



**Military OneSource Extended**



Military OneSource logo. Call. 800-342-9647,  
Click. [www.militaryonesource.mil](http://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



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## **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



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## 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



# Range of Support



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## **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.

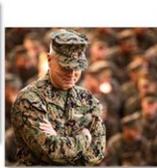
# Military OneSource: Something for Everyone

- › 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: Something for Everyone

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Call. 800-342-9647 Click. [MilitaryOneSource.mil](http://MilitaryOneSource.mil) Connect. 24/7 • 5

## 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 INSTALLATIONS**  
Your official DoD source for installation and state resources available to active...

**Get started!**

Looking for particular installation or state? Enter an installation (Click a directory of installations) [input field]

Or, enter a state [input field]

Looking for specific program or service? Select a program or service [dropdown menu]

Then, enter an installation (Click a directory of installations) [input field]

Or, enter your postal code [input field]

**MILITARY YOUTH ON THE MOVE**

Moving Out Healthy Living

**Your Place**  
Kids  
Pre-Teens  
Teenagers

**Let's Move It!**  
This is your one-stop-shop for advice and info on moving, social life, school, and more.

Check out the general resource links above or stuff for kids your age on the left!

**In Your Words...**

June, 16

"I've been to eight different schools in the past 10 months."

**MILITARY SPOUSE CAREER PORTAL**

**Career Portal**

**Job Search**

**I'm a Military Spouse**  
Leverage MOSP resources to jumpstart your career. Call 1-800-342-9647

**Get Started!**

**Newest Jobs**  
Career Transition Trainer

**Plan My DEPLOYMENT**  
Supporting service members and their families throughout the deployment cycle.

Deployments and mobilizations have changed in recent years, getting longer, occurring more frequently and causing additional stress for service members and families, and have increased the challenges of planning successful relocations.

Plan My Deployment was designed to help you address these issues and may be used in coordination with other support programs. With Plan My Deployment you can take some of the stress out of deployment in a helpful way. Whether it's your first deployment or mobilization or your fifth, you will be able to create a Reassignment request that contains only the information you and your family need to successfully reassign.

**Tell us about yourself or your service member, then click on your phase of deployment.**

Once you have answered the questions, select a phase on the right.

\* Branch: [dropdown menu]  
\* Branch of Service: [dropdown menu]  
\* Parental status: [dropdown menu]

Expected deployment date: [input field]  
Expected return date: [input field]

Required fields are marked with an asterisk \*

**Pre-Being Deployed**  
**Deployment**  
**Return Success**  
**Rein Station**

**Navigating the Deployment and Mobilization Cycle:**  
A comprehensive guide for service members and their families

**Military OneSource**

**PLAN MY MOVE**

**Take charge of your PCS move.** Plan My Move provides you with access to information entitlements and benefits, to points of contact, checklists, planning tools, and information on employment. Plan My Move will put you and your family in charge of a smooth relocation to assignment. Fill in the following information about your move, click "Get Moving" and we will new assignment cannot be found, select a nearby installation.

**Plan My Move** gives you the option of storing the entries below plus it allows for creating a calendar reminder just for you and your family. Begin customization by creating an account you don't have to reenter your information each time you return. You just sign-in and get to work.

Where are you currently stationed? [input field]  
Enter Installation Name or Location above or click [here](#) for the installation lookup screen.

Where are you being reassigned? [input field]  
Enter Installation Name or Location above or click [here](#) for the installation lookup screen.

When do you plan to depart? [input field] [input field] [input field] (e.g. 01-JAN-2013)

**eSponsorship Application & Training**

Welcome to the eSponsorship Application

**Congratulations,** you have been selected by your unit to sponsor a new member. You will act as a mentor and provide support. This is a very important responsibility as the new member assigned installation is largely based upon this sponsorship. As a sponsor, you have the most important, productive relationship made in unit command and mission success.

Your duties as a sponsor are mandatory. This eSponsorship application has been created:

- Train you on your roles and responsibilities
- Provide you with the knowledge and resources for effective sponsorship
- Provide you access to the tools you need to do an outstanding job

The steps in the eSponsorship process that the application supports are:

- A training module to be completed by you, the sponsor
- A downloadable Sponsorship Duties Checklist, to keep, check off and refer to often
- A downloadable Training Certificate for your records.
- A downloadable Family Assessment to use as a guide when contacting your new member
- Sample Tools for communicating with your new member.

The Relocation Portal at your Family Center are always available to assist you and will be able to assist you with any questions you may have. For more information on Military OneSource, click on the "Learn More" link.

**SECO**

Center Operations | Education & Training | Employment Readiness

**Explore career interests**

**TOOLS AND RESOURCES**  
MOSP offers highly interactive tools and resources to help you explore career interests, find areas of focus, identify career education, education and training, financial resources, and career development opportunities. It offers to make the most of your career interests.

**CAREER COUNSELING**  
MOSP connects an on-site-based career counselor with you to help you explore career interests, find areas of focus, identify career education, education and training, financial resources, and career development opportunities. It offers to make the most of your career interests.

Related Content

**USA4MilitaryFamilies**

Department of Defense and Department of Education

**HOME** | KEY ISSUES | NEWSROOM | FEEDBACK

USA4 Military Families Initiative, seeking to engage and educate state policymakers, non-for-profit associations, concerned business interests, and other state leaders about the needs of military members and their families.

**10 KEY ISSUES**

1. Facilitate service members receiving military and academic credit for military education, training and experience
2. Facilitate military spouse transition through licensure portability and eligibility for employment
3. Support development of veteran treatment courts open to eligible veterans and service members throughout the state
4. Increase access to quality, affordable childcare for military families
5. Promote consumer protections and enforcement of the predatory lending regulation
6. Allow service members to retain their...

To view the Issue Status Information for a specific state, click on the state name. Access information about a specific issue, click on the Key Issues drop down menu.

**VOLUNTARY EDUCATION**

EDUCATION CENTERS | PROGRAMS | CONFERENCE | REPORTS | POLICY

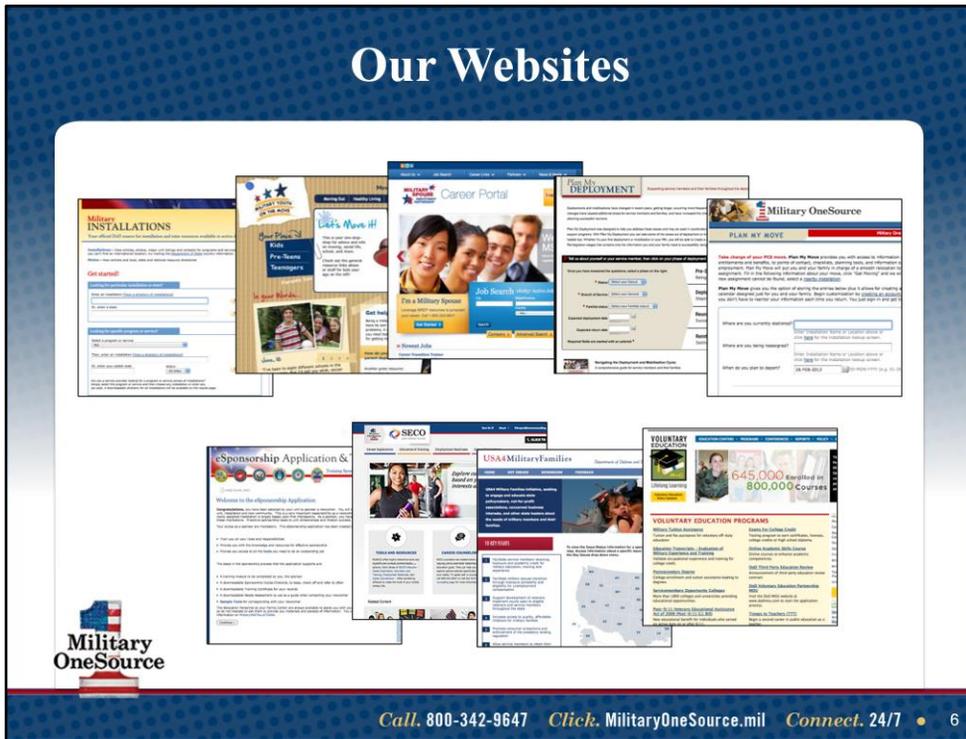
**645,000** Enrolled in **800,000** Courses

**VOLUNTARY EDUCATION PROGRAMS**

- Military Tuition Assistance**  
Tuition and fee assistance for voluntary off-duty education
- Educational Transcripts - Evaluation of Military Experience and Training**  
Validate occupational experience and training for college credit
- Postsecondary Degree**  
College enrollment and tuition assistance leading to degrees
- ServiceMembers Opportunity Colleges**  
More than 1,800 colleges and universities providing educational opportunities
- Post-9/11 Veterans Educational Assistance Act of 2008 (Post-9/11 GI Bill)**  
New educational benefits for individuals who served on or after September 11, 2001
- Exams for College Credit**  
Training program to earn certificates, licenses, college credits or high school diplomas
- Online Academic Skills Courses**  
Online courses to enhance academic competencies
- DoD Third Party Education Review**  
Announcement of third party education review contract
- DoD Voluntary Education Partnership MOU**  
Visit the DoD MOU website at [www.dodvets.com](#) to sign the application process.
- Trainers to Teachers (TTT)**  
Begin a second career in public education as a teacher.



# Our Websites



Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 6

## 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 eSponsorship 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

The screenshot shows the Military OneSource homepage. At the top, there is a navigation bar with the Military OneSource logo, the tagline "Call. Click. Connect.", and a search bar. Below the navigation bar, there are several menu items: "800-342-9647", "Counseling Options", "Military Life Topics", "Monthly Focus", and "Social Media Hub". The "Counseling Options" and "Military Life Topics" items are circled in red. Below the navigation bar, there is a featured section for "The Military Kids Connect Website" with a "Learn more" button. To the right of this section is a "MOST POPULAR on Military OneSource" section with a list of five items. Below this is a "BLOG BRIGADE" section with a post titled "Use It Up, Wear It Out, Make It Do or Do Without!". To the right of the blog section is a "Military OneSource TWEETS" section with several tweets. At the bottom, there is an "INSTALLATION LOCATOR" section with a search form. The "INSTALLATION LOCATOR" section is circled in red. On the left side of the page, there is a vertical menu with "Need Help?", "Feedback", and "Products". At the bottom left, there is a "Military OneSource" logo. At the bottom right, there is a "Join the conversation" link.

Follow Military OneSource:

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

What are you looking for?

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

**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

**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/uq9CKrx170> 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/stpnduDPCO> #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/MmSaz2djgko> #MSW2013"

Join the conversation

**INSTALLATION LOCATOR**

Quickly look up information on your installation.

Name of installation

View a directory of installations

or, state name



# Military OneSource Homepage

The screenshot shows the Military OneSource homepage with several red circles highlighting key features:

- 800-342-9647**: Phone number for customer support.
- Counseling Options**: A navigation tab for accessing counseling services.
- Military Life Topics**: A navigation tab for exploring various military life subjects.
- MOST POPULAR on Military OneSource**: A list of trending content, including "Feelings Surrounding a Partial Deployment", "Military OneSource Tax Service", and "Electronic Sponsorship Application and Training".
- INSTALLATION LOCATOR**: A search tool to find resources by installation name or state.

At the bottom of the page, the text reads: *Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 7*

## 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

The screenshot shows the Military OneSource homepage. At the top, there is a navigation bar with the Military OneSource logo on the left, the tagline "Call. Click. Connect." in the center, and a search bar on the right. Below the navigation bar, there are several menu items: "800-342-9647", "Counseling Options", "Military Life Topics", "Monthly Focus", and "Social Media Hub".

On the left side, there is a vertical navigation menu with three items: "Need Help?", "Feedback", and "Products".

The main content area features a large section for "The Military Kids Connect Website". This section includes a logo for "Military Kids Connect" with the tagline "TOGETHER, EVERYWHERE." and a photograph of children sitting around a table. The text describes the website as a place to "Discover new games and resources for kids, parents and educators." and lists "new tools including videos, lesson plans and graphic novels created by military children!". A "Learn more" button is present.

Below this section is a "BLOG BRIGADE" section with a post titled "Use It Up, Wear It Out, Make It Do or Do Without!" by Kelli on Thu, 21 Feb 2013. The post discusses the phrase "Use it up, wear it out, make it do or do without" and its historical significance.

On the right side, there is a "MOST POPULAR on Military OneSource" section with a list of five articles. Below this is a "Military OneSource TWEETS" section with several tweets related to military support and events.

At the bottom of the main content area, there are two sections: "ePUBLICATIONS" featuring the "MOS eNewsletter" and "INSTALLATION LOCATOR" which provides a form to look up information on an installation.



# Military OneSource Homepage

The screenshot shows the Military OneSource homepage. At the top, there is a navigation bar with the following items: "PHASES OF MILITARY LIFE", "BRANCH OF SERVICE", "THOSE WHO SUPPORT", and "LOG IN". The "LOG IN" button is circled in red. Below the navigation bar is a search bar with the text "What are you looking for?". The main content area features a "Need Help?" menu on the left, which is also circled in red. The menu items are "Need Help?", "Feedback", and "Products". The main content area includes a "Military Kids Connect Website" section, a "BLOG BRIGADE" section, and an "INSTALLATION LOCATOR" section. The "INSTALLATION LOCATOR" section has a form with fields for "Name of installation" and "or, state name". The "BLOG BRIGADE" section has a link to "Use It Up, Wear It Out, Make It Do or Do Without!". The "PUBLICATIONS" section has a link to "MOS eNewsletter". The "MOST POPULAR on MilitaryOneSource" section lists five items: 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, and 5. Your Relocation Assistance Program and Services. The "MILITARY ONESOURCE TWEETS" section has three tweets. The footer contains the text "Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 8".

## 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.*

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

What are you looking for?

**800-342-9647**  
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.

**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

Non-Medical Counseling	Specialty Consultations	Other Services and Counseling
Face-to-Face Counseling	Adoption	Document Translation
Online Counseling	Health and Wellness Coaching	Financial Counseling
Telephonic Counseling	Special Needs	SECO Counseling
	Wounded Warrior	Tax Services

**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/MIHeRFzJfi> #milfam #milsponse #milkids"

"RT @MC\_FP: @YourCommissary to Begin Scanning Patrons\u2019 ID Cards: <http://t.co/hbV3sMigID> #milfam"

"November is Warrior Care Month. Read the @DeptofDefense Special Report <http://t.co/2kjX8PZM7f> #milfam #woundedwarrior <http://t.co/tPaiTqQz0G>"

".@DeptofDefense #VeteransDay Special Report: <http://t.co/woRwrMx7sk> #sot <http://t.co/x4Uofzbbmg>"

Join the conversation



# Confidential Help

The screenshot shows the Military OneSource website interface. At the top, there is a navigation bar with the slogan 'Call. Click. Connect.' and a search bar. Below this is a main menu with 'Confidential Help' highlighted in red. To the left of the main content area, there is a vertical sidebar with a 'Need Help?' button, also highlighted in red. The main content area is divided into several sections: a contact information box with the phone number 800-342-9647, a list of counseling services (Non-Medical Counseling, Specialty Consultations, and Other Services and Counseling), a 'BLOG BRIGADE' section with a featured article 'Talk To Me Baby: Communicating With Your Spouse', and a 'Military OneSource TWEETS' section. At the bottom of the page, there is a footer with the slogan 'Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7' and a page number '9'.

## 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

# Financial Services

## Financial Counseling

- › Budgeting and general financial management
- › Debt management
- › Housing counseling

## Financial Planning

- › Investing
- › Retirement planning
- › Planning for college
- › TSP/401K/Pensions
- › Traditional and ROTH IRAs
- › Assistance in selecting a certified financial planner in the local community
- › Tax questions and preparation



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## Talking points

- In addition to a wide variety of financial resources available through Military OneSource, financial counseling is also available at no cost to the service member or family member. Please call the toll-free number to set up a phone consultation with one of our personal financial counselors. Face-to-face financial counseling may also be available. A Military OneSource consultant can let you know about availability in your area.
- You can talk with a certified financial counselor about budgeting and debt management. You can even get information on housing issues, such as pre-purchase, foreclosure prevention and reverse mortgages. Or, if you prefer, you can speak with a certified financial planner about everything from saving and investing to retirement planning. When it comes to financial support, Military OneSource has something for everyone, no matter your financial situation.

## Briefer notes

- All Military OneSource financial counselors are accredited financial counselors.
- Military OneSource financial counselors are available to provide education and not to advise on options.
- Affiliates are prohibited from making referrals to themselves or to another network affiliate for fee-based work as a result of a consultation. Also, sales of products or services to participants served through the financial counseling program are prohibited.

# Tax Services

## Tax Filing

- › Available mid January through the end of tax season
- › Access tax preparation software at no cost
- › Electronic filing for state and federal returns

## Tax Consultations

- › Federal tax filing requirements
- › Allowable deductions
- › Tax exemptions and tax credits
- › IRA deductions
- › W-2 and W-4 form questions
- › Divorce taxation
- › Capital gains questions
- › Questions related to filing extensions and deployment



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### Optional slide

Appropriate to use during tax season and pre and post deployment. If used, be sure to familiarize yourself with the tax services provided by Military OneSource throughout the year by reading through the tax planning and preparation section, [www.militaryonesource.mil/pfm/tax-planning-and-preparation](http://www.militaryonesource.mil/pfm/tax-planning-and-preparation).

### Talking points

- Generally around the middle of January, Military OneSource provides tax-filing services and tax consultations at no cost and tax software for electronic filing to military service members and their families during the tax season.
- Tax consultations are also available for a wide variety of services you can see on the slide, such as federal tax filing requirements and special tax circumstances, like deployment, divorce or capital gains. Military OneSource tax consultants are available by phone and by e-mail to help you with personal federal tax-related questions and financial planning. They'll help you plan how to use your refund wisely – to save and to pay off debt.
- Specialized telephonic financial tax consultations are provided by a certified public accountant.
  - Military OneSource will arrange a telephonic appointment with these financial tax consultants to provide information and education about federal tax issues.**NOTE: This service is available year-round and separate from the Military OneSource tax program, which includes access to electronic filing at no cost from January to June.**

### Briefer notes

- Participants must use the link on Military OneSource to access the customized tax filing software. Those who access the software directly from the provider's website may incur charges. To access the link, you must be registered and logged into [www.MilitaryOneSource.mil](http://www.MilitaryOneSource.mil).
- There is no cost for the basic Military OneSource tax filing program, and those with more complicated returns may incur charges if they choose to upgrade to the premium program (still a reduced rate from the public product).
- Participants can now e-file up to three state resident returns for each federal return that they e-file with the provided tax filing software.

Q: Why should I use the software offered through Military OneSource instead of IRS free file alliance?

A: It is clearly your choice. The product offered through Military OneSource can provide additional personal and financial support via consultation with a Military OneSource consultant or a tax consultant.

Q: Do I qualify for a tax extension?

A: Please call 800-342-9647 to speak to a Military OneSource tax consultant. Together you can assess your personal situation.

Q: What if I need to prepare a return from an earlier year?

A: Tax filing software is available for the current tax filing year. Military OneSource tax consultants can refer you to the nearest installation as well as provide other resources for you.

# Specialty Consultation

## Specialty Consultations

- › Adoption
- › Adult disability
- › Wounded warrior
- › Education (college and general)
- › Elder care
- › Health and wellness
- › Special needs

## Additional Services

- › Document translation
- › Simultaneous interpretation



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### **Talking points**

Certain issues are best served through a confidential specialty consultation with a consultant who has specific expertise on a given topic. These issues might include assistance with going back to school or finding services for a family member with special needs. When you contact Military OneSource, a consultant will conduct an assessment to determine your needs. If a specialty consultation is indicated, an appointment is set up for you to speak with a specialist by phone.

*NOTE: include one of the two examples from the Briefer Notes.*

- Military OneSource also offers document translation for common types of legal documents such as leases, marriage certificates, birth certificates, and U.S. Citizenship and Immigration Services required paperwork related to adoption proceedings. Military OneSource cannot, however, translate medical documents. All translated documents will be notarized and accompanied by a certificate of authenticity. Turnaround time is within a few business days for documents with less than 5,000 words (approximately 17 full standard pages). Exceptions apply to documents with more than 5,000 words and those that need to be mailed to international locations. Delivery date will be negotiated with the end user to best meet their needs.
- Simultaneous interpretation is designed to be provided in support of Military OneSource consultations for non-English-speaking callers. It is achieved through a three way call with an interpreter, which allows Military OneSource to serve the military customer in the language the customer is most comfortable speaking. Non-English speakers should simply stay on the line because it may take a few minutes for Military OneSource to connect with the service, but we make an effort to honor all language preferences.

### **Briefer notes**

Example of a Specialty Consultation – Special Needs:

Special needs specialty consultants provide:

- Information to families with a child who has a medical, mental health diagnosis or educational classification by public school (that is, learning disabled, vision, speech, or other health related impairment, behavioral disorder, emotionally mentally disabled, or mentally disabled – mild, severe, or profound)
- Resources for parents with children who have Autism or Asperger's
- Assistance finding resources before moving to a new area or school
- Guidance around children who are acting out

Example of a Specialty Consultation – Elder Care:

- Elder care specialty consultants provide information to families supporting or caring for an older relative in the following areas:
  - Housing
  - Respite care
  - Home health services
  - Home safety
  - Assistive devices
  - Insurance

# 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™



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## 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.

# 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



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## **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



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## 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.



## Career Exploration

Helps spouses to identify career interests and aptitudes, and obtain information about today's job market and work opportunities, including portable skills and careers, entrepreneurship and federal employment options.

**The Military OneSource SECO Career Center**  
(800-342-9647) Comprehensive career counseling and assessments  
interest/skill inventories

## Education, Training and Licensing

Provides assistance identifying education, training and licensing/certification opportunities, as well as financial aid resource and scholarships for spouses.

**Military Spouse Career Advancement Account (MyCAA) Scholarship**  
Non-DoD financial aid (FAFSA, University scholarships, Pell Grants) and  
Post 9/11 GI Bill

## Career Connections

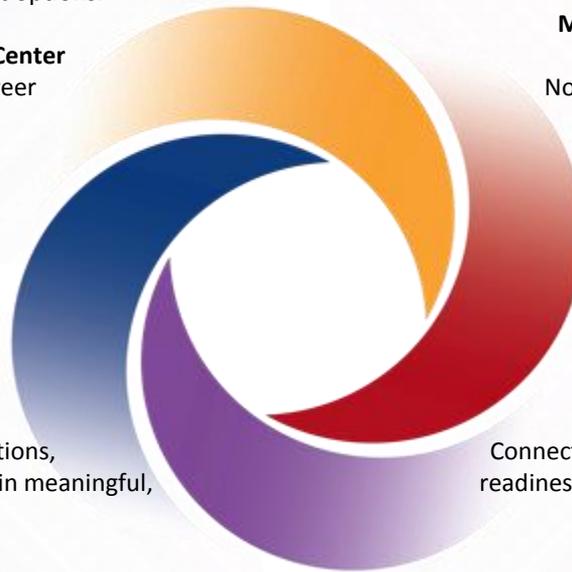
Helps spouses to connect with corporations, government organizations and non-profits to gain meaningful, long-term, portable employment.

**Military Spouse  
Employment Partnership**  
<https://msejobs.militaryonesource.mil>  
regional and local employers

## Employment Readiness

Connects spouses to the service-led employment readiness efforts that help spouses prepare to join, remain or re-enter the workforce.

Job search strategies  
Resume writing  
Interviewing  
Networking/Mentoring





## Office of Spouse Well Being Spouse Education and Career Opportunities Program

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Networking/Mentoring

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## Talking points

Let's take a closer look at the details of the comprehensive, "spouse centric" SECO program.

- For spouses who are just beginning to think about which career paths might be right for them, counselors help them explore the world of work, learn something about themselves in the process and make careful, well-thought-out career decisions. This is done through Career Exploration support.
- The SECO Career Counselors offer no-cost, assessment tools (including skills, values, personality and career interest inventories); job market information; and assistance in developing individualized career plans, complete with specific action steps that ensure success.
- In order to help spouses find the education, training and development they need to pursue their chosen career paths, SECO offers a full range of Education, Training and Licensure information and support.
- Through SECO specialty consultations, counselors help military spouses compare the costs of schools and programs of study, including their potential returns on investment. For example, some occupations have higher salaries and better benefits than others in different geographic

locations. Some occupations have more employment openings and faster growing employment than others. These are important for military spouses to know as they make portable career decisions.

- Spouses can learn about “license portability” – in other words, which states have adopted model legislation that will allow them to use their current professional licenses in the new state while they work to meet new state requirements.
- In order to be successful in a job search, military spouses have to be “job ready.” This takes careful planning and specific preparation. SECO career counselors help spouses learn how to conduct an effective job search, how to identify themselves to potential employers, how to write resumes and develop interview skills, how to learn about flexible and virtual work opportunities, and how to plan for child care and transportation. All these services are part of the Employment Readiness lifecycle stage.
- Once spouses have honed their “self-marketing skills,” they are ready for the final stage: Career Connections. Here, counselors help spouses connect with mentors who can help them “open doors” and meet employers who have pledged to recruit, hire, promote and retain them.
- Today’s employers know the value of the military spouse “talent pool.” They know the attributes that military spouses have developed BECAUSE of their mobile military life. Highly sought attributes include the following:
  - Mature, loyal and dependable
  - Flexible, hard working and resilient
  - Excellent communication and technical skills
  - Information technology and social media savvy
  - Excellent team players and leaders
- These are the skills, work experiences and attributes that today’s employers are seeking, especially the employers who have joined the Military Spouse Employment Partnership, which is part of SECO’s Career Connections lifecycle stage. MSEP includes more than 200 national and global public and private sector employers.
- It all starts here at the Military OneSource SECO Career Center: 800-342-9647 !



## 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://msejobs.militaryonesource.mil/>



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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



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### 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.

# Parenting

## Topics

- › Becoming a parent
- › Parenting skills
  - Single parenting
  - Coping with deployment
  - Discipline and responsible behavior
  - Internet safety
- › Adoption

## Resources

- › Toolkits
- › Web links
- › Educational materials
- › Confidential specialty consultations



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- › Adoption

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- › Web links
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## Talking points

Parenting can be challenging whether you are parenting as a couple, while a spouse is deployed or when you're divorced. If you are a military spouse and have the extra duty of single parenting while your spouse is deployed, there are additional emotional, financial and practical adjustments you will need to make.

Additionally, adoption is a dream come true for thousands of families each year, but military families often face extra challenges in the adoption process because of their frequent moves.

No matter what your parenting situation is, Military OneSource has many resources to help with most issues and difficulties.

# Special Needs

## Tools

- › Navigating resources
- › Advocating at school
- › Medical, financial and legal support
- › Family support
- › Self care

## Resources

- › Special Needs Parent Toolkit
- › Special Care Organizational Record for Children (or Adults) with Special Health Care Needs
- › Confidential specialty consultations, educational materials, and discussion boards



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### Optional slide

Appropriate to use at a general overview, deployment events, unit events, family readiness personnel sessions and service provider sessions (time permitting).

### Talking points

- Military life can be demanding, and having a family member with special medical or education needs creates unique challenges. Frequent moves can make navigating the many resources difficult, and there are also times when you will have to be an advocate at the school, a cheerleader for additional support and the pillar of strength for the family. That's why Military OneSource is here, committed to giving you personal, high-quality support.
- Military OneSource has gathered links to many resources and placed them all together to make it easy for you to see all that we offer.
- The Special Needs Parent Toolkit contains expertly prepared information designed to help you navigate the world of special-needs services and resources available to you and your child.
- We also offer the Special Care Organizational Record for Children and Adults with Special Health Care Needs, which is an organizing tool that helps families keep information about their child's health and care organized and in one place. The record also makes it easier for you to find and share key information with others who are part of your child's care team.
- Military OneSource offers 60-minute consultants, up to 12 times a year, with a consultant who specializes in the topic of special needs.
- Along with specialty consultations and numerous educational materials, we also provide a discussion board where families can ask questions, and share tips and concerns with other families who have members with special needs.

# Extended Family and Friends

- › Military OneSource
- › MilitaryINSTALLATIONS
- › Caregiver resources



## Extended Family and Friends

- › Military OneSource
- › MilitaryINSTALLATIONS
- › Caregiver resources



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### **Talking points**

As a parent, extended family member or friend of a service member, you may have questions on how you can best support your service member.

You can access Military OneSource online for information and articles for many of the challenges you may be experiencing.

You can also access MilitaryINSTALLATIONS, which is a database of information, resources and contact phone numbers for all active duty military installations.

If you have elected to take care of your service member's affairs while they are deployed or mobilized and questions arise, you can contact the call center and request assistance. This includes assistance and resources for the children of the service members.

# Monthly Outreach Efforts

- › Monthly Communication Calendar
  - Articles
  - Promotional materials
  - Educational materials
  - Webinars
  - eNewsletters



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- › Monthly Communication Calendar
  - Articles
  - Promotional materials
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## **Talking points**

Each month, Military OneSource highlights a specific theme and presents specialized materials in various formats.

# Wounded Warrior Resources

- › Resources that work in coordination with branch-specific programs
- › Assistance in areas such as:
  - Military facilities concerns
  - Health care services
  - Information on VA benefits and other entitlements
  - Everyday issues such as confidential non-medical counseling, dependent care, etc.



## Wounded Warrior Resources

- › Resources that work in coordination with branch-specific programs
- › Assistance in areas such as:
  - Military facilities concerns
  - Health care services
  - Information on VA benefits and other entitlements
  - Everyday issues such as confidential non-medical counseling, dependent care, etc.



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### **Optional slide**

Appropriate to use at general overviews, post deployment events, family readiness personnel sessions and service provider sessions (time permitting). Do not use at pre or during deployment events.

### **Talking points**

- Military OneSource provides wounded service members and veterans, their families and caregivers with information they need on military facilities, health care services and benefits. It's available to anyone who has ever served, and does not replace the specialized wounded warrior programs established by each of the military services.
- Wounded warrior specialists provide personal assistance related to:
  - Military facilities concerns
  - Health care services
  - Information on VA benefits and other entitlements
  - Everyday issues such as confidential non-medical counseling, dependent care, etc.
- Consultants strive to ensure consistent, quality support and identify the resources that will best address each situation. The consultant's focus is on connecting the service member or family member to the appropriate resource. The consultant will continue to collaborate and communicate with the service member or family member until the issue or concern is resolved. They can be reached by calling Military OneSource at 800-342-9647.

### **Briefer notes**

The website, found at <http://www.militaryonesource.mil/wounded-warrior>, has a range of information to help wounded, ill or injured service members and their families.

# YMCA Services

## Eligibility

- › Families of deployed Guard and reserve (Title 10 only)
- › Deployed at least six months
  - Memberships renewed in six month increments
  - Up to 18 months as long as usage requirements met

## Respite child care

- › Up to 16 hours per month, per child
  - Age 12 and under
  - Age limits and availability differ at participating YMCA's
- › Links
  - [www.militaryonesource.mil](http://www.militaryonesource.mil)
  - [www.ASYMCA.org](http://www.ASYMCA.org)



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## Optional slide

Appropriate to use at Guard and reserve pre-deployment events only. Exception: Not for use at Air Guard events or mixed events where Air Guard or active duty personnel may be present.

## Talking points

- The DoD sponsors YMCA memberships at no cost to support the needs of families of deployed Guard and reserve personnel who, for the most part, do not have access to family services and support programs available at military installations.
- Eligibility requirements:
  - Title 10 personnel only, Title 32 not eligible because DoD is only funded for Title 10
  - The service member must be deployed for a minimum of six months
  - Deploying spouse eligible three months pre and post deployment
  - Military members and families are required to use the YMCA at least eight separate calendar days per month in order to qualify for membership renewal (Multiple family members attending on the same day only counts as one visit)
  - Memberships can be renewed in six month increments for up to 18 months if usage requirements are met
  - There are not provisions for reimbursements if the service member is already a member of the YMCA
- Respite child care services:
  - Available to assist parents or guardians caring for the children (up to 12 years old) of a deployed service member
  - The service provides for up to 16 hours, per child, per month
  - It's important to know that it is up to each YMCA as to whether or not, and to what age level, they participate in respite child care. Because of this, it's important to review the information that is available on Military OneSource regarding the YMCA nearest you.
- Access the links on the website for eligibility requirements, forms and more information.

## Briefer notes

Do not brief on eligibility for active duty independent duty personnel and their families or eligibility for relocated spouses and family members of deployed active duty personnel. Refer individuals to the websites for information related to these areas if questions arise.

# Social Media Hub



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PHASES OF MILITARY LIFE [v](#) BRANCH OF SERVICE [v](#) THOSE WHO SUPPORT [v](#) [LOG IN](#)

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What are you looking for?

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## Social Media Hub

[Like](#) 3 [Tweet](#) 0 [+1](#) 1 [Share](#)

**Military OneSource** [f](#) [t](#) [p](#) [i](#) [t](#)  
Find information to support you through every phase of military life.

**Military Community and Family Policy** [f](#) [t](#) [m](#) [y](#)  
Join the conversation on the latest quality of life information and policies.

**Military Spouse Employment Partnership** [f](#) [t](#) [in](#)  
Stay informed of latest career opportunities and connect with other military spouses.

**Need Help?**  
**Feedback**  
**Products**

**BLOG BRIGADE** [b](#)

**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]"

**PODCASTS** [All Podcasts](#)

Disaster Preparedness  
[Listen](#) (4:12 minutes) [Transcript \(PDF\)](#)

**VIDEOS** [All Videos](#)

  
CJCS with Rosita singing "Sunny Day"  
May 10, 2012 | 495 Views

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

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**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.





## 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.

# Youth Resources

- › Online libraries
  - Hobbies and Crafts Reference Center
  - Student Resource Center
  - TumbleReadables
  - InfoTrac Junior
  - Kids Info Bits
  - SAT and ACT Prep
- › Tutor.com™



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## **Optional slide**

Appropriate to use at general overviews, deployment events, unit events, family readiness personnel sessions and service provider sessions (time permitting).

## **Talking points**

- It's important to set our children up for success. Sometimes parents need to help their children find the tools and resources that can help them overcome issues and challenges. Here are a few of the resources available to our military youth—from young children to teens.
- The DoD Morale, Welfare and Recreation online library resources provide access to many programs and resources, including (use one of the two examples):
  - InfoTrac Junior – Writing a report or working on a science project? InfoTrac Junior provides access to thousands of articles found in magazines, newspapers, encyclopedias and even maps. Just type in the topic and hit the Find button.
  - TumbleBooks – Pull children away from the television and put them in front of a good book – on the computer. You and your children can enjoy an incredible selection of books that are narrated and highlighted so little ones can follow along.
- Tutor.com is tutoring the way it was meant to be. You get an expert tutor for more than 16 subjects any day or time, and you work one-on-one with your tutor in an online classroom on your specific problem until it's done! You never need to make an appointment or even leave the house. You can get a tutor whenever you want, from anywhere in the world.

# Online Library Resources

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



# Online Library Resources

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



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## 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.

# 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



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Email your questions  
to a consultant



Interaction with trained  
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### 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 improve the 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?

# 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.



*Call. Click. Connect.*

800-342-9647    [MilitaryOneSource.mil](http://MilitaryOneSource.mil)



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**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.