

Military OneSource Overview



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Overview

- 24-hour worldwide service, every day
 - Telephone, Face to Face, Online
- Private
- No cost
- Solution-focused
- Objective, experienced, real people
- Extension of existing installation services



Eligibility

- Active duty, Guard & Reserve (regardless of status)
- Family members
- Individual Ready Reserve (IRR)
- Installation helping agencies



Military OneSource Program

One-Stop Shopping for Service Members and Family Members

Information and Referral to Military and Civilian Resources and Counseling Services*



Service Members, Family Members

Multiple Access Points



Online



Call Centers



Interaction with Outreach



Email



Fax, TTY/TDD, Postal

Military OneSource Call Center Operations (24x7x365)

Call Center – Arlington

Call Center – Philadelphia

Call Center – St. Petersburg



WWRC

JFRC

Spouse Career Counseling Call Center

Military OneSource Counseling Services** (A Complement to DoD's MFLC Services)

Face to Face Non-Medical Counseling – Short Term Solution Focus (STSF) Model

Online Counseling Services – STSF



Telephonic Counseling Services – STSF

Financial Counseling Services

- Face to Face
- Telephonic
- Online



Health Coaching Services

Military OneSource Outreach Services

Relationship Managers – Support to:

- Commands
- Installations
- Units



JFSAP Consultants



* Resources coordinated with DoD and Service Branches

** All counseling services IAW currently established with DoD and Service Branch protocols

Range of Support



Specialty Services

- Specialty Consultations
- Financial counseling
- Education (college & general)
- Spouse employment/ Career Advancement Account referrals
- Adoption
- Child care/nanny
- Special needs
- Health & Wellness
- Adult disability
- Elder care

Document translation

- Official documents
- Over 150 different languages
- Certified & notarized when needed

Simultaneous interpretation

- Over 170 languages
- Interpreter facilitates three-way call



Short Term Solution Focused (STSF) - Face to Face Counseling

- Available in U.S., Puerto Rico, and the Virgin Islands
- Up to 12 non-medical consultations in the community with licensed counselors
- Affiliate Provider Network covers 100% of identified military installation and Guard/Reserve locations
- Short-term problem resolution
 - Family concerns
 - Grief counseling
 - Stress management
 - Adjusting to deployment or reunion
 - Couples concerns



Short Term Solution Focused- Telephonic and Online-Consultations

- Up to 12 non-medical, scheduled, telephonic or online sessions with STSF trained mental health professionals
- Online sessions conducted in a secure online chat environment
- Issues: Adjustment to situational stressors, decision-making, stress management, communication, parenting skills
- Alternative support for OCONUS and remote locations



Face-to-Face Financial Counseling

- Referrals for short-term, solution-focused financial counseling at no cost to the user
- Services provided by Certified Consumer Credit Counselors through the National Foundation for Credit Counseling (NFCC)
- Face-to-face consultations available within the United States for anyone eligible for Military OneSource services
- Telephonic consultations available *regardless of location*
- Consultations are typically 45 - 60 minutes long and held during regular business hours
- Up to 12 consultations per issue within a 12-month period.



Healthy Habits Health Coaching

Telephonic and online coaching from an experienced, dedicated health coach

Weight Management (iCanChange) Stress Management (iCanRelax)
Cardiovascular Health (iCanThrive) Teen Weight (iCanAchieve)

- Toolkit with an educational workbook and other items provided
- Healthy Habits Website with online tools and educational materials
- Access program by completing online health assessment at www.MilitaryOneSource.com or calling to request enrollment
- Active Duty, National Guard and Reserve service members and their family members are eligible, regardless of activation status



YMCA Memberships and Respite Child Care

- YMCA memberships for eligible military families and personnel with no access to nearby military facilities
- Available in the United States and Puerto Rico for Active Duty (Title 10) status personnel and their families
- Families in DoD approved states are eligible for respite child care of up to 16 hours per month, per child at YMCA facilities
- Membership to local fitness facilities (e.g. Gold's Gym/Bally's, etc) for independent duty, single, active duty personnel
- Call or visit www.MilitaryOneSource.com for complete eligibility requirements and registration information



Wounded Warrior Resource Center

Wounded Warrior specialists provide personal assistance in many areas:

- Everyday issues such as counseling, child care, etc.
- Information on VA benefits and other entitlements
- Health care services
- Military facilities concerns



**WOUNDED
WARRIOR
RESOURCE CENTER**

**If you can't find an answer,
we can help.**



Military OneSource • 1-800-342-9647
www.MilitaryOneSource.com

Need to talk? Available 24/7!

www.MilitaryOneSource.com

The screenshot shows the homepage of MilitaryOneSource.com. At the top, there is a navigation bar with links for "Log In", "Registration", "Contact Us", "Help", "En Español", and "View Basket". Below this is a green banner with the MilitaryOneSource.com logo on the left, the text "A 24/7 Resource for Military Members, Spouses & Families" in the center, and the phone number "1.800.342.9647" on the right. A smaller version of the phone number is also in a red box on the left. Below the banner is a grey bar with "Call CONUS at 1.800.342.9647" and a dropdown menu for "or call OCONUS:". The main content area features three large, stylized images: "Military Members" with an American flag, "Military Families" with a house, and "Guard/Reserve" with an American flag. Each image has a "SELECT YOUR BRANCH" button below it. At the bottom, there is a dark blue footer with navigation links for "Military Members", "Military Families", "Guard/Reserve", and "Service Providers". It also includes the phone number "Call 1.800.342.9647 - for more information. About MilitaryOneSource | FAQs | Contact Us | Site Map | View Basket" and a copyright notice "©2009 MilitaryOneSource.com - All Rights Reserved. Privacy Policy | Disclaimer | Accessibility | Compatibility". A Department of Defense seal is visible on the right side of the footer.

- Email a Consultant
- Search & decision tools
- Online workshops
- Discussion boards
- Pod casts
- Self-assessment tools & quizzes
- Educational materials
- Military resource links



DoD Library

- Online Library Resources
- Links to electronic databases,
- e-books, and audio books.
- Electronic books
- TumbleReadables
- Prep for standardized tests -- SAT, ACT, GRE, and CLEP
- Customized college and distance-learning searches
- Home Improvement Center
- Auto Repair Reference Center
- Playaway Books
- Paperback Books

Library Resources

Military OneSource provides library resources available at no charge to service members and their families – a particularly helpful benefit for Guard and Reserve members and their families who may not have access to installation libraries.

Online Library Resources



The Military OneSource Online Library Resources are links to electronic databases, e-books, and audio books. Access our diverse list of resources by logging into the Military OneSource Web site and going to our Online Library Resources page.

Enjoy access 24/7 to these databases and books from the comfort of your home. We have something for everyone—including TumbleBooks, “how-to” home improvement books, standardized test prep, and more!

[Visit the Online Library Resources](#)

Playaway Books



Due to popular demand and a limited supply, titles can not be guaranteed to be available in the future. Orders are limited to one copy per title. We encourage you to share the books after you have finished them with other military families.

Playaway books are the newest format of audio book. A Playaway book weighs two ounces and comes with earbuds and a battery. Playaways are approximately the size of a business card (3.25 inches long by 2 inches wide, by 0.5 inch deep). When you receive your Playaway, all you have to do is press “play” to start listening to your book. Its portability allows you to enjoy your favorite authors and titles on-the-go, whenever and wherever.

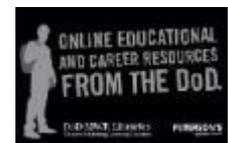
[View All Titles](#)

Paperback Books



Due to popular demand and a limited supply, titles can not be guaranteed to be available in the future. Orders are limited to one copy per title. We encourage you to share the books after you have finished them with other military families.

Safari Books Online



TroopTube

The screenshot shows the TroopTube website interface. At the top, there is a navigation bar with links for HOME, ALL VIDEOS, FEATURED VIDEOS, and CONTACT US. A search bar and an UPLOAD button are also present. The main content area includes a welcome message: "Welcome to TroopTube by Military OneSource" and a description of the site's purpose. A prominent banner for Mother's Day is displayed, with the text "Mother's Day is May 10! SAY 'HI MOM!' by uploading a video for her on TroopTube." Below this, there is a section for "Videos of the Day" featuring two video thumbnails: "MSA Day Video" and "2009 Month of the Military Child". On the right side, there is a "Sign In" section for users who are not registered, with fields for USERNAME and PASSWORD, a "Remember Me" checkbox, and a "Sign in" button. Below the sign-in section, there are promotional banners for "MICHELLE DRAMA IN BURSTING WITH PRIDE" and "Military OneSource.com". The footer contains copyright information and the TroopTube logo, which is presented by Military OneSource.

- Web site where users can share videos privately with family members or publicly with the larger community
- Content is created *by* troops and their families *for* troops and their families
- www.trooptube.tv/videos/158
- www.trooptube.tv/videos/567
- All videos are screened before posting to ensure they are appropriate



Educational Materials

- Varied topics
- Varied formats
 - Articles
 - Booklets
 - Audio
- Varied access to content
 - Download audio and print online
 - Order materials online for home delivery
 - Call a consultant



Special Promotion - Hero Helpers

- Viral marketing program to increase awareness of Military OneSource
- Aimed at those in the military community with high networking potential, who frequently come in contact with people eligible to use Military OneSource
- Register and order free kit at:
www.militaryonesource.com/HeroHelpers



What is in the Hero Helper Kit?

- Bags
- Pens
- Educational DVDs
- Mouse Pads
- Flash Drive/CD
- Flyers
- Lanyards
- Magnets



Commitment to Quality

- Ease of access to Military OneSource
- Phones are answered live... 24 hours a day, 7 days a week, 365 days a year
- Follow-up as mutually agreed upon
- Customer satisfaction surveys
- Customer recovery



Call or visit online!

- United States: 1-800-342-9647
- Overseas: 800-3429-6477

Access codes can be found online

- Overseas collect: 484-530-5908

Contact an international operator first

- www.militaryonesource.com

***** Service Provider Support

Call Military OneSource and ask to speak to your
Regional Relationship Manager



Joint Family Support Assistance Program

Background

FY-07 Defense Authorization Act, Sec. 675, required the DoD to implement a Joint Family Support Assistance Program for families of members of the Armed Forces to provide:

- Financial and material assistance
- Mobile support services
- Sponsorship of volunteers and family support professionals for the delivery of support services
- Coordination of family assistance programs and activities provided by *Military OneSource*, Military Family Life Consultants, counselors, the DoD, other federal agencies, state and local agencies, and non-profit entities



Key Features

JFSAP partners with military, state, and local resources to:

- Assess needs
- Identify resources & address gaps
- Enhance/build community capacity
 - Facilitate an integrated service delivery system and a community of support and outreach for military families
- Provide outreach to families to inform them about available resources



Partnerships

- National Guard Bureau
- RA Joint Deployment Support and Reintegration Office (YRRP)
- Services & Reserve Components
- Military OneSource
- Military Family Life Consultant Program
- American Red Cross
- Military Child Education Coalition
- Zero To Three
 - Coming Together Around Military Families
- 4-H
 - Operation Military Kids



STATE JFSAP TEAMS RESULTS

1 NOV 07 – 31 Mar 2009

- Provided services to **567,113** members and families during **23,956** contacts.
- Conducted **24,063** outreach visits to state, local, and non-profit organizations to collaborate & integrate resources on behalf of members/families

