



**CALL.
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CONNECT.**



Service Providers and Leaders

Call. 800-342-9647

Click. [MilitaryOneSource.mil](https://www.MilitaryOneSource.mil)

Connect. 24/7





ENCOURAGE

Mission

Military OneSource's mission is to eliminate the stigma associated with counseling, and to enhance military and family readiness with worldwide access to confidential help, information and referrals.

Vision

Military OneSource's vision is to provide total force access to confidential support — anytime, anywhere.

Overview

Military OneSource's information and support services directly contribute to force readiness and quality of life of the military community. Military OneSource is a great place to start when referring service members. Professional triage consultants answer calls, 24/7/365 from anywhere in the world, and actively listen, identify the issues and find specialized resources in the local community to support the identified needs.

Eligibility

In order to determine if Military OneSource will benefit service members and their families, consider these eligibility requirements.

Access to **Military OneSource website articles, podcasts, webinars and social media pages** is available to all service members, their families, their extended families and friends, and survivors.

Services included under confidential non-medical counseling, specialty consultations, other services and counseling, and website product orders are available to the following:

- ✓ **ACTIVE DUTY**
Army, Marine Corps, Navy and Air Force members
- ✓ **NATIONAL GUARD**
Regardless of activation status
- ✓ **RESERVE**
Regardless of activation status
- ✓ **COAST GUARD**
When activated with the Navy under Title 10 authority
- ✓ **CIVILIAN EXPEDITIONARY WORKFORCE**
From 90 days prior to, during, and up to 180 days after deployment
- ✓ **RETIRED OR HONORABLY DISCHARGED**
Up to 180 days past separation date
- ✓ **IMMEDIATE FAMILY MEMBERS**
Of those listed above
- ✓ **SURVIVORS**
Non-remarried spouses and children of those listed above

During deployment or separation from family, anyone who has legal responsibility for a service member's children may request and receive services that clearly benefit the children.



Confidential

Service members' and their families' information is private and Military OneSource will not release it to their:

- › Military chain of command
- › Family or friends
- › Other agencies

Exceptions to the Military OneSource privacy policy include:

- › Duty to warn situations
- › Suspected family maltreatment (domestic violence, child or elder abuse or neglect)
- › Harm to self or others
- › Illegal activity



EDUCATE

Military OneSource programs and services

Non-medical counseling (confidential)

Military OneSource will help service members and their families overcome life's challenges. Non-medical counseling sessions are provided at no cost, 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 service or family member and the member can request counseling for more than one issue.



Issues not covered by non-medical counseling

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 the proper referrals that match their needs. Issues that do not meet non-medical counseling requirements include, but are not limited to, the following:

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



Accessing non-medical counseling support

Eligible service members and their families can conveniently access military-focused, non-medical counseling professionals in the local community, over the phone, via online chat or secure live video through Military OneSource.

Eligible members can schedule services through Military OneSource by calling **800-342-9647**. Services are available:

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



Face-to-face sessions are for adults, children and groups in many locations.



Phone sessions are for adults only in CONUS and OCONUS locations.



Online sessions are for adults only in real-time chat format in all locations.



Live video sessions are for adults only in all locations.

Specialty consultations

Military OneSource personalizes each specialty consultation to fit the needs of service members and their families. Specialty consultations can provide service members and military family members with the following services and information:

- ✓ **ADOPTION** — Find general information, locate military-related financial assistance and identify agencies that fit the family's needs.
- ✓ **ADULT DISABILITY CARE** — Get the information needed on in-home care, housing, handicap accessibility resources, adult day care and financial assistance for medical equipment.
- ✓ **EDUCATION** — Receive information ranging from preschool to college regarding tutors, public and private school, online library resources, financial information, college profiles and more.
- ✓ **ELDER CARE** — Discover the housing, respite care, home health services, home safety, assistive devices and insurance information.
- ✓ **HEALTH AND WELLNESS COACHING** — Meet wellness goals for weight management, fitness, nutrition, health condition maintenance and life transitions with a personal coach.
- ✓ **SPECIAL NEEDS** — Get information on doctors, medical benefits and equipment, early intervention, special education, high-school graduate options, support groups, in-home and residential care, legal and financial resources, respite care resources, summer camps and more.
- ✓ **PEER SUPPORT** — Lower stress by talking to someone who understands. Peer consultants have first-hand military-life experience and will listen to the service member or spouse and provide referrals if needed.
- ✓ **SPOUSE RELOCATION AND TRANSITION** — Make moving easier with an individualized plan, including a to-do list with dates and information on housing, child care, education and more.
- ✓ **WOUNDED WARRIOR** — Learn about health care coverage and benefits, additional support, transportation needs, legal issues, respite care and much more.

Other services and counseling



DOCUMENT TRANSLATION

When service members or family members need documents translated, Military OneSource can translate common documents including:

- › Leases
- › Marriage certificates
- › Birth certificates
- › U.S. Citizenship and Immigration Services required paperwork related to adoption proceedings

Documents can also be certified and notarized when needed; however, Military OneSource cannot translate medical documents.



FINANCIAL COUNSELING

Eligible service members and their family members can receive a financial readiness check and plan for the future. Military OneSource offers the following services:

- › Budgets and general financial management
- › Debt management (establishing and restoring credit, consolidating loans)
- › Home buying (mortgages, home equity loans, eviction prevention and foreclosure)
- › Finances (military-specific matters like benefits, deployment, special pay, security clearance)
- › Identity theft



FINANCIAL PLANNING

Military OneSource can provide information and support for financial planning, including:

- › Investment options (stocks, bonds, money markets, mutual funds, certificates of deposit, risk, electronic trading)
- › Savings plans and retirement (traditional, Thrift Savings Plan, 401(k), 457(b), 403(b), Roth IRA and pensions)
- › Education plans for children



FINANCIAL TOOLS

Quick and easy tools to help service members and their families win with finances — Military OneSource has the tools including:

- › Financial calculators (home finance, personal finance, car buying or college savings, investment)
- › Financial audio and video tips
- › Money management podcasts

TAX SERVICES

Tax services are provided at no cost and so easy to use. Military OneSource offers the following:

- › **Tax consultants** — Service members and families can ask questions regarding federal tax-filing requirements, special circumstances including deployment, divorce or capital gains, and more (available year-round).
- › **Tax filing** — Service members and families can access electronic filing software through Military OneSource to receive no-cost, electronic filing of one federal and up to three state returns (available January – June).

LANGUAGE INTERPRETATION SERVICES

Military OneSource provides simultaneous interpretation for non-English speaking callers with a three-way call in order to serve the military customer in the language they are most comfortable speaking:

- › More than 150 languages available
- › Access by calling 800-342-9647 (available 24/7/365)





MILITARY CAREGIVER RESOURCES

Caregivers are supportive by nature, so Military OneSource developed some great forums to help caregivers support one another. The available resources include the following:

Military Caregiver Personalized Experiences, Engagement and Resources, or PEER, Forums are informal groups of caregivers meeting on military installations to share knowledge, experience, resources and ongoing support with each other.

- › In-person Military Caregiver PEER Forums website: <http://warriorcare.dodlive.mil/peer-2-peer-forums>
- › Virtual Military Caregiver PEER Forums website: <http://www.health.mil/Military-Health-Topics/Conditions-and-Treatments/Warrior-Care/Military-Caregiver-Resources>

Online caregiver webinars provide information about being a caregiver.

- › Website: <http://blogs.extension.org/militaryfamilies/tag/military-caregiving>
- › Website: <http://www.militaryonesource.mil/wounded-warrior>



MOBILE SOLUTIONS

http://www.militaryonesource.mil/confidential-help/other-services-and-counseling?content_id=290067



Service members and their families can boost their quality of life with these mobile solutions that can help them reach their goals and strengthen their relationships:

- › **CoachHub** — An online personal coach can help with topics like physical fitness testing, nutrition, weight loss and stress reduction.
- › **MoodHacker** — This mood-tracking tool provides charts to show which activities help improve mood, and it includes a library of tips for mood-boosting activities.
- › **Love Every Day** — Service members and their significant others can rekindle their romance as they answer questions and participate in activities that this interactive website sends via text for 21 days.



Spouse Education and Career Opportunities, or SECO

The Department of Defense's Spouse Education and Career Opportunities, or SECO, program provides military spouses with expert education and career guidance and offers comprehensive information, tools and resources to support career exploration, education, training and licensing, employment readiness, and career connections.

The Spouse Education and Career Opportunities is delivered through the 24/7/365 service member and family support website, Military OneSource: <https://www.myseco.militaryonesource.mil>. The Spouse Education and Career Opportunities program initiatives include:

- › **My SECO website** — This online career and education toolbox contains information, resources and interactive features to assist military spouses in developing a career plan. <https://myseco.militaryonesource.mil/Portal>
- › **Military OneSource Spouse Career Center** — Certified Career Counselors provide no cost, comprehensive counseling services through this center.
- › **My Career Advancement Account, or MyCAA** — This program provides eligible* military spouses with financial assistance to pursue licenses, certifications and associate degrees in portable career fields. <https://aiportal.acc.af.mil/mycaa>
- › **Military Spouse Employment Partnership, or MSEP** — This partnership connects military spouses with more than 300 partner employers who have committed to recruit, hire, promote and retain military spouses in portable careers. <https://msepjobs.militaryonesource.mil/msep>

**Eligible spouses include those whose service member falls under Title 10 authority and is within the pay grades of E1-E5, W1-W2 and O1-O2.*



EMPOWER

How to access benefits and resources through Military OneSource

Military OneSource consultants can directly connect service members and their family members with needed resources, quickly address concerns and answer questions 24/7/365 from anywhere in the world.



CALL

800-342-9647 to speak with a consultant.



CLICK

<http://www.MilitaryOneSource.mil> to search for specific information, or to browse the extensive resources including articles, brochures, fact sheets, webinars, podcasts and more.



CONNECT

<https://livechat.militaryonesourceeap.org/chat> with a consultant via Live Chat.





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