



**Military
OneSource**

Service Providers



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.

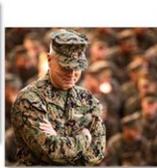
Military OneSource: Something for Everyone

- › 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



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Talking points

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

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

Military OneSource Homepage

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

Follow Military OneSource:

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

Military OneSource Call. Click. Connect. What are you looking for?

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

Need Help? Feedback Products

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

MOST POPULAR on Military OneSource
Shared Read Watched/Listened

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

BLOG BRIGADE

Use It Up, Wear It Out, Make It Do or Do Without!
by Kelli on Thu, 21 Feb 2013
During the Great Depression, just prior to the U.S. involvement in World War II, the phrase "Use it up, wear it out, make it do or do without" was more than a family adage; it was a national truism. Today's national truism is "Get it now, get it fast and if it breaks, get a ... [read more]"

Military OneSource TWEETS

"rt @MC_FP Video: First Lady Urges Governors to "Ramp Up" Vet Support <http://t.co/KE9N5hKZ9H> #FLOTUS #sot #veterans #milfam"

"(Video) What are you saving for? <http://t.co/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

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 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 this sidebar, there are social media icons for Facebook and Twitter, and a dropdown menu for "PHASES OF MILITARY LIFE".

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 present. Below the banner 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 discusses the phrase "Use it up, wear it out, make it do or do without" and its historical context.

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 from @MC_FP and others.

At the bottom, there are two sections: "ePUBLICATIONS" featuring the "MOS eNewsletter" and "INSTALLATION LOCATOR" which includes a search form for installation names and state names.



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'. The 'LOG IN' tab is circled in red. Below this is a search bar and the slogan 'Call. Click. Connect.'. A secondary navigation bar includes '800-342-9647', 'Counseling Options', 'Military Life Topics', 'Monthly Focus', and 'Social Media Hub'. On the left side, a vertical menu contains 'Need Help?', 'Feedback', and 'Products', with 'Need Help?' circled in red. The main content area features a 'The Military Kids Connect Website' section, a 'BLOG BRIGADE' section with a post about 'Use It Up, Wear It Out, Make It Do or Do Without!', and an 'INSTALLATION LOCATOR' section. On the right, there is a 'MOST POPULAR on Military OneSource' list and a 'Military OneSource TWEETS' section. The footer contains the phone number 'Call. 800-342-9647', the website 'Click. MilitaryOneSource.mil', and the slogan 'Connect. 24/7' followed by a page number '8'.

Talking points

Left menu:

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

Top menu:

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

Briefer notes

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

Confidential Help

Follow Military OneSource:

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

Military OneSource *Call. Click. Connect.*

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

What are you looking for?

800-342-9647 Contact a Military OneSource consultant now

800.342.9647 Military Crisis Line

800.273.TALK (8255) DoD Safe Helpline Sexual Assault Support

877.995.5247

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

Log in for counseling
Log in to your Military OneSource account to access online counseling services.
LOG IN
Don't have a login yet?
Check eligibility and register now

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

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

Talking points

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

Briefer notes

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



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.

Login

The screenshot shows the Military OneSource homepage. At the top right, there is a navigation bar with a "LOGIN" button circled in red. Below the navigation bar, the site features a search bar, a "What are you looking for?" prompt, and a "Call. Click. Connect." slogan. The main content area includes a "Save Money With the Commissary" article, a "MOST POPULAR on Military OneSource" list, and a "Military OneSource TWEETS" section. A sidebar on the left contains "BLOG BRIGADE" and "PUBLICATIONS" sections.

The screenshot shows the Military OneSource login page. At the top, there is a "Military OneSource" logo and contact information. The page features a "My Site Login" section with a red circle around the login form. The form includes fields for "USER ID" and "PASSWORD", a "Forgot your user ID?" link, a "Forgot your password?" link, and a "LOGIN" button. Below the form, there is a "Don't have an account? Register here" link. The page also includes a "My Site Options" section and a "Help" link. At the bottom, there is a "Contact a Consultant Now" section with contact information and a "Request a Callback" button.



Login

The image displays two screenshots of the Military OneSource website. The left screenshot shows the homepage with a navigation bar at the top containing 'Home', 'About Services', 'All Topics', 'Resources', 'What's New', and 'My Site'. A red circle highlights the 'Log In' button in the top right corner. The main content area features various articles and a 'Log In' button. The right screenshot shows the 'My Site Login' page, which includes a red circle around the 'Log In' button and another red circle around the 'My Site Login' header area. The login form contains fields for 'USERNAME' and 'PASSWORD', along with a 'Log In' button and a 'Forgot your password?' link. The footer of both screenshots includes the Military OneSource logo and contact information: 'Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 11'.

Talking points

- Log in with existing credentials or select Register here. If you have a username and password, select option to update your profile. When registering or updating your profile, be sure to select Service Provider as your role.
- **To register:**
 - Identify the branch of service and component you support.
 - Identify the component that you support, your role (service provider) and the location you serve.
 - Create a username and password and enter your email address.
 - Check the box stating you are eligible to access Military OneSource. All service providers are eligible to access Military OneSource.

Briefer notes

- If the service provider supports more than one branch or component, have them select the primary one that they support.

Accessing Service Provider Home

The screenshot displays the Military OneSource website interface. At the top left, the Military OneSource logo is accompanied by contact information: "For Immediate Help 24/7 1-800-342-9647 Military Crisis Line 1-800-273-TALK(8255) Press 1". To the right, the slogan "Call. Click. Connect." is visible. In the top right corner, there are language options for "ENGLISH" and "ESPAÑOL", and a "LOGOUT" button.

The main navigation bar includes "Home", "About Services", "All Topics", "Resources", "What's New", and "My Site". Below this, a secondary navigation bar lists categories: "HEALTH & WELLNESS", "MILITARY LIFE TOPICS", "MONEY, TAXES & LEGAL", "RELATIONSHIPS", and "SCHOOL & WORK". A search box labeled "Site Search" is located on the right side of this bar.

The "My Site" section is the central focus, featuring a "My Site" header with the subtext "Features to make it your own". To the left of this section are three buttons: "FIND SERVICES", "MANAGE LIFE EVENT", and "ASSESS CONCERNS". To the right, under "MY SITE OPTIONS", there are links for "FEATURES" and "PROFILE".

Below the "My Site" header, there are two main content boxes. The first is titled "Profile" and contains the text "View and update your My Site profile" next to an icon of two people. The second is titled "Bookmarks" and contains the text "View and visit the pages you saved" next to an icon of a book.

On the left side of the page, there is a "QUICK LINKS" section with a list of links: "Military Crisis Line: 1-800-273-TALK(8255)", "DoD MWR Library Resources", "Financial Calculators", "For Service Providers", "Health Library, Tools and Online Courses", "Non-medical Counseling and Health and Wellness Coaching", "Order Products", "Relocation Tool", "Spouse Education and Career Opportunities", and "Stamp Out Stigma".

At the bottom of the page, there is a disclaimer: "DoD's Section 508 Commitment. The information provided on the Military OneSource EAP site, including, but not limited to, articles, quizzes and other general information, is for informational purposes only and should not be treated as medical, psychiatric, psychological or behavioral health care advice. Nothing contained on the Military OneSource EAP site is intended to be used for medical diagnosis or treatment or as a substitute for consultation with a qualified health care professional. Please direct questions regarding the operation of the Military OneSource EAP site to MOSEWebFeedback@militerone.com. If you have concerns, please call the number shown in the lower left corner of this page."



Accessing Service Provider Home

The screenshot displays the Military OneSource website homepage. At the top, it features the Military OneSource logo, contact information (1-800-342-9647), and the slogan "Call. Click. Connect." A navigation bar includes links for Home, About Services, All Topics, Resources, What's New, and My Site. Below this, there are tabs for HEALTH & WELLNESS, MILITARY LIFE TOPICS, MONEY, TAXES & LEGAL, RELATIONSHIPS, and SCHOOL & WORK. The main content area is divided into several sections: "FIND SERVICES" with buttons for "MANAGE LIFE EVENT" and "ASSESS CONCERNS"; "QUICK LINKS" listing various resources like the Military Crisis Line and Financial Concerns; "My Site" section with a "Profile" link to "View and update your My Site profile"; and "Bookmarks" section to "View and visit the pages you saved". A "MY SITE OPTIONS" sidebar on the right includes "FEATURES" and "PROFILE" links. The footer contains the Military OneSource logo and the text "Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 12".

Talking points

- This is the homepage for the Military OneSource employee assistance program website. Select the For Service Providers link under quick links.

Service Provider Home

The screenshot shows the Military OneSource website interface. At the top left, the Military OneSource logo is displayed with contact information: "For Immediate Help 24/7 1-800-342-9647 Military Crisis Line 1-800-273-TALK(8255) Press 1". To the right, the slogan "Call. Click. Connect." is visible. Language options for "ENGLISH" and "ESPAÑOL" and a "LOGOUT" button are in the top right. A navigation menu includes "Home", "About Services", "All Topics", "Resources", "What's New", and "My Site". A search bar is located on the right. The main content area is titled "For Service Providers" and includes a "REVIEWED JAN 24, 2013" date. It features a "SUMMARY" section with a paragraph about the tools available and a list of links: "Read Member Resources at a Glance", "Read about the Military Spouse Employment Partnership", and "Visit the Military Spouse Employment Partnership Jobs Board". There are also sections for "Events and Presentations" and "Military OneSource eNewsletter". On the left side, there are "QUICK LINKS" such as "Military Crisis Line: 1-800-273-TALK(8255)", "DoD MWR Library Resources", "Financial Calculators", "For Service Providers", "Health Library, Tools and Online Courses", "Non-medical Counseling and Health and Wellness Coaching", "Order Products", "Relocation Tool", "Spouse Education and Career Opportunities", and "Stamp Out Stigma". On the right side, there is a "MORE ON THIS TOPIC" section with links for "READ ARTICLES", "READ NEWS", "ACCESS RESOURCES", "ORDER EDUCATIONAL MATERIALS", and "SEE RELATED TOPICS".



Service Provider Home

The screenshot displays the Military OneSource website interface for service providers. At the top, there is a header with the Military OneSource logo, contact numbers (1-800-342-9647, 1-800-273-TALK255), and the slogan 'Call. Click. Connect.'. Below the header is a navigation menu with categories: Home, About Services, All Topics, Resources, What's New, My Site, and a search bar. The main content area is titled 'For Service Providers' and includes a 'SUMMARY' section, 'QUICK LINKS', and 'MORE ON THIS TOPIC' sidebar. The footer contains the Military OneSource logo and contact information: 'Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7'.

Talking points

- This is the service provider main page. Note, additional pages can be found by clicking on the hyperlinks or viewing the items in the right toolbar, MORE ON THIS TOPIC.
- The service provider homepage provides access to the monthly communication calendar, events and presentations, the Military OneSource newsletter, and orderable and printable materials.

Service Provider Resources

Need Help?
Feedback
Products

Service Providers



As a service provider, you know that having reliable, current information about military programs and resources is critical to offering the most comprehensive support to service members and their families. On this page, access links to all program landing pages on Military OneSource. Consider this your official one-stop access point for all the information and resources you need on programs ranging from Relocation Assistance to Spouse Education and Career Opportunities.

Topics Customized for Service Providers

- | | |
|---|---|
| Casualty Assistance | Non-Medical Counseling |
| Child Abuse and Domestic Abuse | Parenting |
| Children, Youth & Teens | Sexual Assault |
| Deployment | Spouse Education & Career Opportunities |
| EFMP/Special Needs | Transition Assistance |
| Joint Family Support Assistance Program | Voluntary Education – Service Members |
| K-12 and College Education | Wounded Warrior |
| Money Management | |

THE LATEST

The Exceptional Advocate October 2013



The Exceptional Advocate, an electronic newsletter from the Department of Defense's Exceptional Family Member Program, is published bimonthly for military families with special needs. In each issue, you will find articles, resources, tips and news that families can use to remain informed on a variety of topics.

What's New with MC&FP - November 2013



Discover the latest from Military Community & Family Policy with information on outreach themes, social media campaigns, podcasts, ePublications, webinars, new articles, and more.

INSTALLATION PROGRAM DIRECTORY

Find your local Family Center Office

Family Center

Enter the name of an installation



View a directory of installations

Advanced search at MilitaryINSTALLATIONS



Service Provider Resources

Service Providers

Need Help? Feedback Products

As a service provider, you know that having reliable, current information about military programs and resources is critical to offering the most comprehensive support to service members and their families. On this page, access links to all program landing pages on Military OneSource. Consider this your official one-stop access point for all the information and resources you need on programs ranging from Relocation Assistance to Spouse Education and Career Opportunities.

Topics Customized for Service Providers

Casualty Assistance	Non-Medical Counseling
Child Abuse and Domestic Abuse	Parenting
Children, Youth & Teens	Sexual Assault
Deployment	Spouse Education & Career Opportunities
EFMP/Special Needs	Transition Assistance
Joint Family Support Assistance Program	Voluntary Education - Service Members
K-12 and College Education	Wounded Warrior
Money Management	

THE LATEST

The Exceptional Advocate October 2013
The Exceptional Advocate, an electronic newsletter from the Department of Defense's Exceptional Family Member Program, is published bi-monthly for military families with special needs. In each issue, you will find articles, resources, tips and news that families can use to remain informed on a variety of topics.

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INSTALLATION PROGRAM DIRECTORY

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Family Center

Enter the name of an installation

View a directory of installations

Advanced search at MilitaryINSTALLATIONS

Military OneSource

Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 14

Talking points

- Access to current resources is an essential part of serving the military community.
- By selecting Service Providers from the drop-down menu under Those Who Support, you'll reach a page that can help you in your service of the military community.
- You'll be able to find information by topic (for example, deployment, parenting or education) and you can find valuable resources, including quick reference guides and downloadable fliers.
- On the right-hand side of the page you can conveniently navigate to some of the latest publications that Military OneSource offers, including the current edition of What's New with MC&FP.

Briefer notes

From this page, service providers can also subscribe to the RSS feed for the most current updates and search programs by installation in order to better support those in their local military community.

Monthly Focus



This screenshot shows the Military OneSource website interface for the 'Monthly Focus' section. The main heading is "Monthly Focus" with a sub-heading "PCS Season". Below the heading is a photograph of a moving truck with a yellow arrow pointing left and the word "March" written on it. The text below the photo reads: "If you'll be making a move this summer, now is the time to start planning. Whether you're heading to another state or another country, you can count on having to make plenty of decisions and spending a lot of your time getting ready. And you'll want to be there for your kids as they anticipate the transition to a new community and new schools. Military OneSource can help you take some of the stress out of relocation and give you the resources to make your move a smooth one from beginning to end." Below this text is a "Login may be required." message. The section is divided into two columns of links: "Children, Youth & Teens" (Making New Friends After Relocation, Moving Teens and Children Abroad: Adjusting to a New Life, Preparing to Switch Schools) and "Moving" (A Look Back on the Move, Deciding to Live On or Off the Installation When You're Single, Deciding to Live On or Off the Installation as a Couple or Family).

INSTALLATION PROGRAM DIRECTORY

Find your local Family Center Office

Family Center

Enter the name of an installation

View a directory of installations

Advanced search at MilitaryINSTALLATIONS

RSS FEED All RSS

Stay up to date on all things related to Service and Family Members.

Subscribe to the Service and Family Member RSS feed



Monthly Focus

The screenshot displays the Military OneSource website interface. At the top, the navigation bar includes the Military OneSource logo, the slogan 'Call. Click. Connect.', and a search bar. Below the navigation, the main content area is titled 'Monthly Focus' and features a large banner for 'PCS Season' with a yellow arrow pointing to 'March'. The banner text reads: 'If you'll be making a move this summer, now is the time to start planning. Whether you're heading to another state or another country, you can count on having to make plenty of decisions and spending a lot of your time getting ready. And you'll want to be there for your kids as they anticipate the transition to a new community and new schools. Military OneSource can help you take some of the stress out of relocation and give you the resources to make your move a smooth one from beginning to end.' Below the banner, there are several resource links categorized under 'Children, Youth & Teens', 'Moving', 'Relocation', and 'Adjusting to a New Life'. A red circle highlights a link in the top left corner of the page, which is part of the 'Monthly Focus' navigation menu.

Talking points

- Let our themes provide the foundation for your monthly family readiness focus. By combining existing local programs and Military OneSource featured resources, your military community will always receive quality support.
- Resources from the monthly focus page are great to include in family readiness newsletters or similar publications. Include these resources with your local family readiness programs to offer a variety of quality support for the military community.
- The Military OneSource monthly focus page provides a quick snapshot of featured themes. For example, the focus for March was Permanent Change of Station season – more commonly known as PCS season – and included:
 - Podcasts
 - Articles, like “Healthy Parenting during a Move”
 - Webinars

Briefer notes

- Re-emphasize the link on the service provider homepage for information on reprinting Military OneSource material.
- Consider having the flyer for the current month to provide as a handout.

Events and Presentations

Military OneSource
For Immediate Help 24/7
1-800-342-9647
Military Crisis Line
1-800-273-TALK(8255) Press 1

Call. Click. Connect.

ENGLISH ESPAÑOL
LOGOUT

Home About Services All Topics Resources What's New My Site Site Search

HEALTH & WELLNESS MILITARY LIFE TOPICS MONEY, TAXES & LEGAL RELATIONSHIPS SCHOOL & WORK

FIND SERVICES
MANAGE LIFE EVENT
ASSESS CONCERNS

Home > School & Work / For Service Providers > Events and Presentations

Events and Presentations

REVIEWED JUL 23, 2013

PRINT EMAIL PDF BOOKMARK

QUICK LINKS

- Military Crisis Line: 1-800-273-TALK(8255)
- DoD MWR Library Resources
- Financial Calculators
- For Service Providers

Resource request form

Military OneSource is available to come out and support your events.

- To schedule a presenter for your event to deliver the Military OneSource overview presentation or one of many other specialty overviews, please fill out a [Resource Request Form](#).

Presentations

MORE ON THIS TOPIC

- READ ARTICLES
- READ NEWS
- ACCESS RESOURCES
- ORDER EDUCATIONAL MATERIALS
- SEE RELATED TOPICS

Office of Military Community Outreach
Resource Request Form

Presentation tools

- Military OneSource Video: Play this [Military OneSource video](#) highlighting the stories of three people whose lives benefited from the resources of Military OneSource. (10 min)
- Letters From Home about our service terrorism.
- Toolkit for Wounded Warriors: [TRICARE's Tool Members](#) has a view and utilize regarding their T

Train-the-Trainer Webinar

Military OneSource (MOS) Train-the-Trainer webinars are designed to prepare an individual to provide a presentation to others on MOS support services. These training sessions offer an opportunity to learn about MOS services, receive tips on presenting the information, and interact with an experienced Military OneSource presenter. Sessions last approximately one hour.

Train-the-Trainer sessions are available by appointment only. To schedule an appointment contact Tina Piechoski at Christina.piechoski@militaryonesource.com



Events and Presentations

For Immediate Help 24/7
1-800-342-9647
Military Crisis Line
1-800-273-TALK(8255) Press 1

Call. Click. Connect.

ENGLISH | ESPAÑOL | LOGOUT

Home About Services All Topics Resources What's New My Site Site Search

HEALTH & WELLNESS MILITARY LIFE TOPICS MONEY, TAXES & LEGAL RELATIONSHIPS SCHOOL & WORK

HOME School & Work / For Service Providers / Events and Presentations

Events and Presentations

REVIEWED JUL 23, 2015

READ ARTICLES
READ NEWS
ACCESS RESOURCES
ORDER EDUCATIONAL MATERIALS
SEE RELATED TOPICS

QUICK LINKS

- Military Crisis Line: 1-800-273-TALK(8255)
- DoD MWR Library Resources
- Financial Calculators
- For Service Providers

Resource request form

Military OneSource is available to come out and support your events.

- To schedule a presenter for your event to deliver the Military OneSource overview presentation or [one of the specialty overviews, please go to the Resource Request Form](#)

Presentations

Office of Military Community Outreach
Resource Request Form

Presentation tools

- Military OneSource Video:** Play this [Military OneSource video](#) highlighting the stories of three people whose lives benefited from the resources of Military OneSource. (10 min)
- Letters From Home:** about our service members.
- Train-the-Trainer Webinar:** Military OneSource (MOS) Train-the-Trainer webinars are designed to prepare an individual to provide a presentation to others on MOS support services. These training sessions offer an opportunity to learn about MOS services, receive tips on presenting the information, and interact with an experienced Military OneSource presenter. Sessions last approximately one hour.

Train-the-Trainer sessions are available by appointment only. To schedule an appointment contact Tina Pachoski at Christina.pachoski@militaryonesource.com

Military OneSource

Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 16

Talking points

- Presentations are available to educate others about Military OneSource.
- To request a presenter to deliver the Military OneSource overview presentation or one of the specialty overviews during an event, fill out the Resource Request Form. You can find a full list of the specialty presentations on the service provider homepage.
- Train the trainer sessions allow participants to learn more about Military OneSource services and to be coached on providing the Military OneSource overview. Trainees will become comfortable navigating the website, and can have questions answered by a Military OneSource representative. These sessions are offered weekly on Wednesdays at 2 p.m. EST, except on federal holidays. Schedule appointments from this page.
- The sample Military OneSource consultant call allows you to share the experience of speaking with one of our consultants.

Briefer notes

If appropriate, mention the fact that a presentation on completing the on-demand event request form is available through the Joint Family Support Assistance Program.

Military OneSource eNewsletter

- › Subscribe to the newsletter
- › View current and archived issues

The screenshot shows the March 2013 issue of the Military OneSource eNewsletter. The header includes the Military OneSource logo and the text 'eNewsletter' and 'March 2013'. The main content is organized into four columns, each with a title, a photograph, and a short article preview with a 'Read Article' link.

- HEALTHY LIVING:** A woman and a young girl are at a grocery store. Text: "With the proper steps, your next move can be an exciting adventure that brings your family closer." [Read Article »](#)
- FAMILY LIFE IN THE MILITARY:** A family of four is smiling, holding a dog. Text: "If you're facing a move after the loss of a loved one, support is available." [Read Article »](#)
- PERSONAL & FAMILY READINESS:** A man in a white uniform is hugging a child. Text: "Do you experience changes in your mood that seem to come and go at the same times each year?" [Read Article »](#)
- CAREER & EDUCATION:** A woman is sitting at a desk in a classroom. Text: "Take control of your career by planning ahead, developing portable skills and using resources." [Read Article »](#)

Below the main content, there are two more sections:

- TOOLS & RESOURCES:** A close-up of hands typing on a keyboard. Text: "The Transitional Compensation Program helps victims of abuse through transition." [Read Article »](#)
- NOT A SUBSCRIBER?:** Text: "Sign up now for the new Military OneSource eNewsletter!" with a [Subscribe](#) button.
- GET HELP 24/7:** Text: "Contact a Consultant Now" with the phone number **800.342.9647** and a link to [international calling options](#).

At the bottom of the newsletter, there is a footer with the USA.gov logo, a link to [Missed an Issue? Check it out in the eNews archive! »](#), and a small circular seal on the right. The footer also contains the text: "Accessibility | Disclaimer | DoD No Fear Act | FOIA | Privacy & Confidentiality Policy".



Military OneSource eNewsletter

- › Subscribe to the newsletter
- › View current and archived issues



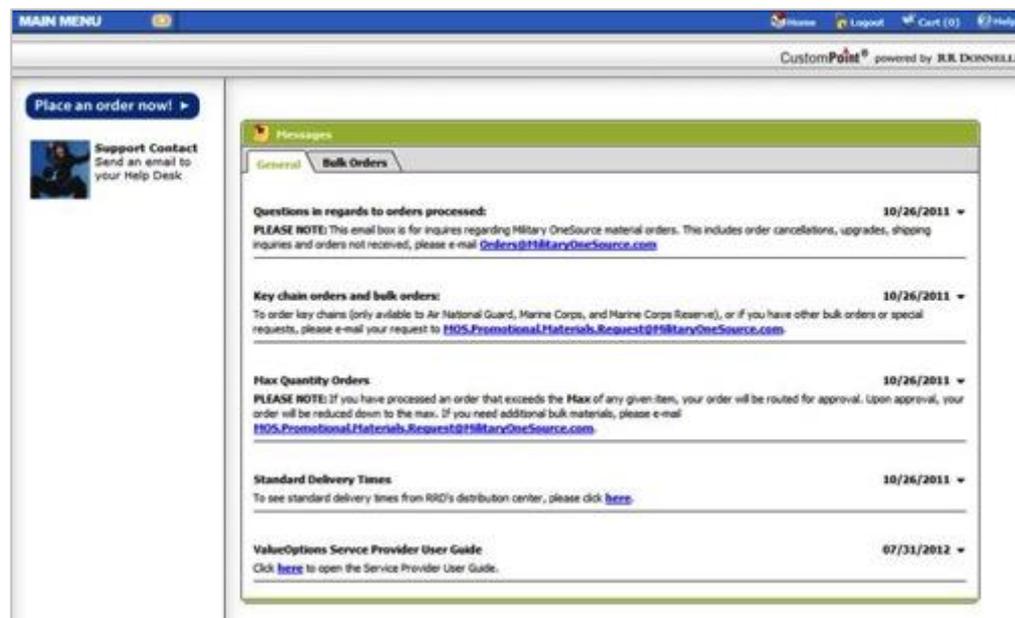
Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 17

Orderable Materials

› Order Military OneSource promotional materials



The screenshot shows a navigation menu with the following items: Wounded Warrior Support, Health Library, Tools and Online Courses, Financial Calculators, and Relocation Tool. Below these is a contact section for a consultant with phone numbers 1-800-342-9647 and 1-866-607-6794. To the right, a horizontal menu includes SITE INFO, WEB FEEDBACK, PRIVACY, TERMS & CONDITIONS, GLOSSARY, ORDER ITEMS (circled in red), and a TOP button.



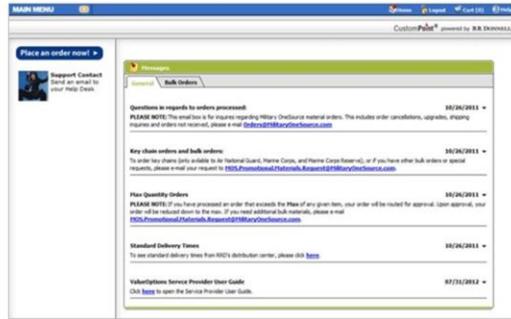
The screenshot shows the Messages page with a 'Bulk Orders' tab selected. The page contains several sections with dates:

- Questions in regards to orders processed:** 10/26/2011. Includes a 'PLEASE NOTE' about inquiries regarding Military OneSource material orders and a link to Orders@MilitaryOneSource.com.
- Key chain orders and bulk orders:** 10/26/2011. Includes instructions for ordering key chains and a link to HQS.PromotionalMaterials.Request@MilitaryOneSource.com.
- Max Quantity Orders:** 10/26/2011. Includes a 'PLEASE NOTE' about order quantity limits and a link to HQS.PromotionalMaterials.Request@MilitaryOneSource.com.
- Standard Delivery Times:** 10/26/2011. Includes a link to [here](#) for more information.
- ValueOptions Service Provider User Guide:** 07/31/2012. Includes a link to [here](#) to open the guide.



Orderable Materials

Order Military OneSource promotional materials



Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 18

Talking points

- When you are logged into the Military OneSource employee assistance program website as a service provider, you will see a link at the bottom of the page that is labeled Order Materials. If you select that link, you will be routed to the portal for ordering promotional materials. Please note that members may order educational items throughout the site. This is a different feature.
- Promotional materials consist of items like magnets, wallet cards and brochures used to promote the Military OneSource program. The maximum amount for each is generally sufficient for most service providers. Any orders exceeding the maximum quantity listed will be routed for approval.
- Educational materials consist of CDs, booklets and other materials that provide in-depth content on specific topics. The distribution method of these resources is through an online or phone request by the service members or their families. Bulk orders of educational materials are not supported for the following reasons:
 - Participants are encouraged to call a consultant or visit www.MilitaryOneSource.mil to benefit from the full extent of Military OneSource services. By talking with a consultant, other needs may surface and additional resources may be recommended.
 - To prevent depletion of inventory for the end-user.
 - Military OneSource frequently updates educational material. It is preferable to order as needed to guarantee the most recent resources for the end user.

Briefer notes

The new recruit card can be ordered by service providers only if they are working directly with new service members from all branches of the service.

Printable Materials

- › Flyers
- › Topical lists
- › Program overview



Flyers

- [Coming Home Flyer](#)
- [Deployment Resources Flyer](#)
- [Double Duty Flyer](#)
- [EFMP Special Needs Flyer](#)
- [Financial Counseling Flyer](#)
- [Health Coaching](#)
- [Health Library](#)
- [Health and Wellness](#)
- [Military Spouses Brochure](#)
- [Money Matters Flyer](#)
- [Promotional Tools Flyer](#)
- [Relocation Flyer](#)
- [Sesame Street - Talk, Listen, Connect Flyer](#)
- [Sesame Street - When Families Grieve Flyer](#)
- [Short-term Solution-focused Telephonic Consultations](#)
- [Take Charge of Your Money CD Flyer](#)
- [Tax Preparation and Filing Services Flyer](#)
- [What Can Military OneSource Do For You Flyer](#)
- [What Can Military OneSource Do For You Flyer \(Spanish\)](#)



Printable Materials

- › Flyers
- › Topical lists
- › Program overview



Flyers

[Coming Home Flyer](#)
[Deployment Resources Flyer](#)
[Double Duty Flyer](#)
[EFMP Special Needs Flyer](#)
[Financial Counseling Flyer](#)
[Health Coaching](#)
[Health Library](#)
[Health and Wellness](#)
[Military Spouses Brochure](#)
[Money Matters Flyer](#)
[Promotional Tools Flyer](#)
[Relocation Flyer](#)
[Sesame Street - Talk, Listen, Connect Flyer](#)
[Sesame Street - When Families Grieve Flyer](#)
[Short-term Solution-focused Telephonic Consultations](#)
[Take Charge of Your Money CD Flyer](#)
[Tax Preparation and Filing Services Flyer](#)
[What Can Military OneSource Do For You Flyer](#)
[What Can Military OneSource Do For You Flyer \(Spanish\)](#)



Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 19

Talking points

- Printable flyers, topical lists and a program overview are great when you need information fast to share with service members and their families or when supply is low. These materials also work great for promotional displays, briefings or classes.
 - The financial counseling flyer and the money matters topical list are resources to share in a budgeting class.
 - The health and wellness coaching flyer is a resource to share during a stress management class.
- The Wounded, Ill and Injured toolkit has a variety of information to view and utilize whenever suitable in educating audiences regarding their TRICARE benefits.

Briefer notes

Use examples that apply for the service provider.

Finding Information and Products

- Click to quickly access information available through Military OneSource.

This screenshot shows the top navigation area of the Military OneSource website. It includes a 'PUBLICATIONS' section with a 'MOS eNewsletter' link, an 'INSTALLATION LOCATOR' form for finding installation information, and a 'MILITARY LIFE TOPICS' row with icons for Children, Youth & Teens; Composites & Exchanges; Crisis and Prevention; Deployment; Disaster Resources; EFMP/Special Needs; K-12 and College Education; and Legal Information. Below this, there are sections for 'WEBSITE RESOURCES', 'LEGAL AND SECURITY', and 'OUR WEBSITES'. The 'WEBSITE RESOURCES' section has a red circle around the 'Products' link.

This screenshot shows the 'Products' section of the Military OneSource website. The 'Featured Product' is 'Coming Together Around Military Families', which is a comprehensive packet of materials for parents, caregivers, and professionals. A red circle highlights the 'Log in to EAP' button, with a tooltip that says 'Log in to your Military OneSource account to access Employee Assistance Program (EAP) articles and resources.' Below the featured product, there are two columns of product categories: 'Browse by topic area' and 'Browse by product type'.



Finding Information and Products

- › Click to quickly access information available through Military OneSource.



Call. 800-342-9647 Click. MilitaryOneSource.mil Connect. 24/7 • 20

Talking points

- Military OneSource has a products page with headers and sub-headers for specific topics to make it easy to quickly access information and educational materials available through the website.
- Topics are categorized by subject and contain links to additional content areas containing informational subcategories listing articles, booklets, CDs and DVDs, online library resources, resource guides and useful web links.
- Service members and family members can request educational materials online or by phone. Information is accessible via the products link at the bottom of the Military OneSource home page.
 - Service providers can order promotional materials to help promote Military OneSource resources and services by logging in to the employee assistance program area of the site.

Briefer notes

Familiarize yourself with multiple topics for varied audiences.

Affiliate Provider Information

- › Affiliate provider network criteria
 - Master's degree or higher
 - Five years post-master's clinical experience
 - Minimum three years employee assistance program experience
- › More information on additional criteria and joining the network can be found at <http://www.valueoptions.com/providers>



Affiliate Provider Information

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Talking points

Providers interested in joining the Military OneSource team can find affiliate provider network criteria, the link to join the network and access to the affiliate provider information from this page.

Briefer notes

Familiarize yourself with the affiliate provider network criteria. Some points of interest are listed below for quick reference. Refer the provider to the link on the affiliate provider homepage for a complete listing of the criteria.

- Master's degree or higher in counseling, social work, psychology or a related mental health profession
- Minimum of five years post-graduate clinical experience
- State license and certification in area(s) of specialty

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](#) [Military Life Topics](#) [Monthly Focus](#) [Social Media Hub](#)

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](#)

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

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

Upcoming WEBINARS [All Webinars](#)
Select a title to learn more and register.

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

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

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

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

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

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

SOCIAL MEDIA GUIDE (PDF)
Guidelines structured to provide open, interactive social media channels where all users can engage and connect.





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!



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



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Talking points

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

Briefer notes

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

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

Access

You can expect:

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

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Email your questions
to a consultant



Interaction with trained
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Talking points

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

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

Questions?

Questions?

Talking points

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



Call. Click. Connect.

800-342-9647 MilitaryOneSource.mil



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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.