

Counseling Program



Office of the
Deputy Under Secretary of Defense
(Military Community and Family Policy)

COUNSELING - NEED TO TALK?

- **Private and confidential**
- **Referral to Local Counseling Professionals**
 - Licensed
 - Knowledgeable of military life
 - Pre-paid
- **No cost to Active Duty and members of Guard and Reserve**
- **No cost to family members**
- **Help for coping with normal reactions to difficult situations**



What can a counselor help me with?

Everyday Situations

- Stress
- Anger management
- Marital
- Teens
- Parent/child communications
- School issues
- Relationship issues

Military Life

- Deployment Issues
- Reunion – Coming Home
- Moving
- Single Parenting
- Loneliness/separation
- Homesickness
- Loss and grief

Financial

- Credit
- Loans
- Debt Reduction
- Buying a home
- Buying a car
- Investing
- Saving
- Thrift Savings Plan

Mental disorders are referred to the MTF or TRICARE



How can I see a counselor?

- **Call Military OneSource**
 - 1-800-342-9647
 - Obtain referral for counselor near to home
 - Face to face sessions
 - Up to 12 sessions per issue
 - Telephonic counseling
 - Web-based counseling
- **Individuals, couples, and families**
 - Private and confidential
 - Non-medical
 - Short term
 - Situational
 - Problem solving



Issue: Counseling

Army Home Page - Military OneSource - Microsoft Internet Explorer provided by Ceridian Corporation

File Edit View Favorites Tools Help

Address <http://www.militaryonesource.com/MOS/Army.aspx?MRole=Member&Branch=Army&Component=Active>

Not your branch? Select a different branch. Log In | Registration | Contact Us | Help | En Español | View Basket

Military OneSource.com
1.800.342.9647

A 24/7 Resource for Military Members, Spouses & Families
1.800.342.9647

Home About Find Information Tools Online Community

Welcome Army

Powered By Google Search Military OneSource Search

Private Help 24/7
Call and Talk Anytime
1.800.342.9647
or call OCONUS: [dropdown]
E-mail AND GET ANSWERS
Schedule a Counseling Appointment FOR HELP AT YOUR CONVENIENCE

Customize your MilitaryOneSource.com REGISTER HERE

Welcome to the new Military OneSource! Take a tour .

WHAT CAN MILITARY ONESOURCE DO FOR YOU?
Military OneSource is a valuable tool for military members and their families. To see some of the valuable features that Military OneSource has to offer, [view this page](#) for an overview.

Building the Resilience of Your Military Family

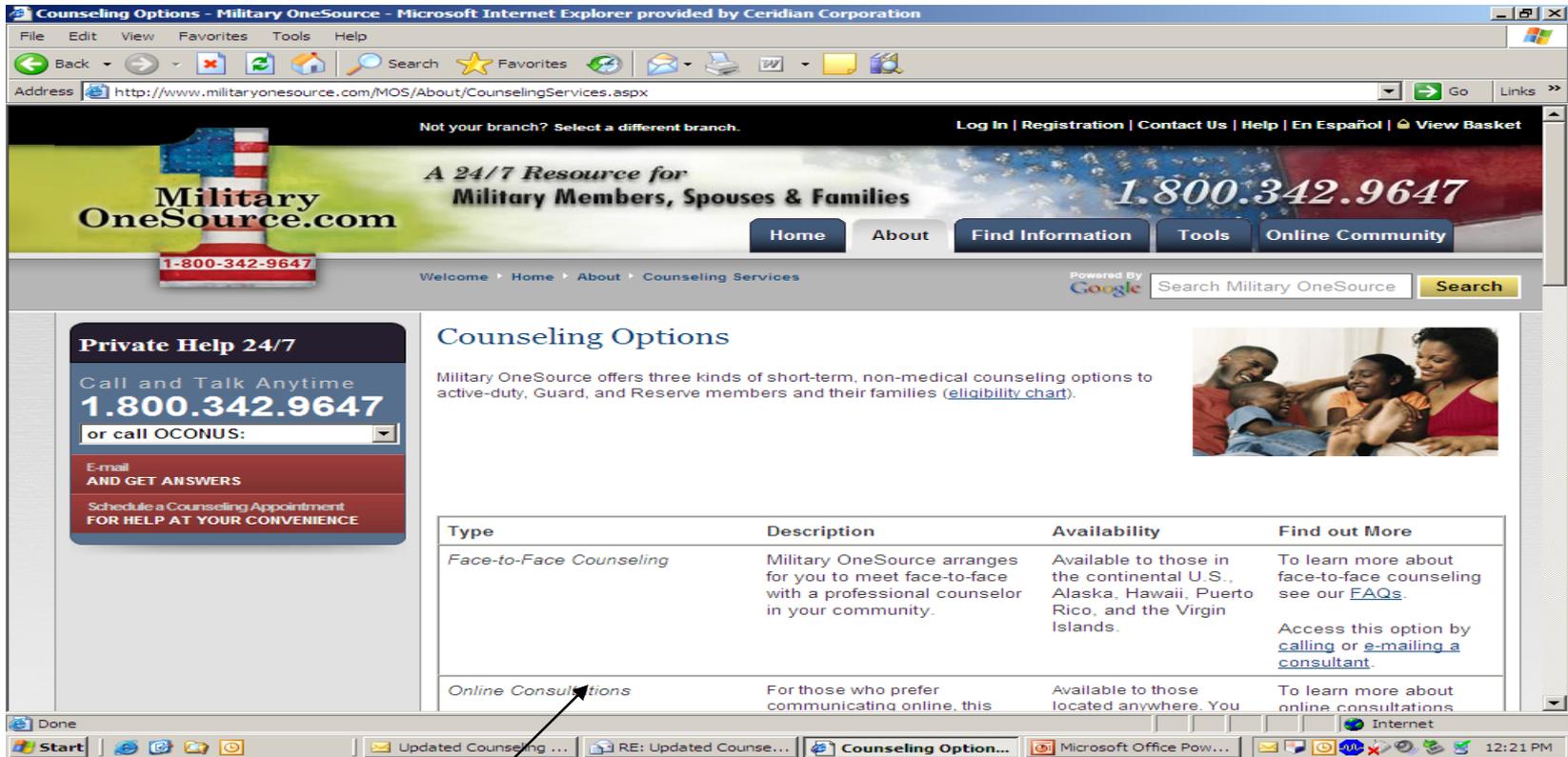
Links
Army
Are You New to the Army?
Army
Army Career and Alumni Program

Start Updated Counseling ... RE: Updated Course... Army Home Page ... Microsoft Office Pow... 12:20 PM

Counseling Landing page link



Counseling FAQs



The screenshot shows the Military OneSource website in Microsoft Internet Explorer. The browser title is "Counseling Options - Military OneSource - Microsoft Internet Explorer provided by Ceridian Corporation". The address bar shows the URL: <http://www.militaryonesource.com/MOS/About/CounselingServices.aspx>. The website header includes navigation links: "Log In | Registration | Contact Us | Help | En Español | View Basket". The main banner features the Military OneSource logo, the text "A 24/7 Resource for Military Members, Spouses & Families", and the phone number "1.800.342.9647". Below the banner are buttons for "Home", "About", "Find Information", "Tools", and "Online Community". A search bar is powered by Google. The main content area is titled "Counseling Options" and includes a "Private Help 24/7" sidebar with the phone number "1.800.342.9647" and a dropdown menu for "or call OCONUS:". The main text states: "Military OneSource offers three kinds of short-term, non-medical counseling options to active-duty, Guard, and Reserve members and their families ([eligibility chart](#))." Below this is a table with the following content:

Type	Description	Availability	Find out More
<i>Face-to-Face Counseling</i>	Military OneSource arranges for you to meet face-to-face with a professional counselor in your community.	Available to those in the continental U.S., Alaska, Hawaii, Puerto Rico, and the Virgin Islands.	To learn more about face-to-face counseling see our FAQs . Access this option by calling or e-mailing a consultant .
<i>Online Consultations</i>	For those who prefer communicating online, this	Available to those located anywhere. You	To learn more about online consultations

Scroll through list of options



Counseling FAQs (continued)

The screenshot shows a web browser window titled "Counseling Options - Military OneSource - Microsoft Internet Explorer provided by Ceridian Corporation". The address bar shows the URL: <https://www.militaryonesource.com/MOS/About/CounselingServices.aspx>. The page content is organized into three main sections:

- Online Consultations:** For those who prefer communicating online, this option uses instant-messaging, with the consultant and participant communicating online in real time. Available to those located anywhere. You must have a computer to access the session. To learn more about online consultations, see our [FAQs](#). Access this option by registering online. **Schedule a CONSULTATION** button.
- Telephone Consultations:** For those unable to attend face-to-face counseling (because of their location or other circumstances), Military OneSource arranges telephone consultations. Available to those who are located outside of this area or are unable to attend in-person counseling. To learn more about telephone consultations, see our [FAQs](#). Access this option by [calling](#) or [e-mailing a consultant](#). **Login to Online CONSULTATION** button.
- Contact Us:** Contact us by [phone](#) or [e-mail](#). Includes a photo of a smiling woman wearing a headset.

The browser's taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 2:36 PM.

Scroll through options



How to Get Counseling for Your Troops and Families?

- **Military and Family Life Consultant (MFLC)**
- Licensed Master's and PhD level mental health professionals
 - Flexible service delivery on and off the installation
 - Rotational (attend Family Readiness Groups) Request from your respective Service HQ POC
 - On-demand (Reunion ceremonies and pre-deployment meetings)
<http://jfsap.mhf.dod.mil/request>
 - Full-time (Located off the installation)
- Additional information about the MFLC program may be found at www.militaryhomefront.dod.mil/service/counseling



Requesting Counseling Support through your Service POC

- **Submit request through chain of command to Service headquarters (HQ) point of contact (POC)**
- **Service HQ POCs:**
 - Air Force: Ms. Lorraine Neuser (703-604-0195; lorraine.neuser@pentagon.af.mil)
 - Army: Mr. Rich Stagliano (703-681-0644; rich.stagliano@us.army.mil)
 - Navy: Ms. Rebecca Lombardi (202-433-4593; rebecca.lombardi@navy.mil)
 - USMC: Mr. Cruz Martinez (703-784-9526/7; cruz.martinez1@usmc.mil)



Requesting Counseling Support for Guard and Reserve

- **National Guard and Reserve Components:**
 - Requests submitted through the Joint Family Resource Center (JFRC)
 - <http://jfsap.mhf.dod.mil/request>
 - 1-888-256-9920



Office of the Deputy Under Secretary of Defense Military Community and Family Policy Military OneSource Center Office of Counseling

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Special Counseling Initiatives

- DoDEA/CYP Summer Camps
- DoDEA Schools
- Local Education Agency
- United States Special Operations Command, Care Coalition
- National Military Family Association Purple Camps
- Joint Family Support Assistance Program
- Child and Youth Behavioral (CYB)-MFLCs for CYP's
- Telephonic and web-based counseling
- Rotational Personal Financial Counselors (PFCs)
- AFRICOM



Military OneSource Call In Progress...

