

Specialty Consultations Program Content Guide

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 elder care, 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 also offered for health and wellness coaching, and video sessions are offered 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 call Military OneSource or visit the website at www.militaryonesource.mil 24 hours a day, seven days a week, 365 days a year to connect via live chat to schedule an appointment for a specialty consultation.

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. Through the phone, secure online chat or video session, Military OneSource health and wellness coaching can assist service members and their families in reaching their goals.

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 easily relates 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 by phone and 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 who wish to complement their non-medical 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 process. The consultant 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
- 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 three-way calls with service providers, such as TRICARE or the Spouse Education and Career Opportunities program

Do

- 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 gender-neutral terms.
- Write in relationship-neutral terms, such as “partner” and “couple.”
- 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 will 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. See the examples below:
 - Wrong: “Caring for an aging parent is always taxing.”
 - Better: “Caring for an aging parent can be taxing.”
 - Wrong: “An elder care consultant will help you figure out the best plan for you and your family.”
 - Better: “An elder care consultant can help you figure out the best plan for you and your family.”
- Use plain language.
- Keep sentences short.
- 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.

Do Not

- Make assumptions.
- Tell people how they feel.
- Tell people what they should, need to, must, ought, can’t or won’t do.
- Tell people what they always or never do.
- Use clinical jargon or phrases like “as best you can.”
- Use statistics, unless vetted through the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy.
- Use acronyms when the audience is unfamiliar with Military Community and Family Policy- specific programs.
- Provide general advice. Content should include 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.

Formatting

- “Less is more” — be concise.
- Use bulleted formatting for clarity when appropriate.

Preferred Terms

Preferred	As opposed to
All references to self-directed coaching should be removed since it is no longer a Military OneSource offering.	
augment	adding to
can, may or might	will or are
Consultants – in reference to Military OneSource consultants being available 24/7	triage consultants
Incorporate the tagline "expert guidance and support for service members and their families" when referring to specialty consultations and other services and counseling items listed on the Confidential Help drop-down menu that are not related to non-medical counseling.	
issue	problem
military life	military lifestyle
Military OneSource specialty consultation is confidential .	Military OneSource specialty consultation is anonymous .
often or generally	always
partner, spouse	husband, wife
peer-to-peer	Use peer to peer when not modifying a noun

Preferred	As opposed to
Peer-to-peer specialty consultations are only for military members and their spouses.	not for families or veterans, except for newly separated or retired veterans up to 365 days post-separation.
some or many	most or all
specialty consultant	professional
specialty consulting/consultation	specialty counseling/counselor
tend to	usually
Use "confidential help" to refer to all services/support under the Military OneSource umbrella.	
Use "non-medical counseling" to refer to the counseling services that support everyday life issues.	
Use the term "free" when the audience is not specified.	no cost
Use the term "free" when the audience is service member or family members.	no cost
Use the term "no cost" when addressing leadership about Military OneSource policy or contract.	free
wounded warrior	Wounded Warrior
wounded warrior program	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.
Building healthy relationships consultants	<p>Assist individuals and couples by:</p> <ul style="list-style-type: none"> • 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	<p>Provide:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ Education ○ Field of interest

Term	Definition
	<ul style="list-style-type: none"> ○ Demographic information ○ Military background ○ Military-specific scholarship resources for spouses that do not qualify for My Career Advancement Account Scholarship
Elder care consultants	Provide information about in-home care, transportation and insurance; help finding assisted living facilities, skilled nursing facilities or continuing care retirement communities; and research and referrals for senior citizen programs and services.
Health and wellness coaches	Provide information, support, encouragement and accountability for weight management, fitness, nutrition and stress management.
Peer-to-peer consultants	Peer-to-peer consultants have firsthand life experience as service members or military spouses and offer support through relaxed conversations about the challenges of military life.
Special needs consultants	<p>Master’s level professionals with extensive experience in the disability field and trained in military programs who will listen to what the family needs, complete a needs assessment, determine and evaluate what resources the family has or has tried, and guide the family toward the help they need. Resources include:</p> <ul style="list-style-type: none"> • 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, plus comprehensive research on grants, support groups, in-home care and help during deployments • Recreational referrals to specialized summer camps and other extracurricular activities

Term	Definition
	<ul style="list-style-type: none"> • Referrals to legal and financial resources for families with special needs • Caregiver-wellness referrals for support groups, and stress management and counseling resources • Respite care resources through TRICARE or community programs, as well as through each service branch
Spouse relocation and transition consultants	Assist military spouses, via phone, in navigating moving and transition-related challenges and help create an individualized action plan and identify resources that may include information on housing, child care, education, work-life referrals, health and wellness coaching, and non-medical counseling services to reduce the stress involved during relocations and transitions.
Wounded warrior consultants	Provide lifetime eligibility for wounded, ill or injured service members, veterans and their families to assist with questions about health care 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.
New MilParent consultants	Confidential support from professionally trained consultants who understand military life and can provide resources needed to tackle parenting challenges.
Transitioning veterans consultants	Provide personalized counseling for transitioning veterans to help with identifying goals, exploring education opportunities, preparing for the civilian workforce and review benefits.