



Military OneSource Overview



Talking Points — Updated March 2016

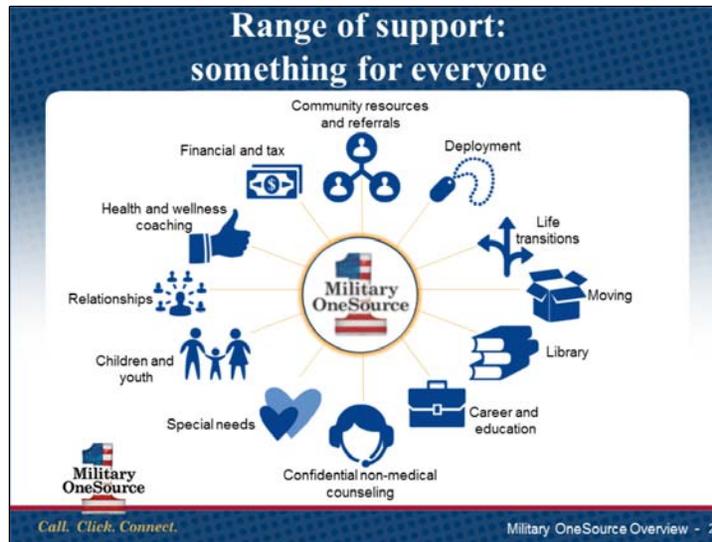
Military OneSource logo. Call. 800-342-9647, Click. www.militaryonesource.mil, Connect. 24/7

Military OneSource is a Department of Defense-funded program that's both a call center and a website, providing comprehensive information on every aspect of military life for free to active duty, National Guard and Reserve Component service members (regardless of activation status), their families and survivors. Information includes, but is not limited to, deployment, reunion and reintegration, relationship, grief, spouse employment and education, parenting, 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.

Range of support: something for everyone





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Military OneSource offers confidential 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.

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:

- Multiple eNewsletters
- Pet sitting information

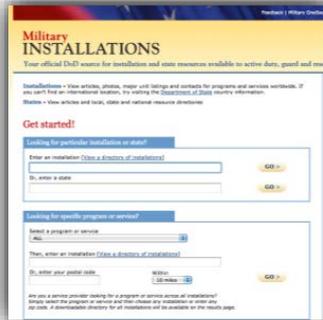
- Healthy meal planning tips
- Links to outside agencies that provide emergency services
- Locators to find schools and other resources

Did you know Military OneSource has:

- Shopping smart tips (audio clips)
- Planning for your golden years (video)
- Connecting with your child (booklet)
- Dealing with your stress (downloadable)
- Preparing for disaster (webinar)

Explore Military OneSource to find out what else we have available.

Our websites





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At the bottom of any Military OneSource page you will find links to Military Community and Family Policy resources under the MC&FP Websites and Applications link. These websites will further assist service members and family members with several things, including deployment, moving, locating installation services and much more.

The Military Community and Family Policy websites and applications include the following:

The Education Directory for Children With Special Needs provides information to military families who have children with special needs so they can make informed assignment decisions and have easier transitions. There are two sections of the directory: Early Intervention Directory (ages birth through 3 years) and School-Age Directory (ages 3-21 years).

Military Spouse Employment Partnership Jobs Portal, also known as the MSEP Jobs 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 look for a specific line of work.

MilitaryINSTALLATIONS allows you to search for programs and services on your installation.

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.

Plan My Deployment is a tool that 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 is 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.

USA4 Military Families website supports military families by explaining key issues that directly impact military service members and families — explore the key issues.

eSponsorship Application and Training is a tool that provides support and training to the sponsor so they can assist relocating service members and their families. 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 through the My Training Hub link on Military OneSource.

Military OneSource home page

The screenshot shows the top portion of the Military OneSource website. At the top right, there are links for 'LIVE CHAT', 'LOGIN', 'CONTACT US', and 'SHOPPING CART'. Below these is a search bar with a magnifying glass icon. A navigation menu is highlighted with a red oval, containing the following categories: Confidential Help, Family & Relationships, Financial & Legal, Health & Wellness, Education & Employment, On & Off Base Living, and Deployment & Transition. Below the navigation menu, there is a 'Welcome to Military OneSource' section with a woman working on a laptop. To the right of this is a 'What's Trending' section with a red oval around the title, featuring a 'Military OneSource' logo and several featured items: 'About Military OneSource', 'Department of Defense Identification Cards', 'Subscribe to eNewsletters', 'Spouse Education and Career Opportunities', and 'Non-medical Counseling'. Below that is a 'Looking for this?' section with a red oval around the title, featuring icons for 'Products', 'My Training Hub', 'DoD MWR Digital Library', 'Military Youth on the Move', and 'Social Media Hub'. At the bottom of this section is a 'Tax Season Is Here' banner with a clock icon and the text: 'The clock is ticking. Don't want to head to our tax services page for everything you need to file. Beat the rush, and get your taxes done today.'

The screenshot shows the footer of the Military OneSource website. At the top, there is a search bar for the 'INSTALLATION PROGRAM DIRECTORY' with the text 'Find programs and services at your local installation.' Below this is a search input field with a magnifying glass icon. The footer is divided into several columns. The first column contains the 'MILITARY ONESOURCE' logo and a list of links: About Us, Contact Us, Component Emergency Contact Information, Frequently Asked Questions, MCAFPP Websites & Applications, Research and Surveys, and Site Map. The second column is titled 'CATEGORIES' and lists: Confidential Help, Family & Relationships, Finance & Legal, Health & Wellness, Education & Employment, On & Off-Base Living, and Deployment & Transitions. The third column is titled 'NEWSLETTERS' and lists: Military OneSource eNewsletter, Spouse Education & Career Opportunities eNewsletter, The Exceptional Advocate, Subscribe, and Archives. The fourth column is titled 'LEGAL AND SECURITY' and lists: Accessibility, Accessibility Tools, Disclaimer, DoD No Fear Act, FOIA, and Privacy Act Statement & Security. At the bottom right, there are logos for USA.GOV and JOINING FORCES.





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The home page offers quick access links for the following:

1. **Log In:** If you are an eligible service, family member or survivor, and would like access to confidential non-medical counseling, products and specialty consultations, select the **Log in** button at the top of the Military OneSource home page. Service providers can also log in to order products. Military OneSource also offers a number of articles and other resources on topics related to service members, families, service providers, and leaders that don't require you to log in.
2. **Search bar:** Type in whatever you are searching and the site provides you with a list of links related to your search word.
3. **Categories:** The site's information is organized into the seven main categories. These category titles link to category pages that offer topic pages relating to that category title. You will find a wealth of articles, resources and external links supporting the information you seek. **Please note: On each category page, you will find a rotating panel that provides seasonal and timely resources for all audiences and just below this is the easy access to the service**

provider and leader content. Let's take a look at the categories and the topics they contain including the following:

- **Confidential Help:** contact phone numbers for instant connection or options for face-to-face, telephonic, online and video confidential non-medical counseling, confidential specialty consultation options (for example: adoption, health and wellness coaching, special needs and wounded warrior) and other counseling services
- **Family and Relationships:** Single Life, Marriage and Family, Child Care and Youth Programs, Parenting, Military Youth on the Move , Special Needs and Casualty Assistance and Surviving Loss, About Military OneSource
- **Financial and Legal:** Benefits, Home and Family Finances, Legal Issues, Personal Financial Management and Taxes
- **Health and Wellness:** Family Violence, Prevention and Care, Healthy Living, Managing Stress, Wounded Warrior
- **Education and Employment:** Higher Education for Service Members, Pre-K – 12 Education, Higher Education for Children, Career Planning for Service Members, Spouse Education and Career Opportunities
- **On and Off Base Living:** Commissaries and Exchanges, Disaster Preparedness and Recovery, Moving, Recreation and Travel
- **Deployment and Transition:** New to the Military, Preparing for Deployment, During Deployment, After Deployment, Separating from the Military

1. **What's Trending?:** If you're interested in the latest hot topics, browse this rotating carousel on the Military OneSource home page. When something peaks your interest, simply click the link to read, watch or hear more.
2. **Looking for this?:** This carousel provides you with the most searched for links like the Morale, Welfare, and Recreational Digital Library, Products, Branch of Service and Social Media Hub.
3. **Footer:**

- **Installation Program Directory:** The Installation Locator box 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 a program or service (such as Child Development Centers from the drop-down). This feature will also provide information on local support providers, like the Red Cross.
- **Military OneSource:** About Us, Contact Us, Frequently Asked Questions, MC&FP Websites and Applications, Reports and Surveys, Site Map
- **Categories:** Confidential Help, Family and Relationships, Financial and Legal, Healthy and Wellness, Education and Employment, On- and Off-base Living, Deployment and Transitions
- **Subscribe to eNewsletters:** Subscribe to the list, Military OneSource eNewsletter, Spouse Education and Career Opportunities eNewsletter, The Exceptional Advocate, and Archives – Subscribe to any of these eNewsletters to get the latest news delivered to your inbox!
- **Legal and Security:** Accessibility, Accessibility Tools, Disclaimer, DoD No Fear Act, FOIA, Privacy Act Statement and Security

Category and topic pages

Military OneSource Call, Click, Connect. 800-342-8647

Confidential Help | Family & Relationships | Financial & Legal | Health & Wellness | Education & Employment | On & Off Base Living | Deployment & Transition

Family and Relationships

Military families and installations are diverse. Browse the tools that help you as a "giant" military family. First click through about your military Service, then, right here.

Do That Friend

Everyone wants to be a good friend, but that requires a little know-how to address a relative situation. Learn how to address a relative situation.

[Read more](#)

Service provider or leader in need of tools.

[Service Providers](#) [Leaders](#)

Single Life

Part of us, we've got your information and opportunities for fun right here.

[Read more](#)

Marriage and Family

Strives and fresh, relationships and homecoming — that's the real reason for military. Get the help you need.

[Read more](#)

Child Care and Youth Programs

Learn more about child development and youth programs available in military children.

[Read more](#)

Parenting

Kids should come with instructions. We have the next best thing. Browse our parenting resources — you know it's your best friend.

[Read more](#)

About Military OneSource

We have more for you than just family, an Army neighbor. Discover why Military OneSource should be your go-to for all things military.

[Read more](#)

Tell me more

ARTICLE | PRODUCT | WEBSITE | ARTICLE | EXTERNAL LINK

12 Get the Most from Your Military Family | A Family's Guide to Benefits (PDF) | Feb. 05, 2016 | 10 min | Personal Paying for Military Family of Children | Love Every Day in the Life of a Soldier

INSTALLATION PROGRAM DIRECTORY

Find programs and services at your local installation.

Enter the name of an installation

Here is a directory of installations:

Service members, family members, surviving family members, service providers and leaders only in Military OneSource for priority, problems. We're offering cutting-edge and ready-to-use tools and support. All in one place, supporting our military community.

MILITARY ONESOURCE **CATEGORIES** **NEWSLETTERS** **LEGAL AND SECURITY**

About Us | Confidential Emergency Contact | Frequently Asked Questions | MCAFPT Policies & Applications | Security and Support | Site Map

Confidential Help | Family & Relationships | Financial & Legal | Health & Wellness | Education & Employment | On & Off Base Living | Deployment & Transition

Military OneSource newsletter | Opportunity Information | The Deployment Advocate | Military | Active

Accessibility | Accountability Tools | DoD No Fear Act | FIDEL | Privacy Act Statement & Security

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Military OneSource Call, Click, Connect. 800-342-8647

Confidential Help | Family & Relationships | Financial & Legal | Health & Wellness | Education & Employment | On & Off Base Living | Deployment & Transition

Parenting

Kids should come with instructions. We have the next best thing. Browse our parenting resources — you know it's your best friend.

Getting into the New-Parent Groove

Becoming a parent is a special, exciting time. Turn those good ideas into the right steps — for you and your child — by seeing how the New Parent Support Program can help. Turn proposals to home with us here.

[Read more](#)

Service provider or leader in need of tools.

[Service Providers](#) [Leaders](#)

Adoption

13 Tips for Finding Adopted Children About Their Culture | Adopting a Child as a Military Family Living Overseas | Adopting a Child (US) Special Needs as a Military Family | Adopting a Soldier When You're in the Military | **NEWSFLASH LIST**

Parenting Skills

13 Tips for Strengthening Your Child | Tips for Successful Potty Training | 5 Tips for Dealing With a Tricky Toddler | How to Communicate With Children From Birth to 7 Years | **NEWSFLASH LIST**

Parenting Through the Years

10 Tips for Coping with Toddlers with Your Ownset | How to Build a Relationship With Your Teenager | Healthy Military Children (PDF) Tip Sheet | 7 Preparation/Pitfalls Tips for Service Members | Top Military OneSource Resources for Army Parents

Health & Well-Being

Personal Edge of Preparation: Deployment | Healthy Military Children (PDF) Tip Sheet | 7 Preparation/Pitfalls Tips for Service Members | Top Military OneSource Resources for Army Parents

Managing Deployments

Helping Your Family Transition After Deployment: 5 Tips | 10 Tips for Making Your Teenager Understand the Difference of Deployment | Managing What Your Teen Wants Post-Deployment | Handling a Baby When Your Spouse is Partner in Deployment | **NEWSFLASH LIST**

Parenting Challenges

6 Tips to Parenting When a Soldier Goes to Deployment | Making Deployments Work for Your Family | How to Handle a Soldier's Deployment | How to Handle a Soldier's Deployment | **NEWSFLASH LIST**

Parenting a Teenager

7 Tips for Teaching Teens Money Management | Talking to Your Military Teen About Antisocial Media | Helping Your Teenager Manage Stress | Understanding Your Teen's Behavior | **NEWSFLASH LIST**

Planning for Parenthood

12 Great Ideas for Military Parents | Bottom Line for Military | Supporting Your Family While You're Deployed | Managing a New Mother as a Service Member | **NEWSFLASH LIST**

Tell me more

ARTICLE | PRODUCT | WEBSITE | ARTICLE | EXTERNAL LINK

12 Great Ideas for Military Parents | My Partner is a Soldier | Feb. 05, 2016 | 10 min | How to Deal with Your Child's Culture of Education | Military OneSource: Available and Open Opportunities (PDF) |

INSTALLATION PROGRAM DIRECTORY

Find programs and services at your local installation.

Enter the name of an installation

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Service members, family members, surviving family members, service providers and leaders only in Military OneSource for priority, problems. We're offering cutting-edge and ready-to-use tools and support. All in one place, supporting our military community.

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Military OneSource newsletter | Opportunity Information | The Deployment Advocate | Military | Active

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Our first screenshot on the left is an example of our Category page. To get to this Category page, you click on the link (Family and Relationships) at the top from anywhere on the site.

Category page: Family and Relationships

Here, you will find a wealth of information. All category pages are structured in the same way so finding what you are looking for is a snap from one category to the next. Let's explore the resources on this category page.

Featured resources: There will always be two featured resources (article, product, webinar, podcast, etc.) at the top of each category page.

Service provider or leader in need of tools. Just below the featured resources, you will see "Service provider or leader in need of tools" and two buttons to the right of this. Click on the one you require for more resources to support your efforts.

List of topic pages: Here you will find topic pages listed that relate to the category. In this instance we see:

Single Life
Marriage and Family
Child Care and Youth Programs
Parenting
Military Youth on the Move
Special Needs
Casualty Assistance and Surviving Loss
About Military OneSource

If you want to see more information on parenting click the Read more directly below the Parenting topic and you'll be directed to the Parenting topic page. (pictured on the right, but we'll get to that in a minute).

The **Tell me more** section provides relevant links to products, other articles, external links, podcasts, etc. for you to use for quick access information. You can find this section at the bottom of every page on the website and the carousel contains relevant information to it's current page (including home page, category page, topic page, article pages).

Footer: For visual reference, this is the same footer that appeared on the previous slide.

Installation Program Directory: Search for specific installations to discover what there is to offer or to contact a specific department.

Below the directory: This is a brief site index where you find out more about Military OneSource, Resources, eNewsletters (Subscribe to any of these eNewsletters to get the latest news delivered to your inbox!) and Legal and Security

On the right of your screen you see the **Topic pages** are structured the same way as the Category pages with all the same features, but they house more specific information related to the topic (in this case parenting).

As an example, here are the topics you will find on the Parenting topic page:

Adoption
Health and Well-Being

Managing Deployments
Parenting Challenges
Parenting Skills
Parenting Through the Years
Parenting a Teenager
Planning for Parenthood

Notice all the links under each Parenting topic. These are all the articles that relate to that topic.

For more resources on your topic including links, podcasts, fact sheets and more, go to the Tell me more carousel. You can find this section at the bottom of every page on the website and the carousel contains relevant information to it's current page (including home page, category page, topic page and article pages).

Confidential non-medical counseling

The screenshot shows the Military OneSource website interface. At the top right, there are links for LIVE CHAT, LOGIN, CONTACT US, and SHOPPING CART. The Military OneSource logo is on the left, with the slogan "Call. Click. Connect." and the phone number 800-342-9647 circled in red. A search bar is located to the right of the slogan. Below the navigation bar, the "Confidential Help" menu item is circled in red. The main content area is divided into three columns: "About Military OneSource" (left), "Confidential services" (middle), and "Other Resources" (right). The "About" section includes the phone number 800.342.9647, a "Live Chat" button, and a "Login" button. The "Confidential services" section lists various counseling options under three categories: Non-medical Counseling, Specialty Consultations, and Other Services and Counseling. The "Other Resources" section lists several support programs, including the DoD Safe Helpline, Military Crisis Line, and Post-Traumatic Stress Disorder resources.

Military OneSource
Call. Click. Connect.
800-342-9647

LIVE CHAT | LOGIN | CONTACT US | SHOPPING CART

Search for...

Confidential Help | Family & Relationships | Financial & Legal | Health & Wellness | Education & Employment | On & Off Base Living | Deployment & Transition

About Military OneSource

Contact a Military OneSource consultant now

800.342.9647

Chat with a triage consultant now

Live Chat

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

Login

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

Confidential services, including non-medical counseling and specialty consultations, are available through Military OneSource. Eligible individuals may receive confidential services at no cost. [Check eligibility.](#) [International calling options.](#)

Non-medical Counseling	Specialty Consultations	Other Services and Counseling
Face-to-Face Counseling	Adoption	CoachHub
Online Counseling	Adult Disability Care	Document Translation
Telephonic Counseling	Education	Financial Counseling
Video Counseling	Elder Care	Language Interpretation Services
	Health and Wellness Coaching	Love Every Day
	Peer-to-Peer	Military OneSource for Caregivers
	Special Needs	MoodHacker
	Spouse Relocation and Transition	SECO Counseling
	Wounded Warrior	

Other Resources

Military and Family Life Counseling Program

- DoD Safe Helpline
Sexual Assault Support ^(S)
877.995.5247
- Military Crisis Line ^(S)
800.273.8255 Press (1)
- Post-Traumatic Stress Disorder
- Reporting Domestic Abuse
- Reporting Suspected Child Abuse or Neglect
- Traumatic Brain Injury





Talking Points — Updated March 2016

Service members and family members can find confidential non-medical counseling contact information through the website in these locations:

1. Find the toll-free number at the top of any page.
2. Hover over the Confidential Help category at the top of any page to see phone numbers for immediate support and the available counseling options offered through Military OneSource.
3. Use the live chat feature, located in the top right corner of the Military OneSource website to request confidential non-medical counseling support and information.

Now that you can locate the links to confidential non-medical counseling on the website, let's talk about the specifics.

Confidential non-medical counseling is...

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



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Call. Click. Connect. Military OneSource Overview - 7

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Military OneSource confidential non-medical counseling is designed to provide short-term, goal-oriented counseling for issues that can effectively be addressed within 12 sessions, such as:

- Communication issues
- Adjustment to situational stressors
- Stress management
- Decision making
- Grief and loss
- Blended-family issues
- Parenting-skills issues

And more, including: relocation, separation, reintegration, anger management, deployment, life skills, coping skills, interpersonal skills and academic or occupational problems.

It is available for up to 12 sessions per issue, per eligible family member. Which means that someone could receive 12 sessions for one issue, perhaps something like adjusting to a deployment alone, and then, once those sessions are completed, 12 more sessions for couples-communication issues that may be experienced when the service member returns from deployment.

The information you provide to counselors is kept confidential, with the exception of the duty-to-warn issues, including harm to yourself or others, abuse and neglect, or present or future illegal activity.

As with any of the Military OneSource services, a family member may seek non-medical counseling without the knowledge or consent of the service member.

If you have questions regarding your individual situation, a Military OneSource consultant can talk with you regarding confidentiality in more detail.

Confidential non-medical counseling is not...

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



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Call. Click. Connect. Military OneSource Overview - 8

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Non-medical counseling is not designed for issues requiring long-term support, including diagnosed addictions (for example, drugs, alcohol or other addictions), diagnosed mental health conditions that require medical treatment (for example, post-traumatic stress disorder, depression, bipolar disorder, etc.), and other behavioral trauma related diagnoses.

It is also not designed to address long-term issues such as child abuse or neglect, domestic violence, suicidal ideation and mental health issues. For example, if a service member states that he or she has had suicidal thoughts, but adds that they would never do that to themselves or their family, then non-medical counseling would not be an option, due to suicidal ideation. In these situations, long-term care is more appropriate, and those individuals are referred to a military treatment facility or TRICARE for services and — if appropriate — community resources with their personal insurance. In some cases, the caller may be referred to a community social services program (for example, a National Guard member without insurance might be referred to a local state-run counseling program).

Military OneSource does not provide or determine any medical diagnosis. It does not substitute for authorizations required for reimbursement under TRICARE. Non-medical counseling does not provide psychological or fitness-for-duty evaluations.

Non-medical counseling is not appropriate as part of a patient's military treatment facility discharge plan, nor is it available for anyone who is already under the care of another counseling provider. For example, a service member who is seeking couples counseling, but has a spouse who is being treated for bi-polar disorder would be ineligible. The service member could be seen individually, but we are unable to provide counseling support for the spouse because they have a medical diagnosis and are already working with another provider.

Briefer notes

Below are other examples of inappropriate issues for non-medical counseling including:

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

- A service member was diagnosed with PTSD, but states that it is under control. He is requesting couple's counseling. Due to the diagnosis of PTSD, the caller is not eligible for non-medical counseling.

Access: confidential non-medical counseling

Call 800-342-9647 to speak with a consultant who can schedule your confidential non-medical counseling or peer-to-peer support session.

Children and youth are eligible for confidential non-medical counseling services with some guidelines.

Face-to-face



Telephone



Online



Video



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confidential non-medical counseling

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Face-to-face	
Telephone	
Online	
Video	


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Accessing one of these four confidential non-medical counseling platforms begins with a call to Military OneSource where the consultant will complete a thorough 20 to 45 minute assessment to ensure that the issue is indeed appropriate for non-medical counseling support.

- This initial assessment is considered one of the 12 sessions.
- The information from this session is then forwarded to the face-to-face counselor for their use.

Once it is deemed appropriate, the consultant will provide a referral to a counselor that best matches the needs of the caller.

- This referral is only good for 30 days, so the caller is encouraged to make contact fairly quickly.
- If the sessions are not initiated within 30 days, the person will need to make another phone call to a Military OneSource consultant and begin the process again.
- A Military OneSource consultant will generally follow up after the referral to the counselor to check to see if appointments have been made and to confirm satisfaction with the counselor.
- If for some reason the participant-counselor relationship is not a good fit, we will make every attempt to find another counselor.

There are four different platforms for confidential non-medical counseling sessions including:

Face-to-face: This confidential non-medical counseling option allows you to meet face-to-face **with a professional counselor in your community.**

- Available to individuals, couples and families
- Available for CONUS locations only (Face-to-face non-medical counseling is available to those in the continental U.S., Alaska, Hawaii, Puerto Rico and the Virgin Islands. However, it is best to keep in mind that due to locality issues, face-to-face non-medical counseling may not be available in certain areas, particularly those that are more remote. In this case, there is an option to travel to the nearest affiliate provider, or if applicable, to seek confidential non-medical counseling sessions online, through video or by telephone.)

Telephone: Telephonic confidential non-medical counseling has been added to increase access to support and to provide an option for those who are unable to attend in-person counseling sessions due to their overseas location or other circumstances. These sessions are conducted with a Military OneSource counselor and, like the face-to-face option, begin with a brief assessment.

- For individual adult sessions only (Because this method of counseling is provided over the phone, it is not appropriate for complex issues, situations that require a group setting (for example, couples and family counseling) or for children under the age of 18.)
- For those located CONUS and OCONUS
- Available 8 a.m. – 8 p.m. EST (Following the initial screening, the first telephonic session will be scheduled and the counselor will call the participant for a 45 minute session. Subsequent sessions will then be scheduled.)

Online: Online confidential non-medical counseling is great for those who prefer communicating online versus face-to-face or by phone. This option uses an instant-messaging format with the counselor and participant communicating online in real-time. Online sessions are:

- Conducted in a secure, real-time chat format
- For individual adults only (Because the counseling is conducted on a computer, it is inappropriate for

- children under 18 or couples or family counseling, including marriage counseling.)
- Scheduled and not on demand (Online sessions can begin once the online non-medical counseling request form is completed and – like the other non-medical counseling options – is assessed for appropriateness. The first session is then scheduled, as is each subsequent session, as they are not available on demand.)
 - Available 8 a.m. – 8 p.m. EST (Online sessions are available to those located anywhere; however they can be impacted by technical issues, like connectivity or low bandwidth.)

Video: Video confidential non-medical counseling uses a platform that allows people to securely transfer information over the Internet in real time. You and your counselor can see and hear each other throughout the session.

- Requirements (Video-enabled computer or mobile device — the audio portion of the video session can be connected through a telephone if necessary)
- Keeping video conversations private is the responsibility of both parties (Military OneSource uses the most up-to-date technology to securely transfer information over the Internet, but the confidentiality of your video conversations cannot be guaranteed, nor can the privacy of your location. Location privacy and keeping your email and passwords secure are your responsibility.“)

Children are eligible to receive Military OneSource confidential non-medical counseling help with issues that include, family relationships, school issues, adjustment to deployment or separation, and grief and loss. The eligibility requirements vary by the age of the child and follow these guidelines:

Children from ages 6-12 may be seen in a family counseling context with at least one parent attending each session.

Youths from ages 13-17 are eligible for individual, face-to-face counseling through Military OneSource, but a parent must attend the first session.

Very young children ages 0-5 are not eligible for face-to-face confidential non-medical counseling under the Military OneSource program.

Children and youth are not eligible to receive online, video or phone sessions for confidential non-medical counseling.

Briefer notes

In some cases where we do not have a local affiliate provider available, the Military OneSource consultant can request a temporary provider, however this is not a guarantee and can take a few weeks to process.

Affiliate provider network criteria:

- Master' s degree or higher
- Five years post-master' s clinical experience
- Minimum of three years employee assistance program experience

Specialty consultations

- Adoption
- Adult disability
- Education
- Elder care
- Special needs
- Wounded warrior
- Peer-to-peer support
- Spouse relocation and transition
- Health and wellness coaching



A screenshot of the Military OneSource website. The page is titled "Specialty Consultations" under the "Confidential Help" section. It features a navigation menu with categories like Confidential Help, Family & Relationships, Financial & Legal, Health & Wellness, Education & Employment, On & Off Base Living, and Deployment & Transition. The main content area includes a search bar, a "Specialty Consultations" heading, and a paragraph explaining the service. Below this is a "Add to Your Special Needs Tool Kit" section with a button to "Explore resources" and a photo of a woman at a computer. Further down, there are buttons for "Service Providers" and "Leaders". The page also lists various resources such as "About Specialty Consultations", "Special Needs", and "Adult Disability Care", each with a brief description and a small image.

Specialty consultations

- › Adoption
- › Adult disability
- › Education
- › Elder care
- › Special needs
- › Wounded warrior
- › Peer-to-peer support
- › Spouse relocation and transition
- › Health and wellness coaching



Call. Click. Connect. Military OneSource Overview - 10

Talking Points — Updated March 2016

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

Military OneSource specialty consultations provide individualized support in the areas of adoption, adult disability, education, elder care, special needs, wounded warrior peer-to-peer support, spouse relocation and transition, and health and wellness coaching. Specialty consultations are available 24 hours a day by phone or online chat.

Adoption is a dream come true for thousands of families each year, but military families often face extra challenges in the adoption process because of their frequent moves. Military OneSource consultants will offer assistance with beginning the adoption process, locating military-related financial assistance and identifying agencies that can help you with your specific adoption needs. Consultants will also provide

callers with adoption agency information, support groups and general literature on adoption.

Adult disability consultations provide members with information on in-home care, housing, handicap accessibility resources, adult day care programs and financial assistance for durable medical equipment (wheelchairs, helmets, walkers, etc.).

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 TumbleBooks 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?”
- 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.
- We'll take a closer look at the online library resources and other educational materials in a minute.

Elder care specialty consultants provide information to families supporting or caring for an older relative in the following areas:

- Housing
- Respite care
- Home health services
- Home safety

- Assistive devices
- Insurance

Special needs

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

Wounded warrior

- Military OneSource provides wounded service members and veterans, their families and caregivers with information they need on military facilities, health care services and benefits. It's available to anyone who has ever served, and does not replace the specialized wounded warrior programs established by each of the military services.
- Wounded warrior specialists provide personal assistance related to:

- Military facilities concerns
- Health care services
- Information on VA benefits and other entitlements
- Everyday issues such as confidential non-medical counseling, dependent care, etc.
- Consultants strive to ensure consistent, quality support and identify the resources that will best address each situation. The consultant's focus is on connecting the service member or family member to the appropriate resource. The consultant will continue to collaborate and communicate with the service member or family member until the issue or concern is resolved. They can be reached by calling Military OneSource at 800-342-9647.
- The website, found at <http://www.militaryonesource.mil/wounded-warrior>, has a range of information to help wounded, ill or injured service members and their families.

Peer-to-peer support, spouse relocation and transition, and health and wellness coaching are also specialty consultations. We will explain more about each of these in the following three slides.

Briefer notes

Refer family members to the website for the latest information.

Peer-to-peer support

Relieve your stress by talking to someone who gets it.

- Peer consultants easily relate to and assist participants as they have:
 - Firsthand military-life experience as service members or military spouses
 - A master's degree in psychology or in a social science field
 - In-depth knowledge all Military OneSource services
- Confidential peer support service will not negatively affect your, or your spouse's, career.

Access

Call 800-342-9647



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Talking Points — Updated March 2016

Confidential peer-to-peer specialty consultations are relaxed conversations over the phone that can be about the challenges of military life, such as deployments, frequent relocation and more.

- Military OneSource made peer-to-peer support available to service members and their spouses in June 2015.

Spouse relocation and transition

- Your consultant:
 - Assesses your needs
 - Creates individualized plan
 - Identifies resources
 - Works with you through the process
 - Schedules time to touch base
- Resources may include information on:
 - Housing
 - Child care
 - Education
 - Work-life referrals
 - Health and wellness coaching
 - Non-medical counseling services

Access

Call 800-342-9647



MilitaryOneSource.mil
with real-time, online chat



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Access

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with real-time, online chat

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Military OneSource Overview - 12

Talking Points — Updated March 2016

Relocating? Let us do the heavy lifting.

Spouse relocation and transition services began in October 2015 to assist military spouses in navigating their moving and transition-related challenges.

- Military OneSource spouse relocation and transition specialty consultations make participants aware of the multiple offerings available through Military OneSource and they are accessible via phone and online.
- Consultants help military spouses by:
 - Conducting a family assessment to determine needs
 - Assisting with organizing and prioritizing their needs
 - Developing an action plan to overcome barriers to securing services
 - Connecting spouses with relevant installation-based services
 - Facilitating smooth transitions during relocations and transitions
 - Initiating 3-way calls with service providers, such as TRICARE or SECO

Health and wellness coaching

- Coaches work with participants to help them adopt permanent lifestyle changes by:
 - Assessing where they are
 - Guiding them to set effective goals
 - Motivating the participant
- Focus areas for coaching are:
 - Weight management
 - Diet and eating habits
 - Exercise
 - Passing the PT test
 - Positive life transitions
 - Positive stress management

Access

Secure, live video sessions



Call 800-342-9647



MilitaryOneSource.mil
with real-time, online chat



Health and wellness coaching

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- Positive stress management

Access

Secure, live video sessions 

Call 800-342-9647 

MilitaryOneSource.mil with real-time, online chat 



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Military OneSource Overview - 13

Talking Points — Updated March 2016

Health and wellness coaching 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.

Health and wellness coaching is:

- Participant driven and coach supported
 - The Military One Source tailored approach is participant driven, directed and paced. Everyone comes to health coaching with unique motivators for change.
 - With your coach, you'll discuss goals, challenges and barriers that are unique to you and develop strategies to be successful. Since this program is individualized, no two participants have the same goals or outcomes.
- Education and practice-based, with a focus on the future and what you need to do now
 - The only reference to the past is learning from it, for example, "Stop doing what didn't work in the past and keep doing what did."

- Coaching is not a one-sided partnership; it is very interactive. No one knows more about you than you do. Together, your coach and you will bring a wealth of unique education, knowledge and experience to the partnership. Capitalizing on that partnership to bring about change can be very powerful.
- Goal oriented with the coach inspiring participants to achieve their goals both personally and professionally
 - Coaches are supportive and are available to help you clarify your thinking and support your plan to change.
 - The focus is on building self-reliance, empowerment and confidence.
- Lifestyle improvement through partnering with members in a thought provoking and creative process to break old habits and replace them with healthier ones
 - Coaching is a close partnership with a professional that provides a person with the structure, accountability, knowledge and inspiration to learn, grow, develop and achieve beyond what can be done alone.

Health and wellness coaching is **not**:

- Counseling, judgmental, confrontational or argumentative because it is forward-moving and future focused
 - Coaches understand and acknowledge the struggles and difficulties you can have with trying to change behaviors that you may have had for a long time. Coaches are there to help you be your best self, not to judge you. As for confrontations, your coach is not there to scold you.
 - If you make statements that indicate a resistance to change, the coach won't argue with you. If you feel attacked, you'll start to resist the coach's advice and participate less fully in the change process. The coach may try providing gentle and subtle persuasion to address your resistance,

but at the end of the day you own the change process and the direction it will take you.

- An advice hotline
 - Some people come to coaching with the expectation that the coach will give them advice or a specific diet or exercise plan. Coaches help members find their own answers, provide suggestions with their permission and make appropriate referrals as needed.

Health coaches are master's level professionals and certified coaches with experience in clinical and behavioral changes who work together as an interdisciplinary team to provide comprehensive program plans based on individual needs. The techniques they use include motivational interviewing and working with emotional intelligence.

Coaching resources are available to all participants. These include educational articles, booklets, CDs, audio clips and tools to track progress. **See Briefer notes**

Working with a coach promotes individual responsibility, where participants control their plans and the coach provides support, encouragement and guidance as they work toward achieving or exceeding their goals.

Participants work with coaches to gain:

- Control — Coaching prompts personal responsibility.
- Energy — Coaching sparks motivation to begin or continue toward health goals.
- Positive attitude — Coaches can not only help you explore your physical health, but your emotional

health as well.

- Support — Coaching helps you navigate through your health and wellness changes.
- Self-confidence — Coaching can help you increase your confidence that you can make healthy changes.
- Resilience — Coaches can teach strategies for how to bounce back from setbacks and challenges along your journey to health.

With Military OneSource health and wellness coaching, participants are provided their own individual certified health and wellness coach, who they can interact with over the phone, in an online chat, or through a video session. The coaching sessions are unlimited and are typically held once per week for approximately 45-50 minutes each session. You can schedule health and wellness coaching sessions during these times:

Monday – Thursday 9 a.m. – 10 p.m. ET

Friday 8 a.m. – 6 p.m. ET

Saturday 9 a.m. – 1 p.m. ET

Health and Wellness Coaching is a growth-fostering relationship that enables service members and their families to reach their goals and fulfill their vision for their best life. Health and Wellness Coaching is available free of charge in three formats:

- **Video Coaching** uses a platform that allows participants and coaches to see and hear each other in real time in order to build a collaborative partnership that facilitates positive lifestyle changes. Video coaching requires the participant to use a video-enabled computer or mobile device. Participants contact Military OneSource and are directed to download software for video.
- **Telephonic Coaching** is conducted over the telephone. The coach listens carefully to the participant in order to strategize ways for achieving their vision for their health and wellbeing.
- **Online Coaching** is offered to participants who prefer communicating online. The coach meets with

the participant using an online chat platform to instant message in real time. Registration is available on the Military OneSource website.

On the www.MilitaryOneSource.mil website you can hover over the Confidential Help category, find Specialty Consultations and click on the Health and Wellness Coaching link for more information. The coaches can be accessed by calling Military OneSource or by requesting coaching through the online consultation request form.

Briefer notes

Select a few resources to use as examples, and be sure to verify their availability.

Examples of resources that are provided to coaching participants are:

- ChooseMyPlate.gov – this houses the USDA SuperTracker (a tool to calculate daily caloric needs based upon height, weight, age and gender)
- My Fitness Pal – was rated the #1 mobile app for tracking calories and exercise and it also allows participants to journal.

Often, coaching participants provide the coach with their My Fitness Pal or SuperTracker information, to review together in a coaching session.

Other resources suggested to Military OneSource participants include:

- Eat right Academy of Nutrition and Dietetics at www.eatright.org
- Mayo Clinic Health library through Military OneSource

These two resources have a variety of articles and videos on health and wellness related topics, as well as

recipes.

Mobile solutions

> CoachHub

- Physical fitness testing
- Nutrition and weight loss
- Stress reduction

> MoodHacker

- Track your moods and related activities
- Boost your moods with proven activities

> Love Every Day

- Create new traditions
- Discover your partner's preferences

Rekindle your romance in 21 days

Access



CoachHub

<https://coachhub.resilienceboost.com>

MoodHacker

<https://moodhacker.resilienceboost.com>

Love Every Day

<https://love.resilienceboost.com>



Mobile solutions

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 **Military OneSource**

Call. Click. Connect. Military OneSource Overview - 14

Talking Points — Updated March 2016

Boost your quality of life with free Military OneSource mobile solutions. These mobile solutions are interactive websites you can access through your smart phone, mobile tablet or computer.

Relationships and stress drive our level of satisfaction in life. Military OneSource mobile solutions can get you headed in the right direction.

CoachHub

Separate from the Military OneSource online coaches we've been discussing, Military OneSource also offers a mobile solution called CoachHub.

Topics that coaches with CoachHub address include the following:

- Physical fitness testing
- Nutrition
- Weight loss
- Stress reduction

Military OneSource mobile solutions help you stick to your goals while you are on the go. If you don't have time to necessarily meet up with a coach at a specific time, this may be the coaching experience that is for you. You can communicate through the interactive website when you have time and the coach will respond when they are online too.

Select your coach through a listing that shows which coaches are best matched to the goal you are trying to achieve.

Coaches will help you stay on track to meet your goals by doing the following including:

- Create a profile for you
- Manage your daily tasks
- Make appointments
- Post answers to your questions
- View your progress
- Hold you accountable for each step you say you are going to take toward your goal
- Set alerts for when they see you are starting to decrease your efforts or reverse direction

MoodHacker

To get and keep your mood in an upswing, sign up for the MoodHacker mobile solution. This scientifically-tested and evidenced-based mood-tracking tool helps to prevent low mood. By entering in your activities and mood levels throughout each day, this interactive website tracks and compares your activities with the moods they produce. This tool will help you understand which activities boost your mood and which ones drag you down.

You can use this tool for as long as you like and it:

- Provides charts to show you your top mood-boosting and mood-lowering activities
- Reminds you of new activities to try to lift your mood
- Offers access to a library of activities proven to increase your happiness

Use CoachHub to take MoodHacker to the next level. You can partner with an online coach to meet your stress management goals. It's always easier to achieve your goals when you have someone to hold you accountable and cheer you on.

Love Every Day

Do you text often, but say little? Take a few minutes to connect in a fun and meaningful way using Love Every Day. This interactive website texts you and your partner a question each morning for 21 days. You both respond when it is convenient for you and the website will notify you when your partner's answer is ready to view. Learning more about your partner each day sparks positive change in your relationship. Use Love Every Day for 21 days to get to know your partner better, learn new ways to show your love for one another and try out some of the bonus activities. This tool also provides fun and interesting "Did you know" facts about various aspects of relationships in addition to the fun and spontaneous bonus activity suggestions. Create a new normal for your relationship with purposeful attention to one another each day.

You can also access these mobile solutions through the Confidential Help page, then Other Military OneSource Services and Counseling, then Mobile Solutions.

Other services and counseling

- Document translation
- Financial counseling
- Language interpretation services
- Military caregiver resources
- Spouse Education and Career Opportunities counseling
- Tax services

The screenshot displays the Military OneSource website interface. At the top, the logo and contact information "Call. Click. Connect. 800-342-8647" are visible. A navigation menu includes categories like Confidential Help, Family & Relationships, Financial & Legal, Health & Wellness, Education & Employment, On & Off Base Living, and Deployment & Transition. The main content area features a "Kick it to the Curb" section with a search bar and a "Find your search" button. Below this, there are several service tiles for "Financial", "Taxes", "Interpretation and Translation", "Mobile Solutions", "Spouse Employment and Career Opportunities", and "Caregivers". Each tile includes a brief description and a "SHOW FULL LIST" link. At the bottom, there is a "Tell me more" section with icons for articles, webinars, and a search bar for the "INSTALLATION PROGRAM DIRECTORY".



Other services and counseling

- › Document translation
- › Financial counseling
- › Language interpretation services
- › Military caregiver resources
- › Spouse Education and Career Opportunities counseling
- › Tax services



Military OneSource

Call. Click. Connect.

Military OneSource Overview - 15

Talking Points — Updated March 2016

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

Document translation

Military OneSource also offers document translation for common types of legal documents such as:

- Leases
- Marriage certificates and birth certificates
- U.S. Citizenship and Immigration Services required paperwork related to adoption proceedings

Military OneSource **cannot** translate medical documents.

All translated documents will be notarized and accompanied by a certificate of authenticity.

- Turnaround time is within a few business days for documents with less than 5,000 words (approximately 17 full standard pages).
- Exceptions apply to documents with more than 5,000 words and those that need to be mailed to international locations.
- Delivery date will be negotiated with the end user to best meet their needs.

Financial counseling

When it comes to financial support, Military OneSource has something for everyone, no matter your financial situation.

You can talk with a certified financial counselor about:

- Budgeting
- Debt management
- Housing issues, such as pre-purchase, foreclosure prevention and reverse mortgages

If you prefer, you can speak with a certified financial planner about:

- Saving
- Investing
- Retirement planning and more

All Military OneSource financial counselors are:

- Accredited financial counselors
- Available to provide education, not to advise on options
- Prohibited from making referrals to themselves or to another network affiliate for fee-based work as a result of a consultation

- Prohibited from selling products or services to participants served through the financial counseling program

In addition to a wide variety of financial resources available through Military OneSource, financial counseling is also available for free, to the service member or family members. Please call the toll-free number to set up a phone, online- or video-chat counseling session 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.

Language interpretation services

Simultaneous interpretation is designed to be provided in support of Military OneSource consultations for non-English-speaking callers. It is achieved through a three-way call with an interpreter, which allows Military OneSource to serve the military customer in the language the customer is most comfortable speaking. Non-English speakers should simply stay on the line because it may take a few minutes for Military OneSource to connect with the service, but we make an effort to honor all language preferences.

Military caregiver program

Department of Defense support to military caregivers includes the military caregiver PEER forums (PEER stands for Personalized Experiences, Engagement and Resources), monthly military caregiver virtual PEER forums, military caregiver webinars, caregiver-related events and specialized resources.

In-person military caregiver personalized experiences, engagement and resources, or PEER Forums

Website: <http://warriorcare.dodlive.mil/peer-2-peer-forums/>

Informal gatherings that convene monthly on military installations across the United States and provide the opportunity for caregivers to share knowledge, experience, resources and ongoing support for each other.

Virtual PEER Forums

Website: <http://healthy.mil/Military-Health-Topics/Conditions-and-Treatments/Warrior-Care/Military-Caregiver->

Resources

Virtual PEER forums are available for caregivers in remote locations or those who cannot attend in person. The Warrior Care Resources page contains a registration link for caregivers interested in joining the monthly military caregiver virtual forum.

Online Caregiver Webinars

Website: <http://blogs.extension.org/militaryfamilies/tag/military-caregiving/>

Website: <http://www.militaryonesource.mil/wounded-warrior>

Telephone: 800-342-9647, 24 hours a day, 7 days a week

Webinars are available to learn more about being a caregiver both through Military OneSource for Caregiving and the Military Family Learning Network.

Spouse Education and Career Opportunities Program, or SECO counseling

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

- Military OneSource consultants are available to assist with questions on training, education or other career-related matters.
- Eligibility for services may differ for service members and spouses, but everyone can benefit from all of the educational materials, articles, CDs and booklets available through Military OneSource.

Tax services

Generally around the middle of January, Military OneSource provides free tax-filing services, tax consultations and tax software for electronic filing to military service members and their families during the tax season.

- Participants must use the link on Military OneSource to access the customized tax filing software. Those who access the software directly from the provider's website may incur charges. To access the link, you must be registered and logged into www.MilitaryOneSource.mil.
- The basic Military OneSource tax filing program is free, and those with more complicated returns may

incur charges if they choose to upgrade to the premium program (still a reduced rate from the public product).

- Participants can now electronically file up to three state resident returns for each federal return that they electronically file with the provided tax filing software.

Tax consultations are also available for a wide variety of services such as:

- Federal tax filing requirements
- Special tax circumstances, like deployment, divorce or capital gains
- Allowable deductions, tax exemptions and credits, IRA deductions,
- Filing extensions
- Forms W-2 and W-4 questions

Military OneSource tax consultants are available by phone and by email to help you with personal federal tax-related questions and financial planning. They'll help you plan how to use your refund wisely – to save and to pay off debt.

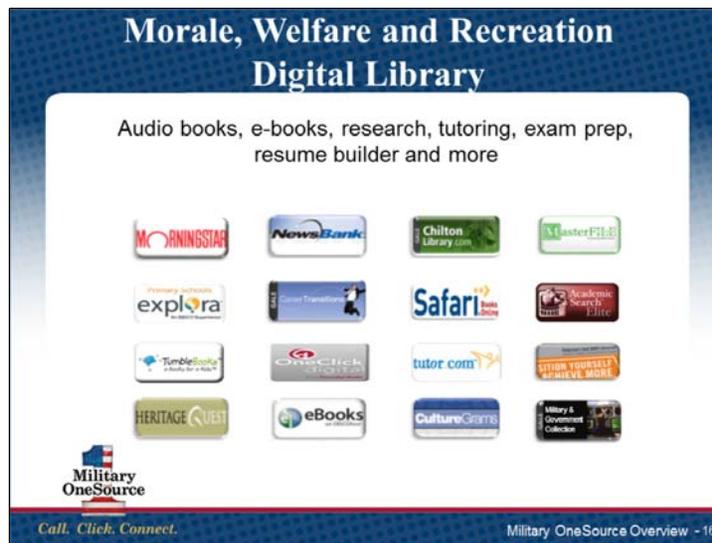
- Specialized telephonic financial tax consultations are provided by a certified public accountant.
- Military OneSource will arrange a telephonic appointment with these financial tax consultants to provide information and education about federal tax issues.

NOTE: This service is available year-round and separate from the Military OneSource tax program, which includes free access to electronic filing from January to June.

Morale, Welfare and Recreation Digital Library

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





Talking Points — Updated March 2016

Military OneSource provides Morale, Welfare, and Recreation Digital Library resources at no cost 24 hours a day, 7 days a week and 365 days a year. Note for National 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 Department of Defense Morale, Welfare and Recreation Digital Library program and can be accessed through by signing in to your Military OneSource account. You can read more about the Morale, Welfare and Recreation Digital Library and its resources by clicking on the link at the bottom of the home page in the “Looking for this?” carousel.

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 CLEP and ASVAB.

- **Morningstar Investment Research Center** offers information 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 Elite** links to scholarly and informational full-text journal articles, including extensive coverage of the sciences, technology, medicine, the arts, theology, literature, history and culture.
- **Chilton Library** has repair manuals for most vehicle makes and models dating from 1940.
- **Heritage Quest** offers an essential collection of unique materials for both genealogical and historical researchers with coverage dating back to the late 1700s.
- **Explora** is a place for students to research geography, current events, the arts, science, sports, government, social studies and more.
- **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/military** is a one-on-one online live homework help site. See registration site for eligibility.
- **NewsBank** offers electronic editions of the Army, Marine Corps, Navy, Air Force and Federal Times and other Department of Defense and government publications.
- **Military and Government Database** is a custom collection of 265 full-text journals with military and government relevance.

Social Media Hub



The screenshot shows the Military OneSource website's Social Media Hub. At the top right, there are links for LIVE CHAT, LOGIN, CONTACT US, and SHOPPING CART. The Military OneSource logo is on the left, with the tagline "Call. Click. Connect." and the phone number 800-342-9647. A search bar is located on the right. Below the navigation bar, the page title is "Social Media Hub". The main content area features a "Think Before You Post" section with a "Socialize safely" button. At the bottom, there are buttons for "Service Providers" and "Leaders".

Military OneSource *Call. Click. Connect.* 800-342-9647

LIVE CHAT LOGIN CONTACT US SHOPPING CART

Search for...

Confidential Help Family & Relationships Financial & Legal Health & Wellness Education & Employment On & Off Base Living Deployment & Transition

» Social Media Hub

Social Media Hub

Friend request accepted. Follow us on your favorite social media channels, relate to Military OneSource's Blog Brigade, listen in for a podcast, catch a webinar and more. Follow, like, comment, repeat.

Think Before You Post

Browse our Social Media Guide on your own time, in your own living room for the complete list of our social media handles and an online safety refresher.

Socialize safely

Service provider or leader in need of tools. Service Providers Leaders



Talking Points — Updated March 2016

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

- Scroll to the bottom of the home page and click on the Social Media Hub located in the bottom carousel (under “Looking for this?”).
- Find all the social media icons and click on the desired one.

Discover all resources located within the Social Media Hub, including:

- Military OneSource
 - Facebook
 - Twitter
 - Pinterest
 - iTunes
 - Tumblr
 - YouTube
- Military Spouse Employment Partnership
 - Facebook

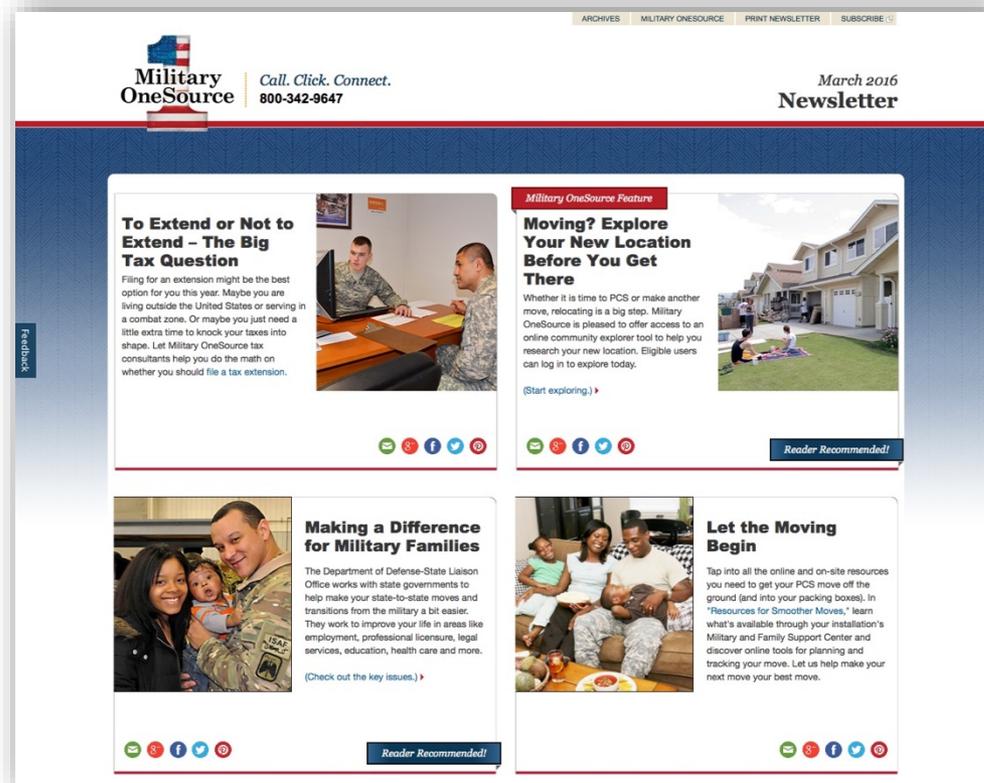
- Twitter
- LinkedIn
- Blog Brigade
- Social Media Guide
- Webinars
- Podcasts
- Widgets and Badges

Briefer notes

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

Military OneSource eNewsletter

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



Military OneSource eNewsletter

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



The screenshot shows the Military OneSource eNewsletter interface. At the top, it features the Military OneSource logo and the tagline 'Call. Click. Connect.' on the left, and 'March and Newsletter' on the right. The main content area displays several articles with images and headlines, including 'To Extend or Not to Extend - The Big Tax Question', 'Strategic Expenses: Your New Location Before You Get There', 'Making a Difference for Military Families', and 'Let the Waiting Begin'. Each article has a small image and a 'Read More' button. The Military OneSource logo is also present in the bottom left corner of the screenshot.

Call. Click. Connect. Military OneSource Overview - 18

Talking Points — Updated March 2016

Sign up for the Military OneSource eNewsletter today. The eNewsletter ensures you're the first to know about resources as they become available — including information that matters to both service members and military families.

You can locate this and subscribe to receive it through the link found in the footer at the bottom of any page on Military OneSource.

Access: Military OneSource services

You can expect:

- › Free
- › Confidential
- › Worldwide access 24/7/365
- › Master's-level consultants to answer your questions
- › Objective, experienced and caring people
- › Up-to-date and useful information
- › A commitment to quality

Toll-free telephone
800-342-9647



MilitaryOneSource.mil
with live chat



MilitaryOneSource.mil



Interaction with trained
professionals



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Call. Click. Connect.

Military OneSource Overview - 19

Talking Points — Updated March 2016

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 engage with a consultant via live chat for immediate answers. You can also browse through everything the site has to offer at your leisure.
- 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 for free 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.**