010.20H and OPNAVINST 11010.45A. When planning alterations to an existing facility to convert it to an MFSC, for Navy, consult with Fleet and

Family Support, and for Marine Corps, consult with HQ USMC, Manpower and Reserve Affairs, Code MR.

- **Air Force:** AFCEC for architectural, landscape, interior design, and publication coordination; Facility Engineering Directorate (AFCEC/CF) for technical issues relating to fire, life safety, and certification. Reference the Airman and Family Readiness Operations Division (AFPC/DPFF) for functional requirements and policies.

2-7 SECURITY.

Provide only one public entrance/exit that is a prominent architectural component to facilitate customer wayfinding and monitored for security. A separate staff-only entrance may also be provided that is not in a prominent location, but near dedicated staff parking areas. Staff entrances are usually near the service delivery door or at the side of the building to provide convenient access to remote drop boxes. All other exits should be for emergency use only and alarmed, or for low-value material access such as the Lending Locker. Refer to UFC 4-022-01, UFC 4-026-01, UFC 4-023-10, and UFC 4-010-06 for more information.

2-8 COST.

Design MFSCs with the objective of achieving a low life cycle cost. To do so, the project's design program must adequately define the scope and performance requirements and match those needs against a budget. Conversely, the budget must adequately support an appropriate and high-quality program and the performance and technical requirements (such as sustainable design and antiterrorism criteria) identified in this UFC.

CHAPTER 3 DESIGN

3-1 INTRODUCTION.

This chapter provides general design and material guidance focusing specifically on MFSC issues. This guidance addresses design considerations for site and architectural character, function, circulation, and facility systems. Functional diagrams and other guidance regarding potential layout configurations for different styles of building design are provided to illustrate how the functional area could potentially be organized. Use UFC 1-200-01 for guidance on the use of model building codes for design and construction of DoD facilities. See paragraph 1-4 for direction to the appropriate governing codes for building services.

Refer to UFC 3-101-01 for more information regarding design quality and processes to modify the example program described in Chapter 2 to a population-specific MFSC. General guidance for the concepts and design phase is addressed as part of this chapter. Chapter 4 provides detailed design guidance for each functional area not contained in other UFCs. Preliminary and working drawings should exhibit the specific space criteria, technical issues, and functional area requirements.

3-2 SITE WORK.

For MFSC, Civil Engineering must provide connections to utilities, including water, sewage, electricity, telephone, and gas lines. Provide water service, sanitary and storm systems, natural gas, steam service or fuel oil system (whichever is used locally), electricity, telephone, and fire alarm service to the facility in accordance with UFC 1-200-01. Include connections to the base computer network and communication systems.

Facilitate alternate access via base or public transportation infrastructure to the MFSC by all potential facility customers (spouses, dependents, or non-active-duty personnel that may not have privately-owned vehicles). Site work, site improvements, and coordination with adjacent/context site improvements may be used to provide alternate access. Customers coming from off-Installation must also be supported.

3-2.1 Landscaping.

Landscaping should be appropriate to the professional nature of the facility and reflect the local geographical environment. Plants selected should be easy to maintain and enhance the visual quality of the facility in all seasons. Indigenous species are preferred. Comply with UFC 3-201-02 and the local installation landscape standards.

Service Exception: For Air Force, also refer to base's Installation Facility Standards.

3-2.2 Parking and Access Drives.

Provide adequate parking for both staff and patrons with appropriate access drives. The facility should be easily identifiable from approaching cars, base transportation, and pedestrian pathways. Consider locating bicycle racks near the facility entrance in a

secure location. Comply with UFC 3-210-01. Consider providing site walls, evergreen vegetation hedgerows, or screening features at the perimeter, road, or public way for privacy and anonymity for personnel approaching the facility. Patrons may wish to avoid stigma and shame from approaching programs/services for help. Alternative measures, such as co-locating the facility with other routinely-visited or popular destinations provides patrons with justification for visiting the area.

Service-specific Requirements: The Army and Air Force must work with the program manager and applicable codes and regulations to determine the appropriate number of parking spaces; and provide handicapped accessible parking spaces per requirements of the ABA. Consider the need for a dedicated staff parking area that is located near the staff-only entrance to the building. Spaces for electric vehicle charging, motorcycles, and bicycles should also be provided as required by the base population. If the installation provides bus or shuttle van service, create a path for convenient access for military and family members without personal vehicles.

3-2.3 General Site Lighting.

Ensure that parking areas and the facility have adequate lighting for safety, evacuation, and security measures. Comply with UFC 3-530-01. Consider hours and seasons of use for application of site lighting on pedestrian and bicycle paths.

3-3 ANTITERRORISM REQUIREMENTS.

Design the facility to comply with UFC 4-010-01.

3-4 STRUCTURE.

Comply with UFC 3-301-01. Limit the number of floors to two stories or fewer in height, where possible, or costs associated with progressive collapse criteria will need to be incorporated in the design.

3-5 ARCHITECTURE AND EXTERIOR DESIGN.

The exterior design of an installation's building should be of a character, quality, and detailing that reflects the surrounding community and extends or reinforces the "community fabric." The program and interface with surrounding improvements must create destinations or places that improve the installation Quality of Life (QoL). According to the DoDI 1342.22, the MFSC must be visually conspicuous and conveniently accessible to service members and their families, and furnished in a way that welcomes Service members, their families, and other clients.

Create an individual theme for the facility that may be host nation or installation-related. Refer to UFC 3-101-01 standards and current guidance. Many thematic environments can best be presented in lobbies, primary circulation areas, and shared spaces. Theming should apply continuously to the entire design of the facility, from overall architectural expression to specific interior development. The architectural and interior design of the MFSC must be integral and related. They both involve functional analysis and consideration of the appropriate environmental character, building organization,

circulation, supervision, and flexibility requirements, as well as finishes and furnishings. Provide controlled, indirect daylight into work and learning areas through clerestories, skylights, or windows.

3-5.1 Entrance.

The main entrance should incorporate a clearly identifiable point of reference or landmark that serves as a welcome and a transition. A transition such as a covered entry is very desirable at the main entry. In cold climates, provide a canopy (or a recess) at required egress doors to ensure that doors can open completely without obstruction from snow and ice.

3-5.2 Exterior Finishes.

The color, texture, and design should be consistent with the building material available to the area and therefore be appropriate for the building type and comply with any applicable installation design standards, as well as UFC 3-101-01. The design intent and character of the MFSC should provide the appearance and environmental setting of a professional business office. The MFSC should always present an expression of informality, comfort, and clear organization. The design should invite relaxed conversation, suggest discretion, and above all, promote confidence in the professional services offered. Coordinate the exterior finishes with the Service-specific design standards.

3-5.3 Exterior Signage.

Equip the main entrance with an attractive, clearly-visible sign that provides the program hours of operation. Ensure that signage complies with UFC 3-120-01 and installation requirements. Sign placement and type are site-specific, but signs must be strategically located, adequately lit, and of sufficient size to permit proper viewing by individuals approaching the facility.

3-6 INTERIOR DESIGN.

Construction and finishes (walls, floor, and ceiling) should support the image and theme of the facility and be consistent with the programs offered. The interior design should offer interest, refuge/comfort, and professionalism. Design the interiors of the facility following the process and requirements UFC 3-120-10 along with any individual installation standards. Provide professional interior design services in the same manner as standard A/E services. Coordination and planning between the architect and interior designer is critical.

3-6.1 Interior Construction.

Provide counters, casework, and cabinets of high quality and durable construction. Specify AWI Premium or Custom for finishes per AWI *Architectural Woodwork Quality Standards Illustrated*. Provide casework, cabinet doors, and drawer faces as veneer panel core. Doors, drawers, and casework faces should be plastic laminate at a minimum. Where no water source is present, countertops should, as a minimum, be

plastic laminate with hardwood or solid surface edging. Where a water source is present, provide countertops of solid surface/solid composite plastics only. Specify 0.75-in (19-mm) minimum thickness for plywood, plywood backing, and solid wood panels.

All interior glass must be tempered safety glass, and mirrors must be made of break-resistant materials. There may be extreme cases that require behavioral health self-harm resistant or ligature resistant areas or restrooms. Consult with installation and MFSC staff during design for confirmation. Provide window treatments to control light levels and glare within all offices and classrooms (occupied spaces). Take specific efforts to manage glare, UV, and heat gain. Manual or automatic shades or control devices (programmable) are sufficient to block UV exposure. Refer to UFC 3-101-01, Section C-1.

3-6.2 Finishes.

Finishes should be suitable for the intended use and be appropriately durable. They must meet the requirements listed in NFPA 101.

Do not cover the inside of exterior walls with impervious materials such as mirrors or vinyl wall coverings. This will help prevent mold development in the wall, as moisture can originate within a building and no waterproofing is perfectly designed or installed.

Service Exceptions: Also ensure interior (and exterior) design complies with the following Service-specific standards:

- **Army:** DG 1110-3-122, and Installation Design Guide Standards.
- **Air Force:** Air Force Corporate Facility Standards (AFCFS) and applicable Installation Facility Standards (IFS).

3-6.3 Furnishings, Fixtures, and Equipment (FF&E).

Choose furniture that is durable, comfortable, and attractive. Local wood is a good choice and natural finishes can accentuate the interior décor. Consider modular furniture components designed specifically for office and conference rooms. Counter fronts are high maintenance and require highly durable materials due to wear and tear. System furniture's storage and power capabilities, as well as stackability, provide an incredible range of flexibility and options to serve the many needs of an office and education and counseling center.

Consider graffiti-proof furniture and materials in bathrooms, small group areas, and other secluded places not easily visible by staff members. Consider floor material colors and textures when selecting and coordinating furniture and equipment.

3-7 BUILDING SERVICES.

3-7.1 Fire Protection.

Design fire protection and life safety to comply with UFC 3-600-01.

3-7.2 Heating, Ventilation, and Air Conditioning (HVAC).

Design the HVAC system to meet the requirements of the most current edition of the International Mechanical Code (IMC), UFC 3-410-01, and UFC 3-410-02. Comply with antiterrorism requirements in the design of the HVAC system. Consider climate conditions, high humidity, industrial atmosphere, saltwater exposure, or other adverse conditions to ensure durability when selecting exterior HVAC components.

3-7.3 Electrical.

Provide electric service and distribution equipment, wiring receptacles and grounding, interior and exterior lighting and control, emergency lighting, telephone and communication systems, and intrusion systems in accordance with NFPA 70; UFC 3-520-01; UFC 3-501-01; and the latest installation design requirements. See the latest edition of International Trade Association (ITA) index web site "Electric Current Worldwide" to determine voltages and cycles in overseas locations. Service grounding system and all wiring methods must meet current NFPA 70 requirements. All service equipment must be Underwriters Laboratories (UL) listed. Alternately, published proof from an approved independent testing laboratory may be provided.

Provide lighting and control systems throughout the facility in accordance with UFC 3-530-01.

3-7.3.1 Communications and Data.

Telephone and data outlets may be independent of each other or combined into a single junction box. If these connections can be combined into a single junction box, the cover plate to that junction box must allow for multiple connections. In some unique situations, the cable television (CATV)/internal video connection can be combined into a single junction box with an appropriate cover plate.

Confirm the preference for individual or combined telephone/data/video outlets with the following Service-specific contacts:

- **Army and Air Force:** Installation Manager.
- **Navy Marine Corps:** Marine Headquarters Program Managers.

3-7.3.2 Security Alarm System.

Consider providing an alarm system for intrusion detection to protect equipment and assets. Provisions for an alarm system must be justified during the planning/programming process.

Service Exception: The Navy does not fund security alarm systems. If desired, the individual Navy installation must provide the funding for an alarm system.

3-7.3.3 Duress Alarm System.

If clinical counseling services are provided, an internal, silent duress alarm system may be required. This system usually includes activation buttons at the I&R area and in the counseling offices. When pressed, the button activates an alarm at the I&R and management areas. This allows the counselor or staff member to signal for help if necessary.

3-7.4 Plumbing.

Design domestic hot and cold water, sanitary and storm drainage, propane, fuel oil, or natural gas systems to meet the requirements of local Installation standards and UFC 3-420-01.

3-8 SUSTAINABLE DESIGN.

Follow the guidance in UFC 1-200-02.

3-8.1 Whole Building Design Guide.

The Whole Building Design Guide (<https://www.wbdg.org/>) further explains the environmental issues related to building materials and provides technical guidance on green building material selection.

CHAPTER 4 FUNCTIONAL DATA SHEETS

4-1 TYPICAL FUNCTIONAL DATA.

The functional data sheets provided in this chapter are limited to specialized or unique requirements. Typical spaces such as offices, building support/utility, and circulation areas are excluded from this chapter for brevity. Requirements for such spaces are assumed to be understood or outlined in other UFC, code, or standard documents.

4-2 FUNCTIONAL DATA SHEETS.

The following room data sheets provide the minimum requirements for the respective rooms and spaces specific to MFSCs.

Figure 4-1 Exceptional Family Member Program Common Area

Description/Usage	Multi-purpose space for families and Exceptional Family Member program participants to wait, socialize, and engage in leisure or educational activities
Minimum Ceiling Height	9'-0" (274 cm)
Finishes	<p>Walls: Provide a low-maintenance, durable finish in materials, patterns, and colors for the needs of exceptional family members expected by the Installation.</p> <p>Floors: Flooring should be sound absorptive, durable, and easy to maintain with activities and often relocated furniture.</p> <p>Ceiling: Provide acoustic absorption (NRC) and light reflectance (LRV) in support of room functions and lighting.</p>
Plumbing	None required.
HVAC	Provide system per paragraph 3-7.2.
Fire Protection	Provide system per paragraph 3-7.1.
Power	Provide outlets per paragraph 3-7.3.
Lighting	Provide system per paragraph 3-7.3.
Communication	<p>CCTV: None required.</p> <p>CATV/Internal Video: None required.</p> <p>PA/Audio: Coordinate with installation needs, processes, and equipment.</p> <p>Telephone: None required.</p> <p>Data: Required.</p> <p>Security: Coordinate with installation needs, processes, and equipment.</p>
Acoustics	Provide an area of finishes with NRC of 0.70 or higher to equal or exceed the floor area of this room/area.
Casework/Built-in Equipment	Seating and tabletops optional for child and/or adult reading or activities.
Furnishings Fixtures and Equipment (FF&E)	Seating, tables, and activity support furniture should be mobile and multi-function.
User-provided Equipment	Determined by users
Special Requirements	Multi-use space and multi-function amenities

Figure 4-2 Counseling Offices

Description/Usage	Private office w/counseling seating
Minimum Ceiling Height	8'-0" (244 cm)
Finishes	<p>Walls: Provide a low-maintenance, durable finish on full height partitions.</p> <p>Floors: Flooring should be sound absorptive, durable, and easy to replace in sections or maintain.</p> <p>Ceiling: Provide acoustic absorption (NRC) and light reflectance (LRV) in support of room functions and lighting.</p>
Plumbing	None required.
HVAC	Provide system per paragraph 3-7.2.
Fire Protection	Provide system per paragraph 3-7.1.
Power	Provide outlets per paragraph 3-7.3.
Lighting	Provide system per paragraph 3-7.3.
Communication	<p>CCTV: None required.</p> <p>CATV/Internal Video: None required.</p> <p>PA/Audio: Coordinate with installation needs, processes, and equipment.</p> <p>Telephone: None required.</p> <p>Data: Required.</p> <p>Security: Coordinate with installation needs, processes, and equipment.</p>
Acoustics	Meet Clinic/Health Unit criteria from UFC 3-101-01 and provide an area of finishes with NRC of 0.70 or higher to equal or exceed the floor area of this room/area.
Casework/Built-in Equipment	None
Furnishings Fixtures and Equipment (FF&E)	Workstation furniture and equipment with additional work surface or countertop, two side chairs and end table for interviewees
User-provided Equipment	Determined by users
Special Requirements	See plans provided

Figure 4-3 Group Treatment Room

Description/Usage	Conference room for staff led group counseling and education
Minimum Ceiling Height	9'-0" (274 cm)
Finishes	<p>Walls: Provide a low-maintenance, durable finish.</p> <p>Floors: Flooring should be sound absorptive, durable, and easy to replace in sections or maintain.</p> <p>Ceiling: Provide acoustic absorption (NRC) and light reflectance (LRV) in support of room functions and lighting.</p>
Plumbing	None required.
HVAC	Provide system per paragraph 3-7.2.
Fire Protection	Provide system per paragraph 3-7.1.
Power	Provide outlets per paragraph 3-7.3.
Lighting	Provide system per paragraph 3-7.3.
Communication	<p>CCTV: None required.</p> <p>CATV/Internal Video: None required.</p> <p>PA/Audio: Coordinate with Installation needs, processes, and equipment.</p> <p>Telephone: None required.</p> <p>Data: Required.</p> <p>Security: Coordinate with Installation needs, processes, and equipment.</p>
Acoustics	Meet Conference Room criteria from UFC 3-101-01 and provide an area of finishes with NRC of 0.70 or higher to equal or exceed the floor area of this room/area. Provide walls with a sound transmission coefficient (STC) rating of 50 to 55, and acoustic door with seals.
Casework/Built-in Equipment	None
Furnishings Fixtures and Equipment (FF&E)	Adjustable office chairs and accessories, with conference table white board and tray, clock
User-provided Equipment	Determined by users
Special Requirements	Acoustic privacy

Figure 4-4 Waiting/Decompression

Description/Usage	Dedicated for stressed or over-stimulated persons to be isolated and undisturbed for a limited time
Minimum Ceiling Height	8'-0" (244 cm)
Finishes	<p>Walls: Provide abuse resistance, durable finish in calming color-patterns. See special requirements below.</p> <p>Floors: Flooring should be durable, easy to clean, and abuse resistant.</p> <p>Ceiling: Ceiling should be durable and cleanable. Do not locate equipment, valves or other items above the room which may require access. Do not provide ceiling access panels.</p>
Plumbing	None required.
HVAC	Provide system per paragraph 3-7.2.
Fire Protection	Provide system per paragraph 3-7.1.
Power	Provide outlets per paragraph 3-7.3.
Lighting	Provide system per paragraph 3-7.3. Dimmable by occupant.
Communication	<p>CCTV: None required.</p> <p>CATV/Internal Video: None required.</p> <p>PA/Audio: Coordinate with installation needs, processes, and equipment.</p> <p>Telephone: None required.</p> <p>Data: Required.</p> <p>Security: Coordinate with installation needs, processes, and equipment.</p>
Acoustics	Meet Clinic/Health Unit criteria from UFC 3-101-01 and provide an area of finishes with NRC of 0.70 or higher to equal or exceed the floor area of this room/area.
Casework/Built-in Equipment	None
Furnishings Fixtures and Equipment (FF&E)	Comfortable armchair or lounge chair and a side table may be included.
User-provided Equipment	None
Special Requirements	Confirm with installation if impact/abuse resistant wall assembly or padding on walls is appropriate. Consider ligature-resistant door hardware and detailing.

Figure 4-5 Interview/Meeting Room

Description/Usage	Private office for interviewing personnel seeking counseling or training. Discussions could contain private health or financial information.
Minimum Ceiling Height	8'-0" (244 cm)
Finishes	<p>Walls: Provide a low-maintenance, durable finish on full-height partitions extending to the underside of structure with sound insulation.</p> <p>Floors: Flooring should be sound absorptive, durable, and easy to replace in sections.</p> <p>Ceiling: Provide acoustic absorption (NRC) and light reflectance (LRV) in support of room functions and lighting.</p>
Plumbing	None required.
HVAC	Provide system per paragraph 3-7.2.
Fire Protection	Provide system per paragraph 3-7.1.
Power	Provide outlets per paragraph 3-7.3.
Lighting	Provide system per paragraph 3-7.3.
Communication	<p>CCTV: None required.</p> <p>CATV/Internal Video: None required.</p> <p>PA/Audio: Coordinate with installation needs, processes, and equipment.</p> <p>Telephone: None required.</p> <p>Data: Required.</p> <p>Security: Coordinate with installation needs, processes, and equipment.</p>
Acoustics	Meet Clinic/Health Unit criteria from UFC 3-101-01 and provide an area of finishes with NRC of 0.70 or higher to equal or exceed the floor area of this room/area.
Casework/Built-in Equipment	None
Furnishings Fixtures and Equipment (FF&E)	Workstation and interviewee chair. Consider space for interviewee table, side table, and personal effects.
User-provided Equipment	Coordinate with installation.
Special Requirements	Staff/interviewee safety with view door light or side-lite and exit path.

Figure 4-6 Teaching Kitchen

Description/Usage	A multi-use space that includes teaching and demonstration kitchen with one set of residential kitchen appliances (minimum) with space for class/audience. Other uses as break room, life-skills educational classroom, and general instruction classroom.
Minimum Ceiling Height	9'-0" (274 cm)
Finishes	Walls: Provide abuse resistance, durable finish and cleanable. Floors: Flooring should be durable, easy to clean, and abuse resistant. Ceiling: Ceiling should be durable and cleanable.
Plumbing	Provide system per paragraph 3-7.4. Provide a floor drain and turn-down vent pipe at island sink. Provide 140 °F (60 °C) hot water for any sinks utilized for dish washing.
HVAC	Provide system per paragraph 3-7.2. Return air from this space must not recirculate to other spaces. Coordinate with installation needs, processes, and equipment regarding the need for an exhaust hood.
Fire Protection	Provide system per paragraph 3-7.1.
Power	Provide outlets per paragraph 3-7.3.
Lighting	Provide system per paragraph 3-7.3.
Communication	CCTV: None required. CATV/Internal Vide: None required. PA/Audio: Coordinate with installation needs, processes, and equipment. Telephone: None required. Data: Required. Security: Coordinate with installation needs, processes, and equipment.
Acoustics	Meet classroom criteria from UFC 3-101-01 and provide an area of finishes with NRC of 0.70 or higher to equal or exceed the floor area of this room/area.
Casework/Built-in Equipment	Provide residential appliances in demonstration countertop island (minimum one set) and storage casework.
Furnishings Fixtures & Equipment (FF&E)	Equip for educational instruction and cooking-lab use.
User-provided Equipment	Coordinate with installation.
Special Requirements	None

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APPENDIX A BEST PRACTICES

A-1 INTRODUCTION.

The architectural design and construction industry has produced strategies for coordination, lean project design, or integrated project delivery. This appendix identifies good design practices for MFSC. The designer is expected to interpret this guidance and configure the design for the needs of the project.

The Best Practices Appendix is considered to be guidance and not requirements. Its main purpose is to communicate proven facility solutions, systems, and lessons learned, but may not be the only solution to meet the requirement.

A-1.1 Productivity.

The WBDG Design Objective (<https://www.wbdg.org/design-objectives/productive>) provides five fundamental principles of productive building designs. Refer to WBDG online resources for additional information.

A-1.1.1 Promote Health and Well-Being.

Indoor environments strongly affect human health. An effective environment should be designed to support and enhance the health and well-being of its occupants. Sustainable design principles also help achieve this objective.

Fresh air, good lighting, and natural lighting has been proven to improve human performance and health; ventilation systems or operable windows must be considered as a best practice. Operable windows do pose climate control and security challenges, but provide occupants with the control of and responsibility for their immediate environment. While this may be viewed as a maintenance risk, it may enhance the facility's value with occupants, eliciting greater care and respect.

A-1.1.2 Provide Comfortable Environments.

Provide the highest achievable levels of visual, acoustic, ergonomic, and thermal comforts for occupants within the program limitations.

A-1.1.3 Design for the Changing Workplace.

Design spaces to be flexible, cost-effective, and promote an atmosphere that increases morale, productivity, and collaboration.

A-1.1.4 Technological Tools.

Effective use of technological tools for modeling, planning, and design enables higher performance operations, efficiency, or occupants to perform activities or their duties with greater success.

A-1.1.5 Energy and Sustainability.

The mission of the DoD and other Federal agencies includes the protection and preservation of America's natural resources. Designs optimized for conservation of energy and other resources are required by DoD Guides and Manuals, including but not limited to UFC 1-200-02. The Federal government and DoD provide numerous references and design guidelines for their selected methods. Consider further improvements to performance through practices and procedures early in design and integrated design decision making.

Facility programing, client, and installation coordination can also benefit from early communication and integrated design practices. The design team may consider appropriately combining these with their own best practice standards, such as ASHRAE 90.1 (or IECC in the current edition, which includes various approaches), and the AIA's *An Architect's Guide to Integrating Energy Modeling in the Design Process*. Consideration may be given to ASHRAE 209 as an optional standard to define common language and consistent energy modeling procedures. This lexicon may assist project teams to deliver a proper building energy simulation and analysis. Note that not all energy modeling procedures are recommended for all projects. Minor projects should follow a limited selection, perhaps three to five of the procedures, each at a different project milestone or phase to deliver a high-performance building.

A-1.1.6 Adaptability with Modular Furniture and Fit-outs.

Building adaptability is the capacity of a building to be used for multiple uses and in multiple ways over the life of the building. For example, designing a building with a modular and integrated approach to infrastructure delivery and interior systems (furniture, ceiling systems, and access floors) allows the building to support multiple uses and multiple futures (<https://www.wbdg.org/design-objectives/sustainable>).

Modular furniture can be digitally planned, manufactured to a custom fit, and re-configured to accommodate different programs and service populations of an MFSC.

APPENDIX B GLOSSARY

B-1

ACRONYMS AND ABBREVIATIONS.

°C	degree(s) Celsius
°F	degree(s) Fahrenheit
A&FRC	Airman and Family Readiness Centers
ABA	Architectural Barriers Act
AD	active duty
A/E	Architect/Engineering
AFAS	Air Force Aid Society
AFCEC	Air Force Civil Engineer Center
AFCEC/CF	AFCEC Facility Engineering Directorate
AFCFS	Air Force Corporate Facility Standards
AFI	Air Force Instruction
AFPC/DPFF	Air Force Personnel Center, Airman and Family Readiness
AIA	American Institute of Architects
AR	Army Regulation
ASHRAE	American Society of Heating, Refrigerating, and Air Conditioning Engineers
AT/FP	Antiterrorism and Force Protection
AWI	Architectural Woodwork Institute
BEC	Base Education Center
BIA	Bilateral Infrastructure Agreement
CATV	community access television
CCP	Community Counseling Program
CCR	Criteria Change Request
CCTV	closed circuit television

cm	centimeter
CONUS	Continental United States
CYP	Children and Youth Program(s)
DAFMAN	Department of the Air Force Manual
DAFI	Department of the Air Force Instruction
DG	Design Guide
DoDI	Department of Defense Instruction
EFA	Emergency Family Assistance
EFMP	Exceptional Family Member Program
ER	Engineer Regulation
FF&E	Furnishings, Fixtures, & Equipment
FMEAP	Family Member Employment Assistance Program
FRS	Family Readiness System
FSC	Family Service Center
HNFA	Host Nation Funded Agreement
HQUSACE	Headquarters, U.S. Army Corps of Engineers
HQ USMC	Headquarters, U.S. Marine Corps
HVAC	heating, ventilating, and air conditioning
I&R	Information and Referral
IECC	International Energy Conservation Code
IFS	Installation Facility Standard
IMC	International Mechanical Code
in	inch
IR&R	Information, Referral and Relocation Programs
ITA	International Trade Administration
LED	light emitting diode

LRV	light reflectivity value
MCFTB	Marine Corps Family Team Building
MFSC	Military Family Service Center
mm	millimeter
MWR	Morale, Welfare, and Recreation
NFPA	National Fire Protection Association
NMCRS	Navy and Marine Corps Relief Society
NPSP	New Parent Support (Program)
NRC	noise reduction coefficient
OCONUS	Outside the Continental United States
OPNAVINST	Office of the Chief of Naval Operations Instruction
PA	public address
PES	Preventative Education Section
PFMP	Personal Financial Management Program
PFR	Personal Financial Readiness
QoL	quality of life
RAP	Relocation Assistance Program
RC	Reserve Component
SAP	Substance Abuse Program
SAPRO	Sexual Assault and Prevention Response Office
SBP	(Casualty and) Survivor Benefit Plan
SECO	Spouse Education and Career Opportunities
SMP	Single Marine Program
SOFA	Status of Forces Agreements
STC	sound transmission coefficient
TAP	Transition Assistance Program

TRP	Transition Readiness Program
UFC	Unified Facilities Criteria
UL	Underwriters Laboratories
USMC	United States Marine Corps
UV	ultraviolet

B-2 DEFINITION OF TERMS.

Fleet Concentration Area: Navy term to describe an area where the active duty population is greater than 62,500 within a 50-mile radius.

APPENDIX C REFERENCES

C-1 GOVERNMENT.

FEDERAL LAW

42 U.S.C. 4151-4157, Architectural Barriers Act (ABA)
<https://www.govinfo.gov/app/details/USCODE-2010-title42/USCODE-2010-title42-chap51-sec4151>

DEPARTMENT OF COMMERCE

U.S. Department of Commerce, International Trade Association, “Electric Current Worldwide”
<https://legacy.trade.gov/mas/ian/ECW/index.html>

DEPARTMENT OF DEFENSE (DOD)

<https://www.esd.whs.mil/>

DoDI 1015.10, *Military Morale, Welfare, and Recreation (MWR) Programs* (enclosure 8)

DoDI 1342.22, *Military Family Readiness*

DoDI 6400.01, *Family Advocacy Program (FAP)*

AIR FORCE

<https://www.e-publishing.af.mil/>

AFI 38-101, *Manpower and Organization*

DAFI 36-3009, *Airman and Family Readiness Centers*

DAFMAN 32-1084, *Standard Facility Requirements*

ARMY

<https://armypubs.army.mil/ProductMaps/PubForm/AR.aspx>

AR 608-1, *Army Community Service*

CORPS OF ENGINEERS

DG 1110-3-122, *Design Guide for Interiors*
https://wbdg.org/FFC/ARMYCOE/COEDG/dg_1110_3_122.pdf

ER 1110-345-100, *Design Policy for Military Construction*
<https://www.publications.usace.army.mil/USACE-Publications/Engineer-Regulations/>

NAVY

OPNAVINST 11010.20H, *Navy Facilities Projects*

https://www.wbdg.org/FFC/DOD/UFC/OPNAVINST_11010.20H.pdf

OPNAVINST 11010.45A, *Site Approval Request Process*

https://www.wbdg.org/ffc/dod/ufc/navfacinst_11010.45a.pdf

UNIFIED FACILITIES CRITERIA

<https://www.wbdg.org/ffc/dod/unified-facilities-criteria-ufc>

UFC 1-200-01, *DoD Building Code*

UFC 1-200-02, *High Performance and Sustainable Building Requirements*

UFC 3-101-01, *Architecture*

UFC 3-120-01, *Design: Sign Standards*

UFC 3-120-10, *Interior Design*

UFC 3-201-02, *Landscape Architecture*

UFC 3-301-01, *Structural Engineering*

UFC 3-410-01, *Heating, Ventilating, and Air Conditioning Systems*

UFC 3-410-02, *Direct Digital Control for HVAC and Other Building Control Systems*

UFC 3-420-01, *Plumbing Systems*

UFC 3-501-01, *Electrical Engineering*

UFC 3-520-01, *Interior Electrical Systems*

UFC 3-530-01, *Interior and Exterior Lighting Systems*

UFC 3-600-01, *Fire Protection Engineering for Facilities*

UFC 4-010-01, *DoD Minimum Antiterrorism Standards for Buildings*

UFC 4-010-06, *Cybersecurity of Facility-Related Control Systems*

UFC 4-022-01, *Security Engineering: Entry Control Facilities / Access Control Points*

UFC 4-023-10, *Safe Havens*

UFC 4-026-01, *Design to Resist Forced Entry*

UFC 4-740-06, *Youth Centers*

FC 4-740-14N, Navy and Marine Corps Child Development Centers

UFC 4-740-15, *Continuous Child Care Facilities*

C-2 NON-GOVERNMENT.

AMERICAN INSTITUTE OF ARCHITECTS

<https://www.aia.org>

An Architect's Guide to Integrating Energy Modeling in the Design Process

AMERICAN SOCIETY OF HEATING AND REFRIGERATION ENGINEERS

<https://www.ashrae.org/>

ANSI/ASHRAE/IES Standard 90.1, *Energy Standard for Buildings Except Low-Rise Residential Buildings*

ASHRAE 209, *Energy Simulation Aided Design for Buildings Except Low Rise Residential Buildings*

ARCHITECTURAL WOODWORK INSTITUTE

<https://www.awinet.org/>

Architectural Woodwork Quality Standards Illustrated

FEDERAL HIGHWAY ADMINISTRATION

Manual on Uniform Traffic Control Devices (MUTCD) for Streets and Highways

<https://mutcd.fhwa.dot.gov/>

NATIONAL FIRE PROTECTION ASSOCIATION

<https://www.nfpa.org/Codes-and-Standards/All-Codes-and-Standards/List-of-Codes-and-Standards>

NFPA 70, *National Electrical Code*

MISCELLANEOUS

<https://codes.iccsafe.org/content/imc2021p1>

International Mechanical Code (IMC)

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APPENDIX D SUPPLEMENTAL RESOURCES

DEPARTMENT OF DEFENSE (DOD)

Chief of Naval Operations Instruction, *Facilities Projects Manual*

<https://www.wbdg.org/>

UNIFIED FACILITIES CRITERIA

<https://www.wbdg.org/ffc/dod/unified-facilities-criteria-ufc>

UFC 3-201-01, *Civil Engineering*

UFC 3-401-01, *Mechanical Engineering*

UFC 3-601-02, *Fire Protection Systems Inspection, Testing, and Maintenance*