Military OneSource

Ninety-Day Yellow Ribbon Program

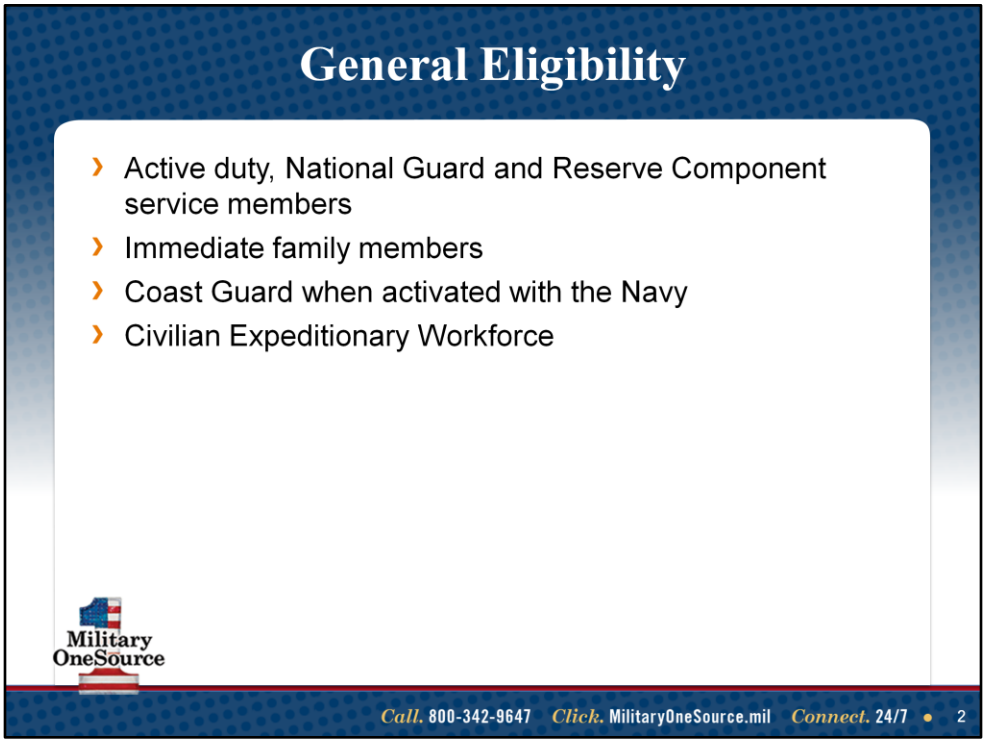
Military OneSource logo. Call. 800-342-9647,
Click. **www.militaryonesource.mil**, Connect. 24/7

Military OneSource is a Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, National Guard and Reserve Component service members, and their families. Information includes but is not limited to deployment, reunion and reintegration, relationship, grief, spouse employment and education, parenting and child care, and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers call center and online support for consultations on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support and resources.

General Eligibility

- Active duty, National Guard and Reserve Component service members
- Immediate family members
- Coast Guard when activated with the Navy
- Civilian Expeditionary Workforce



Talking points

- All active duty, National Guard and Reserve Component service members and their immediate family members, including spouses, children or anyone legally responsible for a service member's children during a time of separation or deployment are eligible, regardless of activation.
- Members of the Coast Guard are eligible when activated and deployed with the Navy.
- Civilian Expeditionary Workforce members and their families are eligible while deployed and 90 days prior and 180 days post deployment.

Briefer notes

- Individual Ready Reserve personnel are eligible.
- Eligibility begins on the initial entrance date (that is, official entrance date into the military or date of delayed enlistment).
- A person transitioning out of the military by way of honorable discharge or retirement is eligible up to 180 days.
- In general, extended family is not eligible.
- Ineligible Coast Guard members don't qualify because they are under the Department of Homeland Security, not DoD.
- Extended program eligibility reaches anyone who is Defense Enrollment Eligibility Reporting System – more commonly known as DEERS – eligible, including survivors (non-remarried spouses and children) of active duty, National Guard and Reserve Component service members regardless of activation status and lifetime eligibility through the Wounded Warrior Resources.

Private and Confidential

Privacy is protected

- Your personal information will not be
  - Provided to the military or chain of command
  - Shared with family or friends
  - Released to other agencies

Privacy Exceptions

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

Military OneSource

Talking points

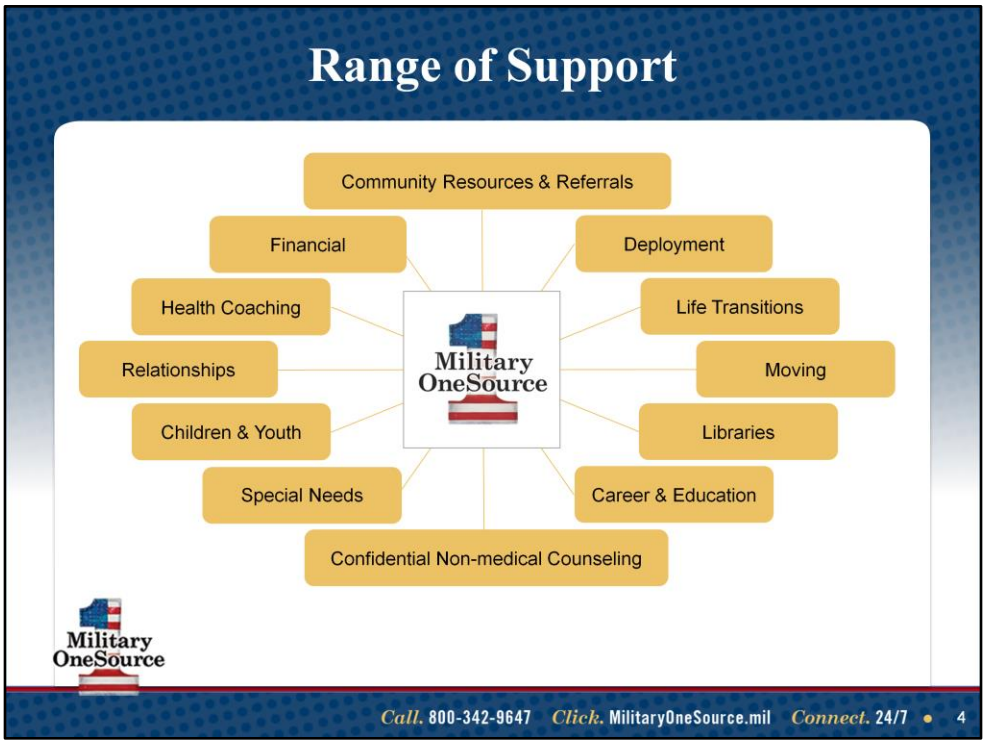
- Contacts with Military OneSource, whether by telephone, online or face-to-face non-medical counseling, are private.
- Military OneSource ensures that personal information is secure and each user is treated confidentially and with respect, regardless of rank.
- Neither service members nor their commanders are advised when a family member seeks Military OneSource non-medical counseling.
- Privacy exceptions include suspected family maltreatment (for example, domestic violence, child or elder abuse or neglect), threats to harm self or others and illegal activities. In these cases, Military OneSource consultants have a duty to report to the appropriate military and civilian authorities. Face-to-face counselors are an extension of Military OneSource, so these reporting requirements apply to them as well.

Briefer notes

- Substance or alcohol abuse is disclosed only when:
    - The service member self-reports drug abuse violating DoD regulations
    - The family member reports alcohol abuse related to domestic violence perpetrated by the service member or abuse or neglect of a child or special needs family member
    - Illegal activity has occurred (anything that breaks local, state or federal law will be reported under duty to warn, including illegal drug use, operating a vehicle under the influence, underage drinking, etc.)
- Air Force personnel are read the following additional statement regarding the Personnel Reliability Program self-reporting requirement: “As a Personnel Reliability Program certified or administrative qualified member, you are responsible to self-notify your Certifying Official

of any behavior or circumstances that may or could reduce effectiveness or capability in your job performance, safety or personal reliability. This includes your physical and mental wellness, dependability, or financial or legal concerns. You are also required to self-notify prior to any health care evaluation or treatment, whether military or private that you are a Personnel Reliability Program individual. Failure to make notification may cast doubt on your reliability and violates DoD and United States Air Force policy in DoD Regulation 5210.42."

Range of Support



Talking points

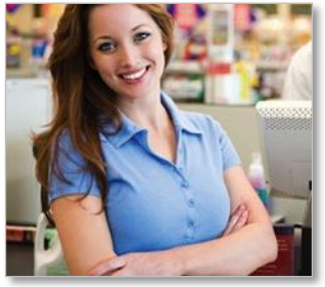
Military OneSource offers support on a wide variety of topics. Many are interconnected, depending on the situation. For example, a family may call about relocation issues. Discussion of those issues may lead to assistance with new jobs, education counseling if the spouse is in the middle of school, etc.

Briefer notes

Presenter can share relevant examples about the many uses of Military OneSource.

Military OneSource: Something for Everyone

- Did you know Military OneSource has…
  - Smart shopping tips (audio clips)
  - Planning for your golden years (video)
  - Connecting with your child (booklet)
  - Dealing with your stress (downloadable)
  - Disaster preparation (webinar)

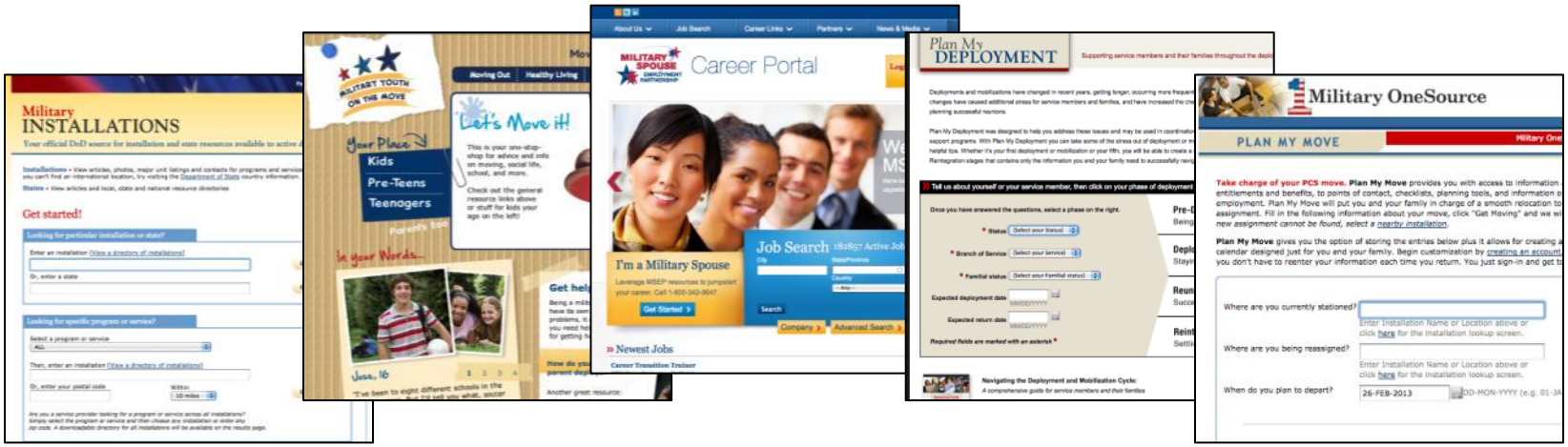


Military OneSource

Talking points

- Military OneSource has resources for everyone, no matter how long they have been affiliated with the military, and the resources are not just related to military life, but life in general.
- Some of the resources that people tend not to know about are:
    - ePublications
    - Pet sitting information
    - Healthy meal planning tips
    - Links to outside agencies that provide emergency services
    - Locators to find schools and other resources
- Explore Military OneSource to find out what else we have available.

Our Websites



Military OneSource

Talking points

- At the bottom of any Military OneSource page you will find links to Our Websites. These websites will further assist service members and family members with several things, including deployment, moving, locating installation services and much more!
- Our websites include:
    - **MilitaryINSTALLATIONS -** MilitaryINSTALLATIONS allows you to search for programs and services on your installation.
    - **Military Youth on the Move -** This website is divided into kid, pre-teen, teenager and parent sections. You'll find age appropriate information for your child to ease common struggles, including healthy living, safety, moving and new schools, money, and making new friends.
    - **Military Spouse Employment Partnership Jobs Portal -** The MSEP job portal is a job search engine specifically for military spouses. By entering the city, state and country of residence, spouses can browse through available jobs in the area. An advanced search allows spouses to search for a specific line of work.
    - **Plan My Deployment -** This tool helps service members and families understand what to expect and when throughout the deployment cycle. Entering the service member's status, service branch, familial status, and expected deployment and return dates results in a personalized plan to help service members and families prepare for deployment.

- **Plan My Move -** Similar to the personalized plans of Plan My Deployment, Plan My Move helps military service members and families create a timeline for a smooth move. Plug in your current duty station, new duty station and your departure date for your personalized timeline.
- **eSponsorship Training -** If you have been assigned sponsorship of a newcomer, use your Common Access Card – known as the CAC – to access the eSponsorhip application and training. You can also use this resource to communicate electronically and manage the sponsorship online.
- **MySECO** - The MySECO website ensures spouses have 24/7 access to online education and career information, resources, tools and assessments. Using the tools and assessments, spouses can begin to explore their interests, skills, passions and personality type to determine the best fit for education and career choices and start to build a portable and meaningful career path.
- **USA4 Military Families -** This website supports military families by explaining key issues that directly impact military service members and families. See the latest news or explore the key issues.
- **Voluntary Education -** The Voluntary Education Portal offers guidance for anyone in the DoD community continuing their education. Information can be found about tuition assistance, the Post 9/11 G.I. Bill, Troops to Teachers, the Online Academic Skills Course, exams for college credit and much more.

Military OneSource Homepage

Follow Military OneSource:

PHASES OF MILITARY LIFE | BRANCH OF SERVICE | THOSE WHO SUPPORT | LOG IN

Military OneSource

Call. Click. Connect.

What are you looking for?

800-342-9647 | Counseling Options | Military Life Topics | Monthly Focus | Social Media Hub

Need Help? | Feedback | Products

Discover new games and resources for kids, parents and educators.

TOGETHER, EVERYWHERE.

Visit MilitaryKidsConnect.org

The Military Kids Connect Website

Check out the new tools including videos, lesson plans and graphic novels created by military children!

Learn more

MOST POPULAR on Military OneSource

Shared | Read | Watched/Listened

1. Feelings Surrounding a Postponed Deployment
2. Military OneSource Tax Service
3. Electronic Sponsorship Application and Training
4. Partner With a Military OneSource Health and Wellness Coach to Improve Your Health and Well-being
5. Your Relocation Assistance Program and Services

BLOG BRIGADE

Use It Up, Wear It Out, Make It Do or Do Without!

by Kelli on Thu, 21 Feb 2013

During the Great Depression, just prior to the U.S. involvement in World War II, the phrase "Use it up, wear it out, make it do or do without" was more than a family adage; it was a national truism. Today's national truism is "Get it now, get it fast and if it breaks, get a ... [read more]

Military OneSource TWEETS

"rt @MC_FP Video: First Lady Urges Governors to "Ramp Up" Vet Support http://t.co/kE9N5hKZ9H #FLOTUS #sot #veterans #milfam"

"(Video) What are you saving for? http://t.co/uq9CKrxi7o Take the Saver Pledge now... It's easy! http://t.co/fneNEhrSRf #milfam #MSW2013"

"RT @MC_FP (Video) What is @MilitarySaves Week? Find out: http://t.co/5tpnduDPCO #milfam #milkids #sot #MSW2013"

"MT @MC_FP Happening NOW! #POTUS, VP, #FLOTUS & Dr. Biden deliver remarks to the Nat'l Governors Assoc. Watch LIVE: http://t.co/ZMoXrsKqly"

"The @MilitarySaves Week theme is "Set a Goal, Make a Plan, Save Automatically." Pledge or re-pledge today! http://t.co/MmSa2djgko #MSW2013"

Join the conversation

ePUBLICATIONS

MOS eNewsletter

INSTALLATION LOCATOR

Quickly look up information on your installation.

Name of installation

View a directory of installations

or, state name

Military OneSource

Talking points

- There are two points of entry to the Military OneSource website the public and employee assistance program side. The public side offers a number of articles on military life topics and much more for service member, families, service providers, and leaders and requires no log in. If you are an eligible service or family member and would like to have access to confidential non-medical counseling, products and specialty consultations, select the log- in button at the top of this page. Note, that once you log into the employee assistance program side, you have left the public side of Military OneSource website.
- The homepage offers quick access to:
    - Links to program pages
    - The most popular site content
    - An installation directory to help you find the resources closest to you
    - All of the available counseling options
- Under the Military Life Topics tab, you will find links to each program page. Clicking on any link will take you to that program's homepage where you will find a wealth of articles, resources and external links.
- If you're interested in the latest hot topics, browse the MOST POPULAR on Military OneSource menu in the top right-hand corner of the homepage. When something peaks your interest, simply click the link to read, watch or hear more.

- The Installation Locator box in the middle of the page is your quick reference to all things about your current or soon-to-be installation. Simply fill in your installation's name, state name or select your installation from the directory. This feature will also provide information on local support providers, like the Red Cross and Joint Force headquarters.
- Hovering over the Confidential Help tab will immediately reveal contact phone numbers for instant contact or options for face-to-face, telephonic and online confidential non-medical counseling as well as confidential specialty consultation options (for example, adoption, health and wellness coaching, special needs and wounded warrior) and other services.

Military OneSource Homepage

Follow Military OneSource:

PHASES OF MILITARY LIFE | BRANCH OF SERVICE | THOSE WHO SUPPORT | LOG IN

Military OneSource

Call. Click. Connect.

What are you looking for?

800-342-9647 | Counseling Options | Military Life Topics | Monthly Focus | Social Media Hub

Need Help? | Feedback | Products

Discover new games and resources for kids, parents and educators.

TOGETHER, EVERYWHERE.

Visit MilitaryKidsConnect.org

The Military Kids Connect Website

Check out the new tools including videos, lesson plans and graphic novels created by military children!

Learn more

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BLOG BRIGADE

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MOS eNewsletter

INSTALLATION LOCATOR

Quickly look up information on your installation.

Name of installation

View a directory of installations

or, state name

Military OneSource

Talking points

Left menu:

- The Need Help? tab takes users to options for confidential non-medical counseling services.
- The Feedback tab navigates to a contact form for comments and suggestions, technical support or website accessibility.
- The Products tab takes users to a menu of available products arranged by topic or product type, including audio and video tips, booklets, CDs and DVDs, resource guides and toolkits.

Top menu:

- Hover over the Phases of Military Life tab to find helpful information no matter your current phase of military life, including new to the military, single life, career, Guard and reserve, deployment, family life, military leadership and retiring.
- Click your branch of service under the Branch of Service tab for information specific to the Army, Marine Corps, Navy or Air Force.
- The Those who Support tab leads to information specifically for community partners, leaders or command, and service providers.
- The Log In tab takes users to a page that requires a username and password. While much of the information on Military OneSource is public, certain services, including confidential non-medical counseling, products and confidential specialty consultations are available only to eligible individuals through a secure log in.

Briefer notes

- Note that the links for the ePublication Archives and MilitaryINSTALLATIONS, along with many more links, can be found at the bottom of the page.

Confidential Help

Follow Military OneSource:

PHASES OF MILITARY LIFE | BRANCH OF SERVICE | THOSE WHO SUPPORT | LOG IN

Military OneSource

Call. Click. Connect.

What are you looking for?

800-342-9647 | Confidential Help | Military Life Topics | Monthly Focus | Social Media Hub

Need Help? | Feedback | Products

Contact a Military OneSource consultant now

800.342.9647

Military Crisis Line

800.273.TALK (8255)

DoD Safe Helpline
Sexual Assault Support

877.995.5247

Confidential services, including non-medical counseling and specialty consultations, are available through Military OneSource. Eligible individuals may receive confidential services at no cost. Check eligibility. International Calling Options.

Non-Medical Counseling
- Face-to-Face Counseling
- Online Counseling
- Telephonic Counseling

Specialty Consultations
- Adoption
- Health and Wellness Coaching
- Special Needs
- Wounded Warrior

Other Services and Counseling
- Document Translation
- Financial Counseling
- SECO Counseling
- Tax Services

Log in for counseling

Log in to your Military OneSource account to access online counseling services.

LOG IN

Don't have a login yet?
Check eligibility and register now

BLOG BRIGADE

Talk To Me Baby: Communicating With Your Spouse

by Kelli on Thu, 07 Nov 2013

When I think of communicating with MY spouse, I think back to several conversations we have had over the years and one particular discussion sticks out in my mind. Even though my military man is a communicator by profession, this does not mean he could always communicate with ME! At this point, I had been ... [read more]

ePUBLICATIONS

MOS eNewsletter

INSTALLATION LOCATOR

Quickly look up information on your installation.

Name of installation

View a directory of installations

or, state name

Military OneSource TWEETS

"Hey #MilFams! Tell Us Tuesday: What's the best thing you've sent in a care package to your deployed service member for the #holidays?"

"Keep the focus on connecting as a family: Creating New Traditions: http://t.co/MlHeRFzJfi #milfam #milspouse #milkids"

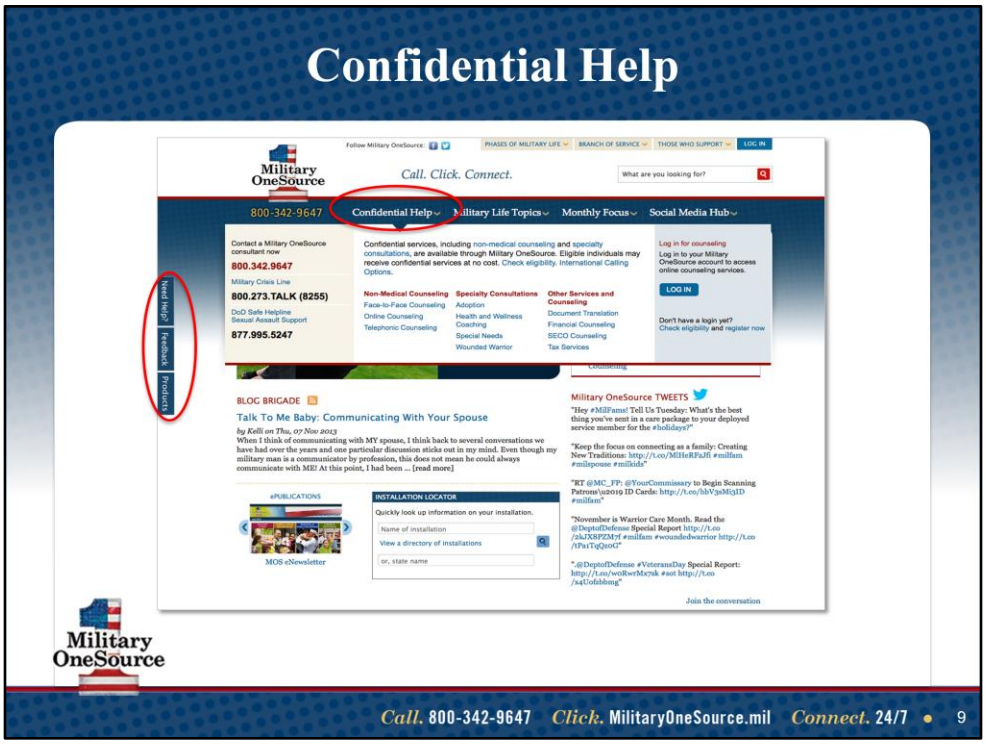
"RT @MC_FP: @YourCommissary to Begin Scanning Patrons\u2019 ID Cards: http://t.co/hbV3sMi3ID #milfam"

"November is Warrior Care Month. Read the @DeptofDefense Special Report http://t.co/2kJX8PZM7f #milfam #woundedwarrior http://t.co/tPa1TqQz0G"

".@DeptofDefense #VeteransDay Special Report: http://t.co/w0RwrMx7sk #sot http://t.co/x4Uofzbbmg"

Join the conversation

Military OneSource



Talking points

- Service members and family members can find confidential non-medical counseling information through the toll-free number, 800-342-9647 or through the links on any Military OneSource page by:
    - Hovering over the Confidential Help tab in the menu at the top of any page to see phone numbers for immediate support and the available counseling options offered through Military OneSource and a description of each, confidential non-medical counseling and specialty consultations as well as other services and counseling options.
    - Clicking the Military Life Topics tab in the menu at the top of any page to reveal a list of program pages. Selecting the non-medical counseling link will navigate to the program page for more information about Military OneSource confidential non-medical counseling options.
    - Clicking the Need Help? button in the left-hand margin of any Military OneSource page to be immediately taken to a simplified Counseling Services page.
- Military OneSource confidential non-medical counseling:
    - Provides up to **12 confidential non-medical counseling sessions,** per person, per issue at no cost. Note: financial counseling is unlimited.
    - Provides confidential **short-term counseling to eligible** individuals with such issues as: relocation, separation, reintegration, relationship issues, parenting skills, communication, anger management, grief, stress, deployment, life skills, coping skills, interpersonal skills and academic or occupational problems.
    - Is available via three different methods for convenience and generational preferences: **face-to-face, telephonic and online.** The Military OneSource consultant will assess your situation and help determine the most beneficial method. In most cases, referrals are made within 72 hours.
    - **Does not** provide or determine medical diagnosis. It is not a part of TRICARE, nor does it substitute for authorizations required for reimbursement under TRICARE.
    - Is not intended to be a part of a patient's Medical Treatment Facility discharge plan or treatment of suicidal or homicidal thoughts, or Family Advocacy Program cases. It is not intended to address sexual assault, abuse, mental health conditions requiring in-patient hospitalizations and other behavioral concerns.
- Military OneSource confidential specialty consultations:
    - Are available online or over the phone with specialists in various fields, including adoption, health and wellness coaching, special needs and wounded warrior.
    - Can be scheduled by calling Military OneSource at 800-342-9647 and asking for an appointment in one of the specialized areas.
- Other Military OneSource services and counseling include:
    - Document translation
    - Financial counseling with certified financial planners
    - SECO counseling to help military spouses with career exploration, education, training and licensure, employment readiness, and career connections
    - Tax services

Briefer notes

- Children are eligible for Military OneSource confidential non-medical face-to-face or telephonic counseling if:
    - A parent attends (for example, family counseling) with a child younger than 13
    - A parent brings a child between 13 and 18 to the individual counseling session
    - The child is 18 years or older

Relationships

Topics

- Reconnecting with friends and family
- Becoming a couple again
- Communicating with children
- Dealing with conflict

Resources

- Returning from deployment

Talking points

- As a service member returning from deployment, you may find that your relationships present some challenges.
- Reconnecting with family and friends can seem like starting over rather than picking up where you left off. You may feel you have returned a different person as a result of your experiences and those of your friends and family.
- Old friends may no longer have the same interests, and your social activities may now be different.
- If you are married, your spouse may seem changed by the experience of managing the household alone.
- If you have children, they are now at different stages of development and may have new behaviors and attitudes that require getting used to.

Military OneSource offers a number of options to help you through this transition, like materials and confidential non-medical counseling services.

Health and Wellness Coaching

- Individual coaching sessions
  - Telephone-based
  - Online
- Health and wellness issues
  - Weight loss
  - Fitness and exercise
  - Nutrition
  - General health (stress management, resiliency, etc.)
- Health risk assessments
  - Individualized plans
  - Goal setting
  - Outreach and engagement
- Self-directed coaching
  - LivingEasy ™
  - LivingLean ™
  - LivingFit ™
  - LivingFree ™

Military OneSource

Talking points

- If you are looking for expert advice on losing weight, making healthier food choices, learning which exercises best benefit your heart, handling stressful situation or how to relax, Military OneSource can help you reach your goals.
- The Military OneSource Health and Wellness Coaching Program has experienced professionals who provide guidance, support and encouragement. You will be assigned a personal coach who you will communicate with by phone or online. Online self-directed programs are also available for people who are highly motivated and self-disciplined.
- With online coaching, the Health and Wellness Coaches keep in touch through emails to provide support and observe progress. In addition to emails, online discussions with your coach are available. After posting a message, your coach will respond within one business day. Your coach will help you determine the right number of sessions.
- The Health Risk Assessment is a tool used to assess the health risk of an individual. The assessment is essential in determining the coaching focus and designing an individualized plan that can assist in the achievement of goals as well as provide an idea of the outreach and engagement required from your coach.
- The coaches can be accessed by calling Military OneSource or by requesting coaching through the Online Consultation request form.
- Military OneSource also offers the **Living series** at no cost - online self-directed health and wellness coaching programs - to help you make lasting life changes. The Living series offers four online health and wellness courses:
    - **LivingEasy*: Resilience & Stress Management*** - This series of four online courses uses audio, visuals, animation, quizzes and a printable manual to help you build a strong foundation of resilience, courage and confidence.
    - **LivingFit*: 90-day Walking Program -*** With the help of this 12-week program, you will develop and enjoy the habit of exercise!
    - **LivingLean*: Weight Management Program*** - This eight-week course uses multimedia, an interactive workbook and emails to help you live healthy, lean and free.
    - **LivingFree*: Smoking Cessation Program*** - This four-week training can work for you by treating the root emotional and physical causes of smoking.

Financial

Topics

- Establishing or updating a budget
- Considering large purchases

Resources

- Financial counseling
  - Telephonic or face-to-face available in some states
- Financial calculators
  - Should I consolidate my loans?
  - What will my investment be worth in the future?
- Consumer reports
- Podcasts
- Materials

Talking points

- Returning from a deployment may bring about the need to evaluate financial changes that may have occurred. Perhaps you were receiving special duty or family separations pay that are no longer going to be provided, or maybe you saved money and are now looking to make a large purchase. Each of these requires you to take time to look at your finances for any necessary adjustments to budgets and spending.

- For National Guard and reserve audiences only: Perhaps you are returning to a civilian job with a different pay rate than what you have been receiving.
- Military OneSource offers three types of financial services
    - **Financial counseling** is available in person and telephonically**.** Specialized financial consultations are provided by our on-staff accredited financial counselors on the topics of:
        - Budgeting
        - Credit-card debit management
        - Foreclosures and mortgages
        - Identity theft
        - Permanent Change of Station housing issues
    - **Financial planning**
        - Pre and post-deployment money management
        - Financial calculators can help you in many aspects of financial decision-making. (Should I refinance? How much car can I afford? Should I rent or buy? What will my investment be worth in the future? How long will it take me to pay off my loan? Should I consolidate my loans? How long will my retirement savings last?)
    - **Tax services**
- Military OneSource also offers resources to help you with your finances.
    - **Videos** that you can download and watch from your computer
    - **Educational materials** in many formats, including articles, booklets and recordings (to receive by regular mail, email and download)

Briefer notes

- Face-to-face financial counseling is not available in all areas. Contact Military OneSource to inquire about services in a specific area.

Career

Topics

- Choosing a career
- Finding a job
- Effectiveness at work
- Management skills

Resources

- Spouse Education & Career Opportunities Center
  - Career assessments
  - Employment readiness
    - Web links
    - Newsletters
- Military Spouse Employment Partnership

Talking points

We understand the challenges of mobile military life and offer employment resources all across the spectrum, including deciding on a career, looking for employment, transitioning to new employment, dealing with career issues or looking to enrich management skills.

Military OneSource consultants are available to assist with questions on training, education or other career-related matters.

Briefer notes

Eligibility for services may differ for service members and spouses, but everyone can benefit from all of the educational materials, articles, CDs and booklets available through Military OneSource.

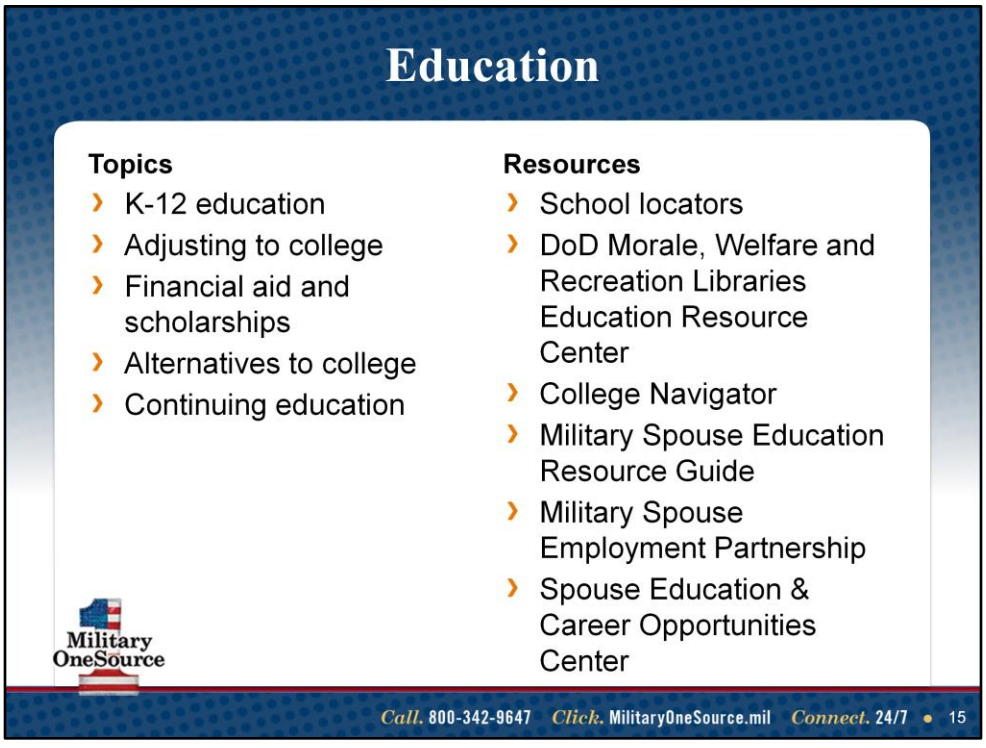
Education

Topics

- K-12 education
- Adjusting to college
- Financial aid and scholarships
- Alternatives to college
- Continuing education

Resources

- School locators
- DoD Morale, Welfare and Recreation Libraries Education Resource Center
- College Navigator
- Military Spouse Education Resource Guide
- Military Spouse Employment Partnership
- Spouse Education & Career Opportunities Center



Talking points

- Education is a very broad topic that begins in pre-school and continues as lifelong learning.
- When it comes to early childhood education, you may have questions about how to choose a school, how to help your child with homework or what resources are available for home school.
- Military OneSource has services like school locators and the DoD Morale, Welfare and Recreation online library resources, which provides a wealth of information, access to TumbleReadables for book reports and programs like InfoTrac Junior for research papers.
- No matter when you decide to think about college, for your child or for yourself, it can be an exciting adventure and one that can often lead to anxiety. You may have questions like:
    - "How am I going to pay for it?"
    - "Is this the right time to go back to school?"
    - "Can I handle college life?"
    - "Which school should I go to?"

Note: Refer family members to the website for the latest information and Frequently Asked Questions.

There are also services that you can access online, like the College Navigator (**http://www.militaryonesource.mil/voluntary-education-service-members**), which can help you look at school size, curricula, costs and location to help you determine which school might be best for you.

Spouse Education and Career Opportunities Program

Military Spouse Career Center at Military OneSource

- Spouse Education and Career Opportunities comprehensive counseling service available to ALL military spouses.
- Career exploration and discovery
- Education, training and state licensing/credentialing requirements
- Employment readiness
- Career connections
- https://www.militaryonesource.mil/ and https://myseco.militaryonesource.mil

My Career Advancement Accounts Scholarship Program

- Financial assistance for spouses of Service members in pay-grades of E1-E5, O1-O2 and W1-W2
- Up to $4,000 for education/training and license/credential in a portable career
- Financial assistance provided to more than 43,000 spouses in fiscal year 2012
- https://aiportal.acc.af.mil/mycaa/

Military Spouse Employment Partnership

- Web-enabled employment and career partnership connect military spouses with vetted Fortune 500 PLUS employers – 231 corporate partners
- Partners' Statements of Support to increase employment, provide career promotion opportunities and ensure pay equity for military spouses
- Spouse Ambassador Network
- https://msepjobs.militaryonesource.mil/

SECO

Spouse Education and Career Opportunities Program

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- Spouse Education and Career Opportunities comprehensive counseling service available to ALL military spouses.
- Career exploration and discovery
- Education, training and state licensing/credentialing requirements
- Employment readiness
- Career connections
- https://www.militaryonesource.mil/ and https://myseco.militaryonesource.mil

My Career Advancement Accounts Scholarship Program

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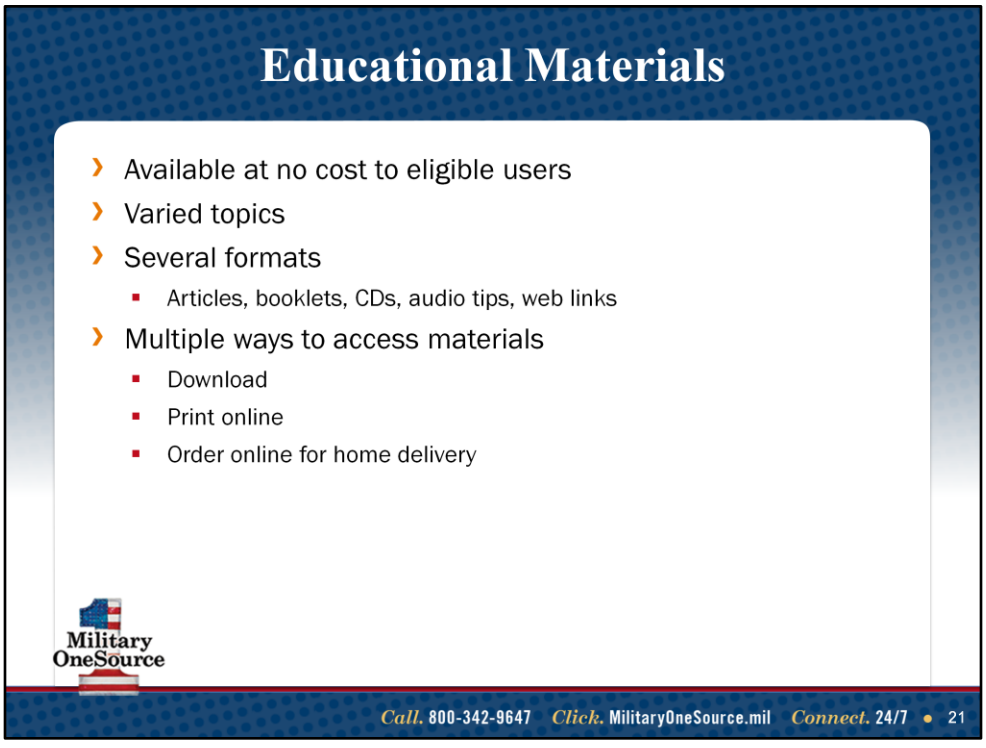
Here are the SECO website URLs and a couple of important points about the cornerstones of the SECO Program: the Military Spouse Career Center at Military OneSource, the Military Spouse Employment Partnership (MSEP) and the MyCAA Scholarship program. These are the associated sub-components of SECO. They are worth remembering and learning more about, so visit our websites for more details.

And remember, if you have a question or need help, just call our SECO Counseling staff: 1-800-342-9647. They will provide you with the information and support you need for career success based on your career interests and career lifecycle stage.

Educational Materials

- Available at no cost to eligible users
- Varied topics
- Several formats
  - Articles, booklets, CDs, audio tips, web links
- Multiple ways to access materials
  - Download
  - Print online
  - Order online for home delivery

Military OneSource



Talking points

While we mentioned only a few topics today, there are many other topical resources available by browsing the website or calling a consultant. In fact, we have thousands of educational materials available to you.

All of our materials are available at no cost and come in the form of booklets, articles, CDs, audio tips and web links.

- Many articles and booklets are available to read immediately online.
- You can listen to CDs online or download them to your MP3 player to take with you on the go.
- Some materials are available in Spanish.

When you find a material you wish to order, click on the Add to Cart button on the right side of the screen. This will add the resource material to your cart, when you are ready to check out, click the Check Out button where you will review your order and submit. Materials are shipped directly to your home at no cost, including shipping costs, and generally take seven to 10 days to arrive.

Online Library Resources

Audio books, e-books, research, tutoring, exam prep, résumé builder and more!

Military OneSource

Talking points

- Military One Source provides electronic library resources at no cost 24 hours a day, 7 days a week and 365 days a year. Note for Guard, reserve and remote location audiences: This is a particularly helpful benefit for those who may not have physical access to an installation library.
- The online resources are provided by the DoD Morale, Welfare and Recreation Library program and can be accessed through the Morale, Welfare and Recreation link under the Military Life Topics tab.

Briefer notes

- Discuss some of the information that is available using the selected widgets on the slide. Not all resources available are represented on the slide.
    - **Peterson's Education Resource Center** provides study guides and practice tests for SAT, ACT, CLEP, ASVAB, certifications and more, as well as help with scholarships and the admissions process.
    - **Morningstar Investment Research Center** offers information and advice on mutual funds, stocks, exchange traded funds and companies.
    - **Career Transitions** helps users find job announcements, write a resume, map military experience to civilian jobs, write a cover letter, access career interests and participate in an interview simulation.
    - **Master File Premier and Academic One Source** links to scholarly and informational full-text journal articles, including extensive coverage of the sciences, technology, medicine, the arts, theology, literature, history and culture.

- **Auto Repair Reference Center** offers complete automotive repair manuals, 1954 to current.
- **Heritage Quest** offers an essential collection of unique materials for both genealogical and historical researchers with coverage dating back to the late 1700s.
- **Kids InfoBits** is designed especially for students in kindergarten through grade five.
- **Culture Grams** allows users to experience the world and its people through detailed cultural information on more than 200 countries through both adult and child interfaces.
- **One Click Digital and EBSCO eBooks Collection** offers downloadable audio files and eBooks for checkout.
- **TumbleBook Library** is an online collection of eBooks for reading, listening and playing games for ages 4-12.
- **Safari Books Online** is an eReference library with thousands of business and information technology books.
- **Tutor.com** is a one-on-one online live homework help site. See registration site for eligibility.
- **NewsBank** offers electronic editions of the Army, Air Force, Marine Corps, Navy, and Federal Times and other Defense and Government publications.
- **Military and Intelligence Database** is a custom collection of more than 500 journals, articles, books, and magazines with military and government relevance.

Social Media Hub

Follow Military OneSource:

PHASES OF MILITARY LIFE | BRANCH OF SERVICE | THOSE WHO SUPPORT | LOG IN

Military OneSource

Call. Click. Connect.

What are you looking for?

800-342-9647 | Counseling Options | Military Life Topics | Monthly Focus | Social Media Hub

Need Help? | Feedback | Products

Social Media Hub

Like 3 | Tweet 0 | +1 1 | Share

Military OneSource

Find information to support you through every phase of military life.

Military Community and Family Policy

Join the conversation on the latest quality of life information and policies.

Military Spouse Employment Partnership

Stay informed of latest career opportunities and connect with other military spouses.

BLOG BRIGADE

Use It Up, Wear It Out, Make It Do or Do Without!

by Kelli on Thu, 21 Feb 2013

During the Great Depression, just prior to the U.S. involvement in World War II, the phrase "Use it up, wear it out, make it do or do without" was more than a family adage; it was a national truism. Today's national truism is "Get it now, get it fast and if it breaks, get a ... [read more]

VIDEOS | All Videos

CJCS with Rosita singing "Sunny Day"

May 10, 2012 | 495 Views

PODCASTS | All Podcasts

Disaster Preparedness

Listen (4:12 minutes) | Transcript (PDF)

MOBILE

Call. Click. Connect. Right from the palm of your hand! Go mobile!

Upcoming WEBINARS | All Webinars

Select a title to learn more and register.

Mar. 12 Moving with an IEP - 10:00 a.m. EST

Mar. 14 Moving with an IEP - 6:00 p.m. EST

View all webinars

Looking for past webinars? View the archives.

DISCUSSION BOARDS

An online platform where participants can discuss topics related to military life that are important to service members and their families.

MODERATED CHATS

Live, interactive online events where you can share your ideas, opinions, and experiences on a variety of topics.

WIDGETS

Widgets are online applications that display featured information on your web page, blog, social networking site, or other sites.

SOCIAL MEDIA GUIDE (PDF)

Guidelines structured to provide open, interactive social media channels where all users can engage and connect.

Military OneSource

Talking points

Access to Military OneSource social media outlets is conveniently located on the homepage.

- View the Twitter feed on the right-hand side of the page.
- Follow the link to the Military OneSource Facebook page.
- The latest Blog Brigade entry can be found just below the image box, in the middle of the page.

More complete access to social media can be found by hovering over the Social Media Hub tab at the top of the homepage. Here you'll find links to:

- Social media hub
- Blog Brigade
- Discussion boards
- Podcasts
- Webinars
- Widgets
- Videos

Briefer notes

Explain some of the social media offerings and remind audience of upcoming webinars.

Access

You can expect:

- 24/7/365 worldwide access
- Master's-level consultants to answer your questions
- Objective, experienced and caring people
- Up-to-date and useful information
- No cost
- A commitment to quality

Toll-Free telephone
800-342-9647

MilitaryOneSource.mil

m.MilitaryOneSource.mil

Email your questions
to a consultant

Interaction with trained
outreach professionals

Military OneSource

Talking points

- Military OneSource is available **24/7/365**, in other words, when you need us, we are there.
- You can **call our toll-free number** to talk to a **trained master's-level consultant** who can offer confidential support and up-to-date practical solutions or appropriate referrals.
- Or, access our website and browse through everything the site has to offer, including webinars, newsletters and all of the other support discussed during this presentation.
- Even on the go, Military OneSource is at your fingertips. The mobile site allows you to reach all of the resources of the traditional Military OneSource website no matter where you are.
- Access to some information and services, including confidential non-medical counseling, requires you to log-in. To do so, you will need to create your own user name and password.
- You also have the option to **email a consultant** your question. The consultant will research your request and get back to you. If your request is urgent or time sensitive, you will want to call the toll-free number to speak with a live consultant.
- **All Military OneSource services and materials are available at no cost to service members and their families.**

- Additionally, Military OneSource is constantly looking for ways to improvethe service, and values all feedback. We conduct surveys asking for information on your experience. The 12-question survey will periodically appear on the website, or you can access it direct via the Contact Us link.
- For a situation where the service did not meet the expectation, there is a **customer recovery** process in place. Each complaint is documented and taken very seriously. All departments are notified to ensure proper training and actions are taken to immediately respond to the breakdown. Rest assured that Military OneSource truly cares for, and is committed to service members and families and **strives for 100 percent customer satisfaction.**

Questions?

Talking points

- Does anyone have any questions?
- Let them know how long you will be around after the presentation and where they can find you if they think of a question they would like to ask later on.
- Direct additional questions to the Military OneSource call center at 800-342-9647.

Military OneSource

Call. Click. Connect.

800-342-9647 MilitaryOneSource.mil

Briefer notes

Point out the contact phone number and website to audience members and remind them to direct additional questions and concerns to a Military OneSource consultant through the call center.