

# Strengthening Recruitment Practices at Scale for Military OneSource's MFLC Program Support

## Key Results



**100+**  
offers in 6 months



**209**  
candidates submitted



**158**  
interviews conducted

## About The Client

A defense contractor secured a prime contract to deliver non-medical counseling services to military service members. Administered through the Military and Family Life Counseling (MFLC) program under the Military OneSource initiative, it offers 24/7 support services and a comprehensive suite of resources, education, referrals and counseling.

The program serves approximately 4.7 million beneficiaries, including active-duty military, their families and eligible civilians worldwide. With an estimated total value of \$2B, Military OneSource is a central hub for critical support services, ensuring beneficiaries have access to essential information and assistance.

TekStream was selected to provide specialized recruiting solutions to support this program. Roles needed included: Triage Consultants, Family Counselors, School Counselors, Marriage Counselors, Clinical Psychologists, Social Workers, Psychiatrists and Drug and Alcohol Counselors.



**Industry**  
Government



**Location**  
Virginia



**Employees**  
47,000



**Annual Revenue**  
\$15.4 Billion

## Challenges

The size and complexity of the project introduced significant challenges related to recruiting, compliance and operational executions, including:

- **Global Scale:** Supporting approximately 4.7 million participants globally required hiring many professionals within a relatively short timeframe, straining resources and capacity.
- **Specialized Talent Requirements:** The preference for licensed counselors with prior experience working with military personnel and their families significantly narrowed the talent pool.
- **On-Site and Short-Term Commitments:** On-site location requirements, coupled with the need for flexibility in transferring, extending or leaving after 9-12 months, created ongoing turnover and evolving workforce needs.
- **Challenging Remote Locations:** Several hiring roles were located in remote areas far from major metropolitan centers, further reducing the talent pool.
- **Dynamic Family Needs:** Life events such as military deployment or emerging mental health concerns require program flexibility to maintain efficacy.
- **Frequent Patient Relocations:** The constant movement of military personnel and their families due to new orders created additional challenges in maintaining consistent support.

## The Solution

TekStream implemented a strategic, multi-pronged solution to meet the client's staffing needs quickly and efficiently while ensuring compliance, quality, and scalability. Solutions included:

- Leveraging a dedicated, cross-functional recruitment team
- Developing a robust, scalable talent pool
- Leveraging technology and AI for candidate sourcing and screening
- Partnering with military-specific recruiting networks
- Streamlining communication channels and implementing project management best practices

Within a six-month timeframe, TekStream helped the client achieve their goal of fully staffing the program, submitting 209 total candidates, interviewing 158 candidates and offering 103 roles.