

Military OneSource Overview



Military OneSource Mission

Military OneSource offers free, convenient, 24/7 access to confidential resource and referral support for service members and their families in order to improve the quality of their lives and the effectiveness of the military community.



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



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





Face to Face Counseling Referrals

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



STSF-Telephonic & Online Consultation

- Up to twelve non-medical, scheduled, telephonic or online sessions with Short-term Solution-Focused (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



Specialty Services

Specialty Consultations

- Financial counseling
- Education (college & general)
- Spouse employment
- 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

- In support of a Military OneSource consultation as needed
- Over 170 languages
- 24/7 availability



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.
- Additional referrals to in-person or telephonic financial counseling can be provided by MOS consultants when appropriate

Tax Assistance and Filing

- Free electronic state and federal filing
- Maximize your refund
- Simple, easy process
- Free tax consultations via phone or e-mail



Military OneSource
Offers **FREE**

Tax Consultation and E-Filing

- Maximize your refund
- Simple, easy process
- Use your tax refund wisely –
save and pay off debt!

Visit
www.MilitaryOneSource.com
to file your federal and state taxes.

You name it. We can help – 24/7!

Provided by the Department of Defense at no cost to active duty, Guard and Reserve (regardless of activation status) and their family members.



Spouse Education and Career Programs

- Telephonic consultation with trained education and career advisors
- Education and career goal identification and evaluation
- Aptitude test planning
- Identification of portable career fields
- Research on compensation, training, and education requirements for various careers
- Educational resources and associated costs
- Career credentialing and licensing information (including state requirements)



Healthy Habits Health Coaching

Telephonic and online coaching from an experienced, dedicated health coach

- Weight Management (*iCanChange*)
 - Stress Management (*iCanRelax*)
 - Teen Weight (*iCanAchieve*)
 - Cardiovascular Health (*iCanThrive*)
- 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
 - Health coach makes contact within three business days.
 - Number of coaching sessions vary according to need - average 7
 - 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 who may not have access to a nearby military facility
- Available in the United States and Puerto Rico for Active Duty (Title 10) status personnel and their families
- Up to 16 hours per month per child of respite care for eligible families at participating YMCA facilities.
- Membership assistance at local fitness facilities (e.g. Gold's Gym/Bally's, etc) for single active duty personnel at independent duty stations is also available for entire command units
- **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.

1-800-342-9647 | [MilitaryOneSource.com](https://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 banner with the MilitaryOneSource.com logo, the tagline "A 24/7 Resource for Military Members, Spouses & Families", and the phone number "1.800.342.9647". A secondary phone number "1-800-342-9647" is also visible. Below the banner, there is a section for "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" (American flag), "Military Families" (house), and "Guard/Reserve" (American flag). Each image has a "SELECT YOUR BRANCH" button below it. The footer contains navigation links for "Military Members", "Military Families", "Guard/Reserve", and "Service Providers", along with contact information and a copyright notice for 2009.

Log In | Registration | Contact Us | Help | En Español | View Basket

MilitaryOneSource.com
A 24/7 Resource for Military Members, Spouses & Families
1.800.342.9647

1-800-342-9647

Call CONUS at 1.800.342.9647 or call OCONUS: ▾

Military Members
Military Families
Guard/Reserve

SELECT YOUR BRANCH

Military Members | Military Families | Guard/Reserve | Service Providers

Call 1.800.342.9647 - for more information. About Military OneSource | FAQs | Contact Us | Site Map | View Basket
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New Design!

The screenshot displays the Military OneSource website interface. At the top, there is a navigation bar with links for 'Log Out', 'jdaily', 'Contact Us', 'Help', 'En Español', and 'View Basket'. Below this is a banner with the text 'A 24/7 Resource for Military Members, Spouses & Families' and the phone number '1.800.342.9647'. The main content area features a 'Private Help 24/7' sidebar on the left, a central video player titled 'Bursting with Pride! Blogs of Interest', and a 'WHAT CAN MILITARY ONESOURCE DO FOR YOU?' section. The right sidebar contains a 'TroopTube' section with buttons for 'MILITARY INSTALLATIONS', 'PLAN my MOVE', 'ARMY OneSource', and 'BLOG BRIGADE'. At the bottom, there are 'Links' and 'Resources' sections.

1-800-342-9647

Private Help 24/7
Call and Talk Anytime
1.800.342.9647
or call OCONUS:
E-mail AND GET ANSWERS
Schedule an Appointment FOR HELP AT YOUR CONVENIENCE

1-800-342-9647

Home About Find Information Tools Online Community

Search Military OneSource Search

TroopTube
MILITARY INSTALLATIONS
PLAN my MOVE
ARMY OneSource
BLOG BRIGADE

Bursting with Pride! Blogs of Interest

WHAT CAN MILITARY ONESOURCE DO FOR YOU?
Military OneSource is a valuable tool for military members and their families. To see some of the valuable features that Military OneSource has to offer, [view this page](#) for an overview.

When Your Spouse is Deployed
When your spouse is deployed you face extra challenges. Let our Military OneSource experts help you make it through with confidence.
• [Managing the Emotional Cycle of Deployment When Your Spouse is Deployed](#)
• [Staying in Touch When Your Service Member is Deployed](#)
• [Books and Resources for Children About Deployment](#)

These Boots CD
When your spouse deploys, the challenges can seem overwhelming. [On this free CD](#), journalist and military spouse

Links
Army
Are You New to the Army?
Army
Army Career and Alumni Program
Army Families Online: Army Well-Being
All Military
AAFES
America Supports You
American Red Cross
Be Ready, Homeland Security
DeCA
Resources

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

Educational Materials



- Varied topics
- Several formats
 - Articles , Booklets, Audio
- Multiple ways to access materials
 - Download audio
 - Print online articles, booklets & tip sheets
 - Order online for home delivery
 - Order by calling Military OneSource

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 is divided into several sections:

- Welcome to TroopTube by Military OneSource:** A introductory text block explaining the site's purpose for military families.
- APRIL IS THE MONTH OF THE MILITARY CHILD:** A promotional banner with a photo of a soldier and child, encouraging video uploads.
- Military OneSource is an authorized Department of Defense program for Active Duty, Guard, Reserve and their families.** A text block providing context.
- Videos of the Day:** A section featuring two video thumbnails with titles and descriptions, such as "Coming Home: Military Families Cope with Change" and "Hannah Peekaboo".
- Sign In:** A registration and login form with fields for "USERNAME:" and "PASSWORD:", a "Remember Me" checkbox, and a "Sign in" button. It also includes links for "forgot username?" and "forgot password?".
- Michelle Obama in BURSTING WITH PRIDE:** A promotional graphic for a video featuring Michelle Obama.
- Military OneSource.com:** A logo and text block identifying the site as a 24/7 resource for military members, spouses, and families.

- Web site where users can share their videos with family members and the community.
- Content is created by troops and their families for troops and their families.
- All videos are screened before posting to ensure they are appropriate.

DoD Library

Online Library Resources

Links to electronic databases, e-books, and audio books.

- Electronic books (Safari , NetLibrary, My iLibrary)
- TumbleReadables online books for kids K-12
- Prep for standardized tests like the SAT, ACT, GRE, and CLEP
- Customized college and distance-learning searches
- Home Improvement Center
- Auto Repair Reference Center



Online Library Resources

Audio books, e-books, exam prep, Resume Builder, videos, and more!

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.

Peterson's Online Academic Skills Course

Build your math and verbal skills to excel in your job, pass your exam, advance your career, or continue your education. The Peterson's Online Academic Skills Course diagnoses your current level of reading comprehension, vocabulary, and math skills and teaches you the concepts and skills needed to increase your proficiency in each of these academic areas. This course is free for service members and their families. Just click to get started!



OASC
Peterson's Online Academic Skills Course
[Click Here to Enter](#)

Auto Repair Reference Center



Auto Repair Reference Center

Contains information on most major manufacturers of domestic and imported vehicles. Database content includes more than 31,660 vehicles covered from 1945 to present, over 205,000 drawings and step-by-step photographs, over 130,000 enhanced wiring diagrams, and so much more.

Career Transitions



Career Transitions

A complete, self-paced application that walks job-seekers through the entire process from assessing strengths and interests, to exploring new opportunities, to ultimately improving the chances of landing a job.

Culture Grams



Culture Grams

Experience the world through detailed cultural information on more than 200 countries. Divided into World, Kids, States, and Provinces editions.

Hero Helpers

- A volunteer opportunity to educate and spread the word about Military OneSource.
- Receive a Hero Helper kit and tips on how to get started.
- **For more information or to enroll, visit www.MilitaryOneSource.com/HeroHelpers or call a consultant.**



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

