

Specialty Consultations Program Content Guide

Updated July 2026

The following established style guidelines reflect the longstanding practices of developers and editors of content for Military OneSource specialty consultations. They are consistent with rules and guidance outlined in the Associated Press Stylebook and reflective of Office of Military Community and Family Policy style and usage preferences.

Background

Military OneSource offers free specialty consultations for eligible participants in the following categories: wounded warrior, special needs, adult disability and eldercare, education, adoption, peer-to-peer support, health and wellness coaching, new MilParent, transitioning veterans, building healthy relationships and spouse relocation and transition.

A specialty consultation is a meeting between individuals and specialists with various areas of expertise. Consultations primarily take place over the phone, but online chat and video sessions are offered for health and wellness coaching, and video sessions are available for the building healthy relationships consultation.

There is no limit to the number of specialty consultations eligible members can receive. Service members and eligible family members can visit [Military OneSource](https://www.militaryonesource.com) 24/7/365 to log in and start a secure live chat with a consultant, who can help schedule a specialty consultation. They can also call Military OneSource at 800-342-9647.

Health and wellness coaching is for eligible individuals who wish to improve their health and overall well-being in areas such as weight management, fitness and nutrition, health condition management and life transitions.

Military OneSource health and wellness coaches can assist service members and their families in reaching their goals via phone, secure online chats or video sessions.

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Peer-to-peer support specialty consultations are relaxed conversations that can be about the challenges of military life, such as deployments or frequent relocations. The consultant can often easily relate to the participant because they have experienced military life firsthand.

Consultants also have a master's degree in a social science field and an in-depth knowledge of the vast array of available Military OneSource services.

Building healthy relationships is an educational specialty consultation for those seeking to build a healthy relationship foundation or maintain an already successful relationship. This service is available via phone or video in six curriculum areas.

Each curriculum is broken down into steps that include identifying goals, and comes with tools, resources and guided exercises. Building healthy relationships is ideal for individuals who want relationship support, wish to improve communication or want to complement their confidential counseling sessions with relationship tools and resources.

Spouse relocation and transition consultants assist military spouses in navigating moving and transition-related challenges. A primary feature of the spouse relocation and transition specialty consultation is that the spouse has an ongoing relationship with a specific consultant, with regularly scheduled times to touch base and follow-up.

The Military OneSource spouse relocation and transition consultant conducts an initial assessment to determine the participant's needs and creates an individualized portfolio of resources that might be useful during the transition.

Consultants can also share information on the multiple offerings available through Military OneSource. Specialty consultants help military spouses by:

- Conducting a family assessment to determine needs
- Assisting with organizing and prioritizing their needs

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- Developing an action plan to overcome barriers to securing services
- Connecting them with relevant installation-based services
- Facilitating smooth transitions during relocations and transitions
- Initiating spouse education three-way calls with service providers such as TRICARE and SpouseWorks

Content Tips

- Pay attention to the overall organization and flow of an article. Communicate information and ideas in a logical and organized manner, with some sense of continuity from one idea to the next.
- Avoid redundancy.
- Write in relationship-neutral terms, such as “partner” and “couple.”
- Write in generic terms when it comes to “male” and “female.”
- Flesh out and clarify statements and ideas.
- Ensure that subheads reflect the content that follows.
- Focus on the positive side of content as much as possible.
- Ensure content is grounded in research or backed up by practice and knowledge.
- Highlight that callers can reach a real person, not a computer or a long phone menu.
- Use softening or qualifying words such as “generally,” “may be,” “can be” or “might,” to avoid making blanket statements about how people feel, react, etc., in different circumstances.
 - Don’t say: “Caring for an aging parent is always taxing.”
 - Say: “Caring for an aging parent can be taxing.”
 - Don’t say: “An eldercare consultant will help you figure out the best plan for you and your family.”
 - Say: “An eldercare consultant can help you figure out the best plan for you and your family.”
- Use plain language.
- Keep sentences short.

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- Write a concluding paragraph of two or three sentences.
- Keep the wide audience range in mind or speak to the target audience as directed in the job start form.
- Incorporate a friendly, approachable tone and visual imagery.
- Keep blogs and articles short, focused and as concrete as possible.
- Use military family-centric information.
- Focus on resources for military families.
- Be concise.
- Use bulleted formatting for clarity when appropriate.

Things to Avoid

Do not:

- Make assumptions
- Tell people how they feel
- Tell people what they should, need to, must, ought to or can't do
- Tell people what they should always or never do
- Use clinical jargon or phrases such as “as best you can”
- Use statistics, unless vetted through the Office of the Deputy Assistant Secretary of War for Military Community and Family Policy
- Use acronyms when the audience is unfamiliar with MC&FP-specific programs
- Provide general advice (Content should include the support and resources Military OneSource offers.)
- Refer to Wounded Warrior Care Center or Wounded Warrior Resource Center
- Refer to the Wounded Warrior Program
- Use Heroes to Hometowns content
- Use the phrase, “Military members will always have a place to go.”
- Mention Vets4Warriors in reference to peer-to-peer counseling

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Abbreviations and Acronyms

Abbreviation or acronym	Full title
MCSP	Military Community Support Program

Preferred Terms

Acceptable

Note: All references to self-directed coaching should be removed since it is no longer a Military OneSource offering.

augment (instead of adding to)

can, may or might (instead of will or are)

consultants — in reference to Military OneSource consultants being available 24/7 (instead of triage consultants)

Incorporate the language “expert guidance and personal support for service members and their families” when referring to specialty consultations and other support services listed on the [Coaching & Consultations page](#) on MilitaryOneSource.mil.

issue or challenge (instead of problem)

military life (instead of military lifestyle)

Military OneSource specialty consultations are confidential (instead of Military OneSource specialty consultations are anonymous)

often or generally (instead of always)

partner, spouse (instead of husband, wife)

peer-to-peer (but use peer to peer when not modifying a noun)

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Acceptable

Peer-to-peer specialty consultations are only for military members and their spouses, and not for families or veterans (except for newly separated or retired veterans up to 365 days post-separation).

some or many (instead of most or all)

specialty consultant (instead of specialty counseling/counselor)

tend to (instead of usually)

Use “confidential help” or “personal support” to refer to all services/support under the Military OneSource umbrella.

Use “counseling,” “Military OneSource counseling” or “military and family life counseling” to refer to the counseling services that support everyday life issues (refer to the Military OneSource Counseling and Military and Family Life Counseling Program Content Guide for more specifics).

Use free, when the audience is a service member or family members (instead of no cost).

Use no cost, when addressing leadership about Military OneSource policy or contract (instead of free).

wounded warrior (instead of Wounded Warrior)

wounded warrior program (instead of Wounded Warrior Program)

Definitions

Term	Definition
adoption consultants	Offer assistance with beginning the adoption process, locating military-related financial assistance and identifying agencies that can help with specific adoption needs and provide callers with adoption agency information, support groups and general literature on adoption.

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Term	Definition
building healthy relationships consultants	Assist individuals and couples by: • Conducting an assessment to understand their needs • Assisting with organizing and prioritizing their needs • Identifying an appropriate education curriculum to overcome barriers • Addressing distressed relationships through guided problem-solving • Working toward healthier decision-making through guided self-education • Connecting them with resources for skill-building and services
education consultants	Provide: • Referrals to in-home tutors, as well as tutoring centers in the area • Public and private school information • College profiles based upon desired degree and specific request • Help getting credentials converted and diplomas translated to meet specific state or country requirements • Information on the SAT and ACT test preparation programs • Financial assistance, scholarship and grant program referrals based on: ○ Education ○ Field of interest ○ Demographic information ○ Military background ○ Military-specific scholarship resources for spouses that do not qualify for the My Career Advancement Account Scholarship
eldercare consultants	Provide information about in-home care, transportation and insurance. Help you find assisted living, skilled nursing or continuing care retirement communities. Offer research and referrals for senior citizen programs and services.

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Term	Definition
health and wellness coaches	Provide information, support, encouragement and accountability for weight management, fitness, nutrition and stress management.
new MilParent consultants	Provide confidential support as professionally trained consultants who understand military life and connect parents with the resources they need to navigate challenges and strengthen their parenting skills.
peer-to-peer consultants	Offer confidential support through informal conversations, drawing on firsthand experience as service members or military spouses to help navigate the challenges of military life.
special needs consultants	Provide personalized support as master’s-level professionals with expertise in disabilities, military programs and family support. Consultants assess each family’s needs and connect them with resources related to healthcare, education, benefits, legal and financial planning, recreation, caregiver wellness and respite care. Resources include: • Information about specialized doctors, medical equipment resources and navigating medical benefits • Educational information about early intervention, special education and options available when a child graduates from high school • Support for adults with special needs, including information on insurance and navigating Social Security Disability Insurance, Supplementary Security Income, Medicare and Medicaid, as well as comprehensive research on grants, support groups, in-home care and help during deployments • Recreational referrals to specialized summer camps and other extracurricular activities • Referrals to legal and financial resources for families with special needs • Caregiver-wellness referrals for support groups, stress management resources and counseling services

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Term	Definition
	Respite care resources available through TRICARE, community programs and the military services
spouse relocation and transition consultants	Provide personalized support to help military spouses navigate PCS moves and other transition-related challenges. Consultants work one-on-one by phone to develop individualized action plans and connect spouses with resources related to housing, childcare, education, employment, health and wellness coaching, confidential counseling and other services that can help reduce relocation and transition stress.
transitioning veterans consultants	Offer personalized support for transitioning veterans — within 365 days of retirement or separation — to help with identifying goals, exploring education opportunities, preparing for the civilian workforce and reviewing benefits.
wounded warrior consultants	Provide lifetime eligibility for wounded, ill or injured service members, veterans and their families to assist with questions about healthcare and benefits, obtain additional support, report deficiencies in military facilities and help with non-medical issues, such as transportation needs, legal issues and respite care service.

Official Resources

War Department policy

- [Department of Defense Instruction 6490.06, “Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members,” April 21, 2009, Incorporating Change 2, March 31, 2017](#)

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Military OneSource websites

- [Adoption Specialty Consultation](#)
- [Building Healthy Relationships Specialty Consultation](#)
- [Caregiver Support Services](#)
- [Education Specialty Consultation](#)
- [Eldercare Specialty Consultation](#)
- [Health & Wellness Coaching](#)
- [New MilParent Specialty Consultation](#)
- [Peer-to-Peer Support](#)
- [Special Needs Consultation](#)
- [Spouse Relocation and Transition Consultations](#)
- [SpouseWorks Program](#)
- [Transitioning Veterans Consultation](#)
- [Wounded Warrior Specialty Consultation](#)