

# NON-MEDICAL COUNSELING

## Commander's Quick Reference



### Issues amenable to non-medical counseling

- ✓ Marital or relationship issue
- ✓ Child social skills
- ✓ Communication
- ✓ Effectively dealing with children
- ✓ Stress management
- ✓ Parent-child relationship issue
- ✓ Anger management
- ✓ Grief or loss
- ✓ Deployment or reintegration
- ✓ Academic problems

### Inappropriate referrals to non-medical counseling

- ✗ Active suicidal or homicidal thoughts
- ✗ Crisis situations
- ✗ Post-traumatic stress disorder
- ✗ Traumatic Brain Injury
- ✗ Substance abuse
- ✗ Domestic violence
- ✗ Fitness-for-duty evaluations
- ✗ Depression

Non-medical counseling is confidential, short-term counseling designed to address a range of concerns that may detract from military and family readiness.

Concerns may be related to common emotional and interpersonal difficulties such as adjustment after a deployment, marital

conflicts, stress management, parenting challenges, coping with a loss, and more. Non-medical counseling services are available worldwide, up to 12 sessions per person, per issue, through two Department of Defense-funded programs — Military OneSource and Military and Family Life Counseling.



### WHY DO APPROPRIATE REFERRALS MATTER?

Inappropriate referrals affect the well-being of service members and their families, and the credibility of non-medical counseling programs as viable options for confidential help. It is crucial to make appropriate referrals to the Military OneSource and Military and Family Life Counseling programs the first time. Non-medical counselors will refer individuals with out-of-scope situations to other resources. Individuals may experience frustration in having to retell what may be a traumatic story to a different provider, or they may no longer seek support.

### OUT-OF-SCOPE SERVICES

Non-medical counseling is not intended to address issues requiring long-term counseling such as post-traumatic stress disorder, addictions, mental diagnoses requiring medication, physical or fitness-for-duty evaluations, a crisis, or depression. Situations meeting these criteria should be referred to military treatment facilities, TRICARE, or other providers of mental health services. Non-medical counseling is confidential; however, counselors are mandated reporters of situations that include harm to self or others, domestic violence, child abuse or neglect, violence against any person, and any present or future illegal activity.

## HIGHLIGHTS

### 2015 Utilization

**Military OneSource**  
176,978 non-medical  
counseling sessions

**Military and Family Life  
Counseling Program**  
4.6 million face-to-face non-  
medical counseling sessions

### Top 5 reasons for seeking non-medical counseling

- Marital or relationship issue
- Job stress
- Child social skills
- Communication
- Effectively dealing with children

### Contact us

**Non-medical Counseling  
Program Office**  
571-372-4530

## PROGRAM ELIGIBILITY

All active-duty, National Guard and reserve service members (regardless of activation status), and civilian expeditionary workforce members (when deployed 90 days prior and 180 days post-deployment), are eligible. Additionally, all service members and their immediate family members transitioning out of the military (by honorable discharge or retirement for up to 180 days past their separation date), and survivors (non-remarried spouses and their children) are eligible for non-medical counseling services.

## FLEXIBLE DELIVERY

Military OneSource counselors, military and family life counselors, and child and youth behavioral-military and family life counselors provide confidential, non-medical counseling services both on and off military installations.

Military OneSource counselors provide services face-to-face, telephonically, via secure online chat and live video sessions. Eligible individuals may schedule an appointment with a Military OneSource counselor by calling 800-342-9647 or via live chat at <http://www.militaryonesource.mil>.

Military and family life counselors and child and youth behavioral counselors provide face-to-face non-medical counseling, briefings and presentations on assignments up to 180 days at various locations including, but not limited to: installation family centers, child and youth programs, schools, youth summer programs, and embedded with military units. Counselors are also available upon request for shorter-term assignments — surge for up to 90 days and on-demand for up to three days.

## COUNSELOR CREDENTIALS

All non-medical counselors are masters or doctorate-level professionals with experience in a mental health-related field, such as social work, psychology, marriage and family therapy, and possess a license or certification to practice independently.

Military OneSource counselors, military and family life counselors and child and youth behavioral counselors have undergone a criminal history background check and have focused training on military culture and military life.

