

**CALL.
CLICK.
CONNECT.**



Call. 800-342-9647 Click. [MilitaryOneSource.mil](https://www.militaryonesource.mil) Connect. 24/7



ASK

Introduction

Welcome to Military OneSource — your one-stop shop for round-the-clock access to information and services on everything important to life in the military: benefits, resources, support and confidential help. Service members, their families and survivors are eligible for free access to the website, call center and online support 24/7/365, from anywhere in the world.

Military OneSource overview

Think of Military OneSource as your go-to resource hub that provides information, tools and support programs to empower you to make the most of what military life has to offer. You can find support from the Military OneSource website, call center consultants, non-medical or financial counselors, military spouse programs and more.



Eligibility

Access to the **Military OneSource website, including articles, podcasts, webinars and social media pages**, is available to all service members, their families, their extended families and friends, and survivors.

Services included under confidential non-medical counseling, specialty consultations, other services and counseling, and website product orders are available to the following:

- ✓ **ACTIVE DUTY**
Army, Marine Corps, Navy and Air Force members
- ✓ **NATIONAL GUARD**
Regardless of activation status
- ✓ **RESERVE**
Regardless of activation status
- ✓ **COAST GUARD**
When activated with the Navy under Title 10 authority
- ✓ **CIVILIAN EXPEDITIONARY WORKFORCE**
From 90 days prior to, during, and up to 180 days after deployment
- ✓ **RETIRED OR HONORABLY DISCHARGED**
Up to 180 days past separation date
- ✓ **IMMEDIATE FAMILY MEMBERS**
Of those listed above
- ✓ **SURVIVORS**
Non-remarried spouses and children of those listed above

During deployment or separation from family, anyone who has legal responsibility for a service member's children may request and receive services that clearly benefit the children.



Confidential

**Your personal information is private
and we will not release it to your:**

- › Military chain of command
- › Family or friends
- › Other agencies

Exceptions to our privacy policy include:

- › Duty to warn situations
- › Suspected family maltreatment (domestic violence, child or elder abuse or neglect)
- › Harm to self or others
- › Illegal activity



LEARN

Military OneSource programs and services

Non-medical counseling (confidential)

We're here to help you overcome life's challenges. Confidential non-medical counseling sessions are free, confidential and designed to address issues that don't require long-term support. Potential options for support include, but are not limited to:

- ✓ **Communication issues**
- ✓ **Adjustment to situational stressors**
- ✓ **Stress management**
- ✓ **Decision making**
- ✓ **Grief and loss**
- ✓ **Life skills**
- ✓ **Blended-family issues**
- ✓ **Parenting-skills issues**
- ✓ **Military-specific concerns, like: relocation, separation, deployment and reintegration**

Non-medical counseling is available for 12 sessions per issue, per eligible family member, and you can request counseling for more than one issue.



Issues not covered by non-medical counseling

Non-medical counseling is not available to provide long-term support or treat diagnosed addictions or issues that require medical treatment. Individuals seeking support for issues that are not included within the scope of non-medical counseling services, receive the proper referrals that match their needs. Issues that do not meet non-medical counseling requirements include, but are not limited to, the following:

- Active suicidal or homicidal thoughts
- Sexual assault
- Child abuse or neglect
- Domestic violence
- Crisis situations
- Alcohol and substance abuse
- Active Family Advocacy Program cases
- Mental health conditions that require recurring in-patient hospitalizations



Accessing non-medical counseling support

Conveniently access military-focused, non-medical counseling professionals in your local community, over the phone, via online chat or secure live video through Military OneSource.

Schedule sessions through Military OneSource by calling **800-342-9647**. Services are available:

- › **Face-to-face**
- › **By telephone**
- › **Via secure online chat**
- › **Through secure live video**



Face-to-face sessions are for adults, children and groups in many locations.



Phone sessions are for adults only in CONUS and OCONUS locations.



Online sessions are for adults only in real-time chat format in all locations.



Live video sessions are for adults only in all locations.

Specialty consultations

We personalize our consultations to fit your needs. Specialty consultations include the following:

- ✓ **ADOPTION** — Start the adoption process with our help. We can share general information, locate military-related financial assistance and identify agencies that fit your needs.
- ✓ **ADULT DISABILITY CARE** — Get the information you need on in-home care, housing, handicap accessibility resources, adult day care and financial assistance for medical equipment.
- ✓ **EDUCATION** — Receive information ranging from preschool to college regarding tutors, public and private school, online library resources, financial information, college profiles and more.
- ✓ **ELDER CARE** — Discover the housing, respite care, home health services, home safety, assistive devices and insurance information we have to share with you.
- ✓ **HEALTH AND WELLNESS COACHING** — Meet your wellness goals for weight management, fitness, nutrition, health condition maintenance and life transitions with a personal coach to guide you.
- ✓ **SPECIAL NEEDS** — Get information on doctors, medical benefits and equipment, early intervention, special education, high-school graduate options, support groups, in-home and residential care, legal and financial resources, respite care resources, summer camps and more.
- ✓ **PEER SUPPORT** — Relieve some stress by talking to someone who understands. Peer consultants have first-hand military-life experience and will listen to you (they'll provide referrals if needed).
- ✓ **SPOUSE RELOCATION AND TRANSITION** — Make your next move easier with an individualized plan including a to-do list with dates and information on housing, child care, education and more.
- ✓ **WOUNDED WARRIOR** — Learn about your health care coverage and benefits, additional support, transportation needs, legal issues, respite care and much more.

Other services and counseling



DOCUMENT TRANSLATION

When you need documents translated, we can help!

We can translate common documents including:

- › Leases
- › Marriage certificates
- › Birth certificates
- › U.S. Citizenship and Immigration Services required paperwork related to adoption proceedings

Documents can also be certified and notarized when needed; however, Military OneSource cannot translate medical documents.



FINANCIAL COUNSELING

Everyone can use a reality check on their finances.

We offer the following services including:

- › Budgets and general financial management
- › Debt management (establishing and restoring credit, consolidating loans)
- › Home buying (mortgages, home equity loans, eviction prevention and foreclosure)
- › Finances (military-specific matters like benefits, deployment, special pay, security clearance)
- › Identity theft



FINANCIAL PLANNING

It's always good to plan. We can help you with information and support including:

- › Investment options (stocks, bonds, money markets, mutual funds, CDs, risk, electronic trading)
- › Savings plans and retirement (traditional, Thrift Savings Plan, 401(k), 457(b), 403(b), Roth IRA and pensions)
- › Education plans for children



FINANCIAL TOOLS

Quick and easy tools to help you win with your finances — we've got them, including:

- › Financial calculators (home finance, personal finance, car buying or college savings, investment)
- › Financial audio and video tips
- › Money management podcasts

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TAX SERVICES

Tax services are free and so easy to use. We offer the following:

- › **Tax consultants** — Ask questions regarding federal tax-filing requirements, special circumstances including deployment, divorce or capital gains, and more (available year-round).
- › **Tax filing** — Access electronic filing software through Military OneSource to receive free electronic filing of one federal and up to three state returns (available January – June).

TAX

LANGUAGE INTERPRETATION SERVICES

Military OneSource provides simultaneous interpretation for non-English speaking callers with a three-way call to serve the military customer in the language they are most comfortable speaking.

- › More than 150 languages available
- › Call 800-342-9647 (available 24/7/365)





MILITARY CAREGIVER RESOURCES

Caregivers are supportive by nature, so we put together some great forums to help caregivers support one another. Check out the available resources:

Online caregiver webinars provide information about being a caregiver.

- › Website: <http://blogs.extension.org/militaryfamilies/tag/military-caregiving>
- › Website: <http://www.militaryonesource.mil/wounded-warrior>

Military Caregiver PEER (Personalized Experiences, Engagement and Resources) Forums are informal groups of caregivers meeting on military installations to share knowledge, experience, resources and ongoing support with each other.

- › In-person Military Caregiver PEER Forums website: <http://warriorcare.dodlive.mil/peer-2-peer-forums>
- › Virtual Military Caregiver PEER Forums website: <http://www.health.mil/Military-Health-Topics/Conditions-and-Treatments/Warrior-Care/Military-Caregiver-Resources>



MOBILE SOLUTIONS



Boost your quality of life with these mobile solutions that can help you reach your goals, increase your happy and strengthen your relationships.

- › **CoachHub** — Online personal coach to help you with topics like physical fitness testing, nutrition, weight loss and stress reduction.
- › **MoodHacker** — Track your moods. This tool provides charts to show which activities help improve your mood and includes a library of tips for mood-boosting activities.
- › **Love Every Day** — Rekindle your romance as you and your partner answer questions and participate in activities that this interactive website sends you via text for 21 days. Bond over the memories and find new ways to show your love.

Link to your mobile solutions today: http://www.militaryonesource.mil/confidential-help/other-services-and-counseling?content_id=290067.



Spouse Education and Career Opportunities, or SECO

The Department of Defense's Spouse Education and Career Opportunities, or SECO, program provides military spouses with expert education and career guidance. The SECO program also offers comprehensive information, tools and resources to support career exploration, education, training and licensing, employment readiness, and career connections.

The Spouse Education and Career Opportunities program delivers its services through the 24/7/365 service member and family support website, Military OneSource: <https://www.myseco.militaryonesource.mil>. The Spouse Education and Career Opportunities program initiatives include:

- › **My SECO website** — This online career and education toolbox contains information, resources and interactive features to assist military spouses in developing a career plan. <https://myseco.militaryonesource.mil/Portal>
- › **Military OneSource Spouse Career Center** — Certified Career Counselors provide free, comprehensive counseling services through this center.
- › **My Career Advancement Account, or MyCAA** — This program provides eligible* military spouses with financial assistance to pursue licenses, certifications and associate degrees in portable career fields. <https://aiportal.acc.af.mil/mycaa>
- › **Military Spouse Employment Partnership, or MSEP** — This partnership connects military spouses with more than 300 partner employers who have committed to recruit, hire, promote and retain military spouses in portable careers. <https://msepjobs.militaryonesource.mil/msep>

**Eligible spouses include those whose service member falls under Title 10 authority and is within the pay grades of E1-E5, W1-W2 and O1-O2.*



ACCESS

Access your benefits and resources through Military OneSource

Military OneSource consultants can connect you directly with the resources you need, quickly address your concerns and answer your questions 24/7/365 from anywhere in the world.



CALL

800-342-9647 to speak with a consultant.



CLICK

<http://www.MilitaryOneSource.mil> to search for specific information, or to browse our extensive resources including articles, brochures, fact sheets, webinars, podcasts and more.



CONNECT

<https://livechat.militaryonesourceeap.org/chat> with a consultant via Live Chat.





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