



Pre-Deployment



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)



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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 (Click a directory of installations) and then enter an installation (Click a directory of installations) or enter your postal code.

MILITARY YOUTH ON THE MOVE

Let's Move!!

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!

Get help!

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

How do you want your present day?

Another great resource:

MILITARY SPOUSE CAREER PORTAL

Job Search

I'm a Military Spouse

Leverage MOSP resources to jumpstart your career. Call 1-800-240-0247.

Job Search

Search [] Advanced Search []

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 have caused additional stress for service members and families, and have increased the challenges of planning successful returns.

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 Reintegration plan that contains only the information you and your family need to successfully return.

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 []

Expected return date []

Required fields are marked with an asterisk *

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 on 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

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 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 recruit. You will act as a mentor and provide support. This is a very important responsibility as the recruit's first assignment is largely based upon the information you provide. As a sponsor, you have the opportunity to provide support and guidance to the recruit and their family.

- Train your unit on their 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 recruit
- Sample Tools for communicating with your new recruit

The Relocation Portal at your Family Center are always available to assist you with all the help needed to get there to provide you, your recruit and family of information. This information on MilitaryOneSource.com.

SECO

Center Operations | Education & Training | Employment Readiness

Explore career interests

TOOLS AND RESOURCES

CAREER COUNSELING

Related Content

USA4MilitaryFamilies

Department of Defense and Department of Veterans Affairs

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

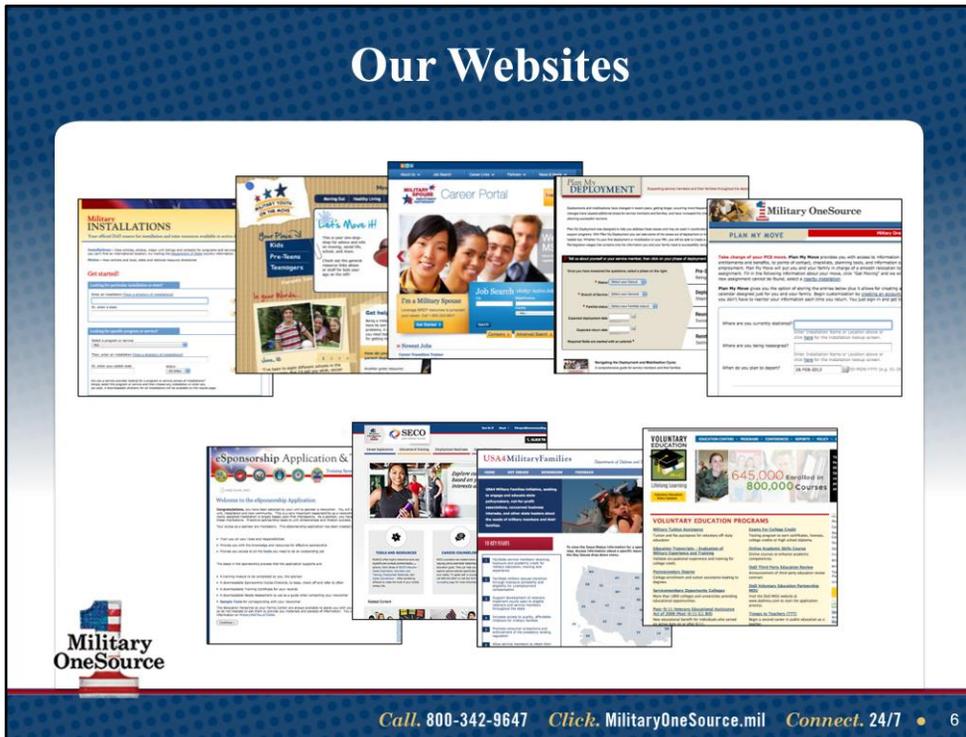
645,000 Enrolled in 800,000 Courses

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 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 active duty after 9/11
- 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 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 with a "Learn more" button.
- Most Popular:** "MOST POPULAR on Military OneSource" section with a list of 5 items and tabs for "Shared", "Read", and "Watched/Listened".
- Blog Brigade:** "BLOG BRIGADE" section with a "Use It Up, Wear It Out, Make It Do or Do Without!" article.
- Installation Locator:** "INSTALLATION LOCATOR" section with a search form for installation names and state names.

Other visible elements include the Military OneSource logo, contact number (800-342-9647), social media links, and a sidebar with "Need Help?", "Feedback", and "Products" buttons.



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, 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 banner for "The Military Kids Connect Website". The banner includes the Military Kids Connect logo, a photo of children, and text: "Discover new games and resources for kids, parents and educators." and "Check out the new tools including videos, lesson plans and graphic novels created by military children!". A "Learn more" button is also present.

Below the banner, there 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 text reads: "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]"

At the bottom left, there is an "ePUBLICATIONS" section with a thumbnail for "MOS eNewsletter".

At the bottom center, there is an "INSTALLATION LOCATOR" section with the text "Quickly look up information on your installation." and two input fields: "Name of installation" and "or, state name".

On the right side, there is a "MOST POPULAR on Military OneSource" section with a list of 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
5. Your Relocation Assistance Program and Services

Below this list is a "Military OneSource TWEETS" section with a Twitter icon and several 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"

At the bottom right of the tweets section, there is a "Join the conversation" link.



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 items: 'Need Help?', 'Feedback', and 'Products'. The 'Need Help?' item is circled in red. The main content area features a 'Military Kids Connect Website' section, a 'BLOG BRIGADE' section, and an 'INSTALLATION LOCATOR' section. On the right side, there is a 'MOST POPULAR on MilitaryOneSource' section and a 'Military OneSource TWEETS' 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

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]

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/tPaITqZzoG>"

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

Join the conversation

ePUBLICATIONS

MOS eNewsletter

INSTALLATION LOCATOR

Quickly look up information on your installation.

Name of installation

View a directory of installations

or, state name



Confidential Help

The screenshot shows the Military OneSource website interface. At the top, there is a navigation bar with 'Confidential Help' highlighted in a red circle. Below the navigation bar, there is a search bar and a 'What are you looking for?' input field. The main content area is divided into several sections: a 'Need Help?' button in the left-hand margin, a 'Confidential Help' section with a red circle around the title, and a 'Military Life Topics' section. The 'Confidential Help' section includes contact information (800-342-9647) and a list of services such as 'Non-Medical Counseling', 'Specialty Consultations', and 'Other Services and Counseling'. Below this, there is a 'BLOG BRIGADE' section with a post titled 'Talk To Me Baby: Communicating With Your Spouse'. To the right, there is a 'Military OneSource TWEETS' section with several tweets. At the bottom, there is an 'INSTALLATION LOCATOR' section with a search form. The page footer contains the Military OneSource logo and 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

Plan My Deployment

Plan My DEPLOYMENT

Military OneSource | Feedback

Supporting service members and their families throughout the deployment/mobilization cycle.

Deployments and mobilizations have changed in recent years, getting longer, occurring more frequently, and often putting service members in harm's way. These changes have caused additional stress for service members and families, and have increased the challenges of maintaining readiness, managing separations, and planning successful reunions.

Plan My Deployment was designed to help you address these issues and may be used in coordination with your installation and National Guard and reserve family support programs. With Plan My Deployment you can take some of the stress out of deployment or mobilization, through access to planning tools, checklists, and helpful tips. Whether it's your first deployment or mobilization or your fifth, you will be able to create a unique checklist for the Pre-Deployment, Homecoming, and Reintegration stages that contains only the information you and your family need to successfully navigate the process.

» Tell us about yourself or your service member, then click on your phase of deployment or mobilization to get started.

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

* Status

* Branch of Service

* Familial status

Expected deployment date

Expected return date

Required fields are marked with an asterisk *

Pre-Deployment/Mobilization

Being Prepared



Deployment/Mobilization

Staying Connected



Reunion/Reintegration

Successful Homecoming



Reintegration

Settling In



Plan My Deployment

Plan My DEPLOYMENT Military OneSource | Feedback
Supporting service members and their families throughout the deployment/mobilization cycle.

Deployments and mobilizations have changed in recent years, getting longer, occurring more frequently, and often putting service members in harm's way. These changes have caused additional stress for service members and families, and have increased the challenges of maintaining readiness, managing separations, and planning successful reunions.

Plan My Deployment was designed to help you address these issues and may be used in coordination with your installation and National Guard and reserve family support programs. With Plan My Deployment you can take some of the stress out of deployment or mobilization, through access to planning tools, checklists, and helpful tips. Whether it's your first deployment or mobilization or your fifth, you will be able to create a unique checklist for the Pre-Deployment, Homecoming, and Reintegration stages that contains only the information you and your family need to successfully navigate the process.

Tell us about yourself or your service member, then click on your phase of deployment or mobilization to get started.

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

- Status (Select your Status) *
- Branch of Service (Select your Service) *
- Familial status (Select your Familial status) *

Expected deployment date MM/DD/YYYY

Expected return date MM/DD/YYYY

Required fields are marked with an asterisk *

- Pre-Deployment/Mobilization
Being Prepared
- Deployment/Mobilization
Staying Connected
- Reunion/Reintegration
Successful Homecoming
- Reintegration
Settling In

Military OneSource

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Talking points

- First fill in the required fields, status, branch of service and familial status.
- Then make your selection from the menu on the right. Choose from:
 - Pre-deployment/mobilization (being prepared)
 - Deployment/mobilization (staying connected)
 - Reunion/reintegration (successful homecoming)
 - Reintegration (settling in)
- After you make your selection, you can view to-do lists and tips based on the criteria you entered (that is, your status, branch of service and familial status). **You will also see a list of support resources for deployment that are specific to your service branch and a list of deployment tasks that will help you become more organized during this phase. You can customize your deployment list by selecting Customize Master Checklist. Once you make your selection of tasks you can click on the download button to create your unique master list.**
- Enter your deployment and return date for more specific information.

Briefer notes

- Plan my Deployment can be found by selecting Deployment from the Military Life Topics tab at the top of the homepage.
- The link for Plan my Deployment is listed under Popular Links.

Maintaining the Homefront

Remember everyone who is impacted, and identify potential needs and resources.

- › Spouses
- › Children
- › Extended family
- › Friends
- › Significant others



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Talking points

It is important to remember all of those that are affected by the deployment of your service member, and be sure that each one is aware of the information and resources that are available to assist during the deployment.

Service Members

Topics

- › Preparing yourself financially and legally
- › Equipping yourself physically
- › Taking care of your property and pets
- › Ensuring your family is covered

Resources

- › “The Service Members' Civil Relief Act”(article)
- › “Sleep in Combat Operations” (pocket kit)
- › “Double Duty” and “Over There” (CDs)
- › “Getting Your Vehicle Ready for Storage” (article)
- › “Preparing a Family Care Plan” (article)



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Talking points

- As the service member, you have had plenty of training on preparing for your deployment, but there may be a few things that have not yet been addressed. One question to consider is whether you have completed all the necessary things related to your financial and legal rights, particularly under the Service Members' Civil Relief Act. Military OneSource has an article dedicated to explaining the Service Members' Civil Relief Act and the major points under the Act.
- As you transition from living and sleeping in your comfortable and familiar home to doing those things in less familiar surroundings, remember that Military OneSource can help prepare you for that change. Military OneSource offers the booklet, “Sleep in Combat Operations,” which provides helpful tips on the effects of sleep during deployments in theater. It comes with a sleep mask.
- Being both a parent and a deployed service member requires focus and commitment. Our “Double Duty” CD describes ways to stay close with your child from before you deploy to after you return.
- Being deployed when the rest of your family is back home can be hard for any military parent, but mothers may find it especially challenging. In our CD, “Over There,” mothers who have already experienced a deployment discuss the unique challenges that mothers face when they're over there.
- It is also important that you take care of your property and pets prior to deployment. On Military OneSource you can find articles to help walk you through the process of considering what to do with your vehicle, home and pets.
- Of course, the most important thing you are leaving behind is your family. Nearly everyone in the military can benefit from preparing a family care plan that shows how your family is to be cared for in your absence.

Spouses and Significant Others

Topics

- › Preparing yourself emotionally
- › Ensuring your home and life are ready
- › Getting your family unit equipped

Resources

- › “These Boots” (CD)
- › “Preparing for Deployment: The Home Side” (article)
- › “Managing the Emotional Cycle of Deployment when your Spouse is Deployed” (article)



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Talking points

- The deployment of a family member can be a very emotional and difficult time for many families, but by preparing as well as you can, you may find that you are better able to cope. Families should prepare as soon as possible by talking to children and extended family members about what will happen during deployment, adjusting their routines, and reviewing financial and legal details.
- When your spouse or partner deploys, the emotional and practical challenges can seem overwhelming.
- On the “These Boots” CD, a military wife of 18 years offers strategies to help the spouse at home prepare for deployment, survive (and even thrive) while “married but single” and get ready for homecoming.
- Separation from a spouse or partner is hard, whether it’s for six weeks or six months. The absence of a family member may mean that you’ll have to do things differently at home and in the rest of your life. If you take the time to prepare for these changes, you may find it easier to adjust. The article, “Preparing for Deployment,” covers these topics.
- You are likely to experience different emotions in clearly defined stages, starting when you first learn about the deployment and continuing until well after your spouse has returned. The article, “Managing the Emotional Cycle of Deployment when your Spouse is Deployed,” will help you know what to expect, and can help you recognize signs that you may be having trouble coping during any stage of the cycle.

Briefer notes

- You may be asked about eligibility for significant others such as fiancées. Remember that they will be impacted by the deployment and that service members can order materials that will be able to provide information for them.

Children

Topics

- › Preparing your children
- › Interacting and connecting with your children
- › Entertaining and educating your children
- › Reviewing child care options

Resources

- › “Sesame Street: Talk, Listen and Connect: Deployments, Homecomings, Changes” (DVD)
- › “Choosing a Caregiver for your Child while you’re Deployed” (article)
- › Sittercity ®



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Talking points

- We’ve talked about what resources Military OneSource has to prepare adults for deployment, but Military OneSource can also help parents effectively prepare children for deployment. We can also provide parents with material and resources that promote interaction and connection, both with the parent who is deploying and the parent who is in charge of the home front.
- The “Sesame Street: Talk, Listen and Connect” DVD is a bilingual multimedia outreach program designed to support military families with children between the ages of two and five by letting them relate to Elmo’s experience as his family member deploys, returns home and prepares to deploy again.
- Whether you will be at home with the children, or you’re the deploying parent, child care could be a concern. Military OneSource offers many services, such as child care locators and articles on how to choose a caregiver while you deploy. We also offer access to SitterCity to help you find local babysitters and nannies with background checks, references, reviews and more.

Teens

Topics

- › Preparing your teens
- › Interacting and connecting with your teens
- › Entertaining and educating your teens

Resources

- › “Teenagers and Deployment” (article)
- › “Staying Involved in your Child's or Teenager's Life when you're Deployed”
- › “Helping Children Cope During Deployment” (article)
- › Tutor.com™



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Talking points

- Deployment can be especially hard on teenagers, who are often experiencing turmoil of their own simply because of their age. But your support can go a long way toward helping your teenager deal with the difficulties of your deployment. In fact, as the “Teenagers and Deployment” article discusses, the deployment period can be a time of personal growth when your teenager takes on added responsibilities and makes emotional adjustments. Military OneSource offers this article and more to help your teen and the rest of your family get through deployment.
- Tutor.com provides tutoring the way it was meant to be. You get an expert tutor for more than 16 subjects 24/7, and your child will work one-on-one with the 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.

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.

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.

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.

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.



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.

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
 - 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.

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.

Social Media Hub



Follow Military OneSource: [f](#) [t](#)

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

Call. Click. Connect.

What are you looking for?

800-342-9647 [Counseling Options v](#) [Military Life Topics v](#) [Monthly Focus v](#) [Social Media Hub v](#)

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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Select a title to learn more and register.

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

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

[View all webinars](#)
Looking for past webinars? [View the archives.](#)

DISCUSSION BOARDS

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

MODERATED CHATS

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

WIDGETS

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

SOCIAL MEDIA GUIDE (PDF)

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





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.

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:

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- › Objective, experienced and caring people
- › Up-to-date and useful information
- › No cost
- › A commitment to quality

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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.



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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.