

THE OFFICE OF THE DEPUTY ASSISTANT SECRETARY OF DEFENSE

Military Community and Family Policy

Non-medical Counseling Quick Reference Guide



Providing policy, tools and resources to further enhance the quality of life of service members and their families

July 2016

Introduction

Non-medical counseling can help service members and spouses identify and solve problems before they escalate into more significant conditions. Military OneSource and Military and Family Life Counseling Program counselors are trained to provide non-medical counseling support for military-specific issues like moving and deployments. Using a prevention-based, problem-solving approach, non-medical counseling encourages individuals to seek help by increasing access to licensed counselors trained to work with the military community. These services are intended to reduce stigma associated with seeking help and promote a culture that enhances readiness and resiliency for service members and their families.

Non-medical counseling is available at no cost to active-duty service members, National Guard and reserve service members (regardless of activation status), their families and survivors. These services are easily accessible to help service members and families maintain healthy relationships and mission-readiness.



Non-medical Counseling Overview

Non-medical counseling services, available through Military OneSource and the Military and Family Life Counseling Program, help to prevent the development or exacerbation of military-life conditions that may compromise military and family readiness. All counselors possess a master's or doctorate degree in a mental health field and are licensed and trained to provide support for military-specific issues.

The following individuals are eligible to receive non-medical counseling:

- Active duty service members in the Army, Marine Corps, Navy and Air Force
- National Guard and reserve members (including members of the Individual Ready Reserve), regardless of activation status
- Retired and separating service members for up to six months following their end of tour of service, retirement date or discharge date
- Anyone in the Department of Defense civilian expeditionary workforce (as defined by Department of Defense Directive 1404.10) during deployment, the 90 days prior to deployment, and the 180 days following deployment
- The immediate family members of the above individuals
- Surviving spouses (who have not remarried) and the children of deceased active-duty, National Guard and Reserve Component service members, regardless of the cause of death
- Anyone who has legal responsibility for a service member's children during deployment or separation from the family, as long as the service requested clearly benefits the child
- Extended family members who are seeking assistance on behalf of their service member



Issues amenable to non-medical counseling

Non-medical counseling sessions are confidential and designed to address issues that don't require long-term support. Potential options for support include, but are not limited to:

- Communication issues
- Adjustment to situational stressors
- Stress management
- Decision making
- Grief and loss
- Life skills
- Blended-family issues
- Parenting-skills issues
- Military-specific concerns, like: relocation, separation, deployment and reintegration

Non-medical counseling is available for 12 sessions per issue, per eligible family member and they can request counseling for more than one issue.

Inappropriate non-medical counseling referrals

Non-medical counseling is not available to provide long-term support or treat diagnosed addictions or issues that require medical treatment. Individuals seeking support for issues that are not included within the scope of non-medical counseling services receive appropriate referrals for their needs. Inappropriate issues for non-medical counseling include, but are not limited to, the following:

- Active suicidal or homicidal thoughts
- Sexual assault
- Child abuse
- Domestic violence
- Alcohol and substance abuse
- Active Family Advocacy Program cases
- Mental health conditions that require recurring in-patient hospitalizations

Accessing non-medical counseling support

Support those you lead by directing your military members and their families to conveniently access military-focused, non-medical counseling professionals in their local community through Military OneSource or the Military and Family Life Counseling Program.

Service members and their families can schedule sessions through Military OneSource by calling 800-342-9647 or clicking on <http://www.MilitaryOneSource.mil> and using the Live Chat button at the top right corner of the home page.

Sessions are available:

- Face-to-face
- By telephone
- Via secure online chat
- Through secure live video

Service members and their families can access Military and Family Life Counseling Program confidential non-medical counseling by contacting:

- Their installation's Military and Family Support Center in person or at <http://www.militaryinstallations.dod.mil>
- Their unit commander
- Various National Guard and reserve family programs





Military OneSource Program

Military OneSource provides service members and their families with comprehensive information and support programs that address every aspect of military life. In addition to non-medical counseling services, Military OneSource offers several other options for support, including specialty consultations that cover a variety of helpful topics and a 24/7 call center for support anytime, anywhere.

Non-medical counseling

Confidential non-medical counseling through Military OneSource is available to service members and their families to discuss a variety of issues pertaining to military life. Non-medical counseling can help service members and spouses identify and solve problems before they escalate — providing expert, solution-based advice and support.

Youths ages 13-17 are eligible for individual, face-to-face counseling, but a parent must attend the first session. Children ages 6-12 can see a family counselor, but a parent must be present at every session. However, young children under the age of 5 aren't eligible for counseling under the Military OneSource program.

Specialty consultations

Service members and their families can also conveniently access Military OneSource specialty consultations, at no cost, to keep them headed in the right direction. Military OneSource offers specialty consultations for the following areas:

1. Adoption
2. Adult disability and elder care
3. Education
4. Health and wellness coaching
5. Peer-to-peer support
6. Special needs
7. Spouse relocation and transition
8. Wounded warrior

Specialty consultations are convenient and accessible since they are held over-the-phone or, in some cases, through live video sessions.

24/7 Call center

Military OneSource is available by toll-free phone 24 hours a day, seven days a week, all year long. A trained master's-level consultant can offer instant confidential support and provide a referral for the next step. Just call 800-342-9647.

Other resources

The follow resources are also available through Military OneSource for additional support:

1. Document translation
2. Information and referral
3. Financial counseling
4. Tax services
5. Language interpretation services
6. Spouse Employment and Career Opportunities
7. Mobile solutions

Military and Family Life Counseling Program Overview

The Military and Family Life Counseling Program also provides confidential non-medical counseling to active-duty service members, National Guard and reserve members, Department of Defense civilian expeditionary workforce members, and the immediate family members and survivors of all the aforementioned groups.

Available in person at installation Military and Family Support Centers, service members and their families can rely on military and family life counselors to rapidly respond when they need it most. Military and Family Life Counselors who are on rotational assignments or embedded in units are available for confidential face-to-face counseling, as well as to provide briefings and presentations to staff or units.

Adults – military and family life counselors

These counselors provide briefings, presentations and private sessions for service members and their adult family members addressing a variety of short-term, non-medical issues, including, but not limited to:

- Anger management
- Communication
- Conflict resolution
- Deployment
- Grief and loss
- Marriage and relationships
- Parenting
- Return and reintegration
- Stress management



Child and youth behavioral — military and family life counselors

Child and youth behavioral counselors understand the issues military children face. Counselors provide support to meet the individual needs of military children, particularly during challenging periods. These counselors provide briefings and presentations for service members and their families addressing issues including child development and military related issues. You can reach a child and youth behavioral military and family life counselor through a child development center, school or military youth summer camp. Typical support includes:

- Social skills
- Academic issues
- Parent-child relationships
- Deployment related issues
- Conflict resolution
- Stress management
- Grief and loss
- Transitions and relocations

Child and youth camp support

Child and youth camps offer military children the opportunity to come together and share their experiences. Child and youth behavioral military and family life counselors are available to provide counseling support at camps, which can cover a wide variety of themes, such as deployment and bereavement. Camps include, but are not limited to:

- National Military Family Association Operation Purple camps
- National Guard and reserve camps
- Operation: Military Kids camps

On-demand support

Military and family life counselors are available to give on-demand support at events that occur off installation. Sample events include:

- Yellow Ribbon Reintegration Programs
- Drill weekends
- Family events
- Annual training
- Marriage retreats

Service providers can request on-demand support for specific one to three-day events through the Resource Request System located at <https://supportrequest.militaryonesource.mil>. Requests for support must be submitted at least 15 business days before the event is scheduled and meet the minimum attendance requirement of at least 50 eligible individuals.

Surge support

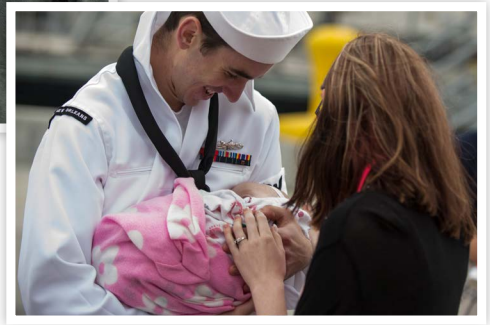
Surge support is a flexible and timely support option that is tailored to specific situations as they arise. Military leaders can request surge support for service members and their families for issues or occasions where immediate or additional support is necessary. Counselors assist service members and their families to enhance operational and family readiness during challenging times. Potential issues necessitating surge support may be:

- Deployment-related reintegration challenges
- Military contingencies
- Natural disasters or crises
- Grief and loss

Surge support is provided in targeted locations for 30-90 days and can include up to 20 military and family life counselors. Contact your military service headquarters to request surge support.

Non-medical Counseling: In Review

Qualified counselors are available to help members of the military community through life's challenges—both big and small. With the wide range of options available for targeted, confidential and no-cost support, there's no need for service members or their families to struggle alone. Connect your military community to confidential non-medical counseling options through Military OneSource and the Military and Family Life Counseling Program to ensure a mission-ready force.



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**Fill out the On-Demand Resource Request form at
<https://supportrequest.militaryonesource.mil>
and schedule a briefing to learn more about the resources available.**

**Refer service members and their families to military and
family life counselors at MilitaryINSTALLATIONS,
or <http://www.militaryinstallations.dod.mil>.**

**Contact your military service headquarters to request
additional rotational or surge support.**





Mission statement. The Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy is directly responsible for programs and policies which establish and support community quality of life programs for service members and their families worldwide. This office also serves as the focal point for coordination of the broad range of quality of life issues within the Department of Defense.



Information in this guide may not be current due to policy or program changes which may have occurred since it was published. Send questions to <http://www.militaryonesource.mil/feedback>.



Brought to you by the Military Community and Family Policy
Office of Military Community Outreach



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