



**Military OneSource
Non-medical Counseling
Services**



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



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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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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)
Or, enter a state

Looking for specific program or service?
Select a program or service
Or, select a state
Then, enter an installation (Click a directory of installations)
Or, enter your postal code

MILITARY SPOUSE CAREER PORTAL

Let's Move!!
This is your one-stop-shop for advice and info on moving, social life, school, and more.
Check out the general resources links above or stuff for kids your age on the left!

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

Get help!
Being a military spouse has its own problems, so you need help for getting it.

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.

Expected return date: [dropdown]
Expected reassignment date: [dropdown]
Required fields are marked with an asterisk *

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?
Enter Installation Name or Location above or click [here](#) for the installation lookup screen.

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

When do you plan to depart?
26-FEB-2013 [dropdown] 20-MON-YYYY (e.g. 01-JA)

eSponsorship Application & Training

Welcome to the eSponsorship Application

Congratulations, you have been selected by your unit to sponsor a new member. You will be assigned a mentor and you will be responsible for providing support and guidance as the new member adjusts to military life. This is a very important responsibility as the new member's success is largely based upon the mentorship. As a sponsor, you have the opportunity to provide support and guidance to the new member and to help them reach their full potential. Your duties as a sponsor are mandatory. This eSponsorship application has been created to help you:

- Train you on your role 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 with any questions you may have. Please contact your Family Center for more information and details of information. This information on MilitaryOneSource.com.

SECO
Senior Education, Education & Training, Employment Readiness

Explore career options based on your interests

TOOLS AND RESOURCES
MOSP offers highly interactive tools and resources to help you explore career options, find your path to success, and learn more about military careers. You can also explore other career opportunities and learn more about military careers.

CAREER COUNSELING
MOSP connects you with career counselors who can help you explore career options, find your path to success, and learn more about military careers. You can also explore other career opportunities and learn more about military careers.

USA4MilitaryFamilies
Department of Defense and Department of Education

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 veterans 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...

VOLUNTARY EDUCATION

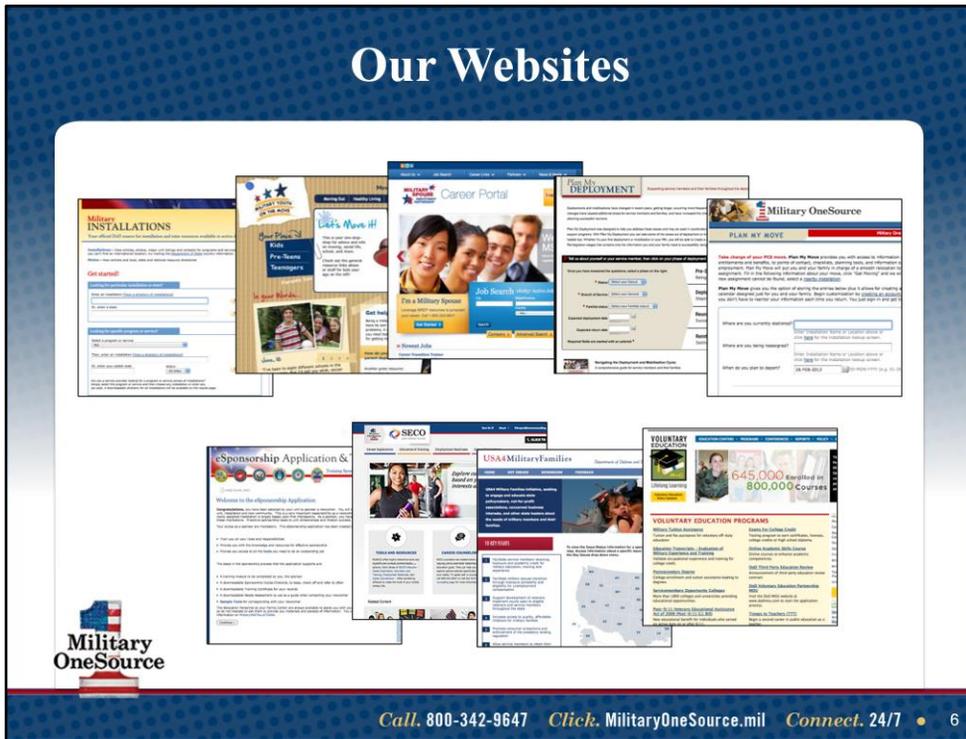
645,000 Enrolled in 800,000 Courses

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 1800 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.dodmou.com](#) to start 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 with the following elements circled in red:

- Navigation Bar:** "Counseling Options" and "Military Life Topics" dropdown menus.
- Search Bar:** "What are you looking for?" search box.
- Featured Content:** "The Military Kids Connect Website" section.
- Most Popular:** "MOST POPULAR on Military OneSource" section with a list of articles.
- Installation Locator:** "INSTALLATION LOCATOR" form.

Military OneSource
Call. Click. Connect.

Follow Military OneSource: [Facebook] [Twitter] PHASES OF MILITARY LIFE BRANCH OF SERVICE THOSE WHO SUPPORT LOG IN

800-342-9647

What are you looking for? [Search]

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

The Military Kids Connect Website

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

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

Learn more

Visit MilitaryKidsConnect.org

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]

ePUBLICATIONS

MOS eNewsletter

INSTALLATION LOCATOR

Quickly look up information on your installation.

Name of installation [Text Box]

View a directory of installations [Search]

or, state name [Text Box]

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



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 menu item for accessing counseling services.
- Military Life Topics**: A menu item for exploring various military life topics.
- 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 is a secondary menu with links for "800-342-9647", "Counseling Options", "Military Life Topics", "Monthly Focus", and "Social Media Hub".

On the left side, there is a vertical sidebar with three buttons: "Need Help?", "Feedback", and "Products". This sidebar is circled in red. At the top of the main content area, there is a horizontal navigation bar with dropdown menus for "PHASES OF MILITARY LIFE", "BRANCH OF SERVICE", and "THOSE WHO SUPPORT", along with a "LOG IN" button. This bar is also circled in red.

The main content area features a large featured article for "The Military Kids Connect Website". The article includes a photo of children and a "Learn more" button. Below this 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 relevance to national truism.

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 page, there are sections for "ePUBLICATIONS" (MOS eNewsletter) and "INSTALLATION LOCATOR" (a form for finding installation information).



Military OneSource Homepage

The screenshot shows the Military OneSource homepage. At the top, there is a navigation bar with tabs for 'PHASES OF MILITARY LIFE', 'BRANCH OF SERVICE', 'THOSE WHO SUPPORT', and 'LOG IN'. Below this is a search bar and a main content area. On the left side, there is a vertical menu with three tabs: 'Need Help?', 'Feedback', and 'Products'. The 'Need Help?' tab is highlighted with a red circle. The main content area features a 'Military Kids Connect Website' section, a 'BLOG BRIGADE' section, and an 'INSTALLATION LOCATOR' section. At the bottom of the page, there is a footer with the phone number 'Call. 800-342-9647', the website 'Click. MilitaryOneSource.mil', and the date 'Connect. 24/7'.

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

Need Help?
Feedback
Products

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 Military OneSource logo and the tagline 'Call. Click. Connect.'. Below this is a search bar and a menu with options like 'Confidential Help', 'Military Life Topics', 'Monthly Focus', and 'Social Media Hub'. The 'Confidential Help' tab is circled in red. On the left side, there is a vertical button labeled 'Need Help?' also circled 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 post titled '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 text 'Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 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

Non-Medical Counseling is...

- › Short-term
- › Available for up to 12 sessions per issue
- › Appropriate for
 - Relationship issues
 - Stress management
 - Decision making
 - Communication
 - Parenting skills



Non-Medical Counseling is...

- › Short-term
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 - Parenting skills



Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 10

Talking points

- Military OneSource confidential non-medical counseling is designed to provide short term, goal-oriented counseling for issues that can effectively be addressed within 12 sessions, such as communication issues, adjustment to situational stressors, stress management, decision making, grief, blended-family issues and parenting-skills issues.
- It is available for up to 12 sessions per issue, per eligible family member. Which means that someone could receive 12 sessions for one issue, perhaps something like adjusting to a deployment alone, and then, once those sessions are completed, 12 more sessions for couples-communication issues that may be experienced when the service member returns from deployment.
- The information you provide to counselors is kept confidential, with the exception of the duty to warn issues, including harm to yourself or others, abuse and neglect ,or present or future illegal activity. As with any of the Military OneSource services, a family member may seek non-medical counseling without the knowledge or consent of the service member. If you have questions regarding your individual situation, a Military OneSource consultant can talk with you regarding confidentiality in more detail.

Non-Medical Counseling is not...

- › A long-term counseling option
- › Part of a medical treatment facility discharge plan, or part of TRICARE
- › Available for those already under care
- › For individuals facing any of the following major issues:
 - Post-traumatic Stress Disorder
 - Psychological or fitness-for-duty evaluations
 - Addictions
 - Mental diagnoses requiring medication
 - Determining a medical diagnosis
 - Crisis situations



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Talking points

- Non-medical counseling is not designed for issues requiring long-term support, including diagnosed addictions (for example, drugs, alcohol or other addictions), diagnosed mental health conditions that require medical treatment (for example, Post-traumatic Stress Disorder, depression, bipolar disorder, etc.), and other behavioral trauma related diagnoses.
- It is also not designed to address long-term issues such as child abuse or neglect, domestic violence, suicidal ideation and mental health issues. For example, if a service member states that he or she has had suicidal thoughts, but adds that they would never do that to themselves or their family, then non-medical counseling would not be an option, due to suicidal ideation. In these situations, long-term care is more appropriate, and those individuals are referred to a military treatment facility or TRICARE for services and—if appropriate—community resources with their personal insurance. In some cases, the caller may be referred to a community social services program (for example, a National Guard member without insurance might be referred to a local state-run counseling program).
- Military OneSource does not provide or determine any medical diagnosis, nor will we provide psychological or fitness-for-duty evaluations.
- Non-medical counseling is not appropriate as part of a patient's military treatment facility discharge plan, nor is it available for anyone who is already under the care of another counseling provider. For example, a service member who is seeking couples counseling but has a spouse who is being treated for bi-polar disorder would be ineligible. The service member could be seen individually, but we are unable to provide counseling support for the spouse because they have a medical diagnosis and are already working with another provider.

Briefer notes

Below are other examples of inappropriate issues that can be used if necessary:

- An affiliate provider calls in that the service member abuses alcohol, but the affiliate provider is providing couple's counseling and the service member is getting help elsewhere for substance abuse. In this case the service member would need to be moved out of non-medical counseling due to the substance abuse and concurrent service through another mental health professional.
- A service member wants individual counseling but their primary care provider prescribed Zoloft for depression and nervousness. Since the caller is being treated for depression, he or she is not appropriate for non-medical counseling.
- A service member was hospitalized for panic attacks, denies risk to continue with the non-medical counseling provider. Due to mental health hospitalization, this service member is not appropriate for non-medical counseling.
- A service member was diagnosed with PTSD, but states that it is under control. He is requesting couple's counseling. Due to the diagnosis of PTSD, the caller is not eligible for non-medical counseling.

Face-to-Face

- › With a counselor in your local community
- › Individuals, couples and families
- › Available for CONUS locations only



Face-to-Face

- › With a counselor in your local community
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Talking points

- This confidential non-medical counseling option allows you to meet face-to-face with a professional counselor in your community. It begins with a call to Military OneSource where the consultant will complete a brief assessment to ensure that the issue is indeed appropriate for non-medical counseling support. Once it is deemed appropriate, the consultant will provide a referral to a counselor that best matches the needs of the caller. This referral is only good for 30 days, so the caller is encouraged to make contact fairly quickly. If the sessions are not initiated within 30 days, the person will need to make another phone call to a Military OneSource and begin the process again.
- The thorough assessment with the Military OneSource consultant lasts between 20 and 45 minutes and is considered one of the 12 sessions. The information from this session is then forwarded to the face-to-face counselor for their use.
- A Military OneSource consultant will generally follow up after the referral to the counselor to check to see if appointments have been made and to confirm satisfaction with the counselor. If for some reason the participant-counselor relationship is not a good fit, we will make every attempt to find another counselor.
- Face-to-face non-medical counseling is available to those in the continental U.S., Alaska, Hawaii, Puerto Rico and the Virgin Islands. However, it is best to keep in mind that due to locality issues, face-to-face non-medical counseling may not be available in certain areas, particularly those that are more remote. In this case, there is an option to travel to the nearest affiliate provider, or if applicable, to seek online or telephonic non-medical counseling.

Briefer notes

- In some cases where we do not have a local affiliate provider available, the Military OneSource consultant can request a temporary provider, however this is not a guarantee and can take a few weeks to process.
- Affiliate provider network criteria:
 - Master's degree or higher
 - Five years post-master's clinical experience
 - Minimum of three years employee assistance program experience

Telephonic

- › For individual adult sessions only
- › For those located CONUS and OCONUS
- › Available 8 a.m. – 8 p.m. EST



Telephonic

- › For individual adult sessions only
- › For those located CONUS and OCONUS
- › Available 8 a.m. – 8 p.m. EST



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Talking points

- Telephonic confidential non-medical counseling has been added to increase access to support and to provide an option for those who are unable to attend in-person counseling sessions due to their overseas location or other circumstances.
- Telephonic non-medical counseling sessions are conducted with a Military OneSource counselor and, like the face-to-face option, begin with a brief assessment.
- Because this method of counseling is provided over the phone, it is not appropriate for complex issues, situations that require a group setting (for example, couples and family counseling) or for children under the age of 18.
- Following the initial screening, the first telephonic session will be scheduled and the counselor will call the participant for a 45 minute session. Subsequent sessions will then be scheduled.

Online

- › Conducted in a secure, real-time chat format
- › For individual adults sessions only
- › Scheduled and not on-demand
- › Available 8 a.m. – 8 p.m. EST



Online

- › Conducted in a secure, real-time chat format
- › For individual adults sessions only
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Talking points

- Online confidential non-medical counseling is great for those who prefer communicating online versus face-to-face or telephonically. This option uses an instant-messaging format with the counselor and participant communicating online in real-time.
- Sessions can begin once the online non-medical counseling request form is completed and – like the other non-medical counseling options – is assessed for appropriateness. The first session is then scheduled, as is each subsequent session, as they are not available on demand.
- Online sessions are available to those located anywhere; however they can be impacted by technical issues, like connectivity or low bandwidth.
- Because the counseling is conducted on a computer, it is inappropriate for children under 18 or couples or family counseling, including marriage counseling.

Social Media Hub



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Social Media Hub

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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.



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.

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



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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



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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.