

Military OneSource

You name it... We can help

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www.MilitaryOneSource.com

Overview



Range of Support

<p>Counseling - Need to Talk?</p> <ul style="list-style-type: none"> • Relationships • Family issues • Problem solving 	<p>Money Matters</p> <ul style="list-style-type: none"> • Budgeting • Debt management • Savings/investing 	<p>Deployment</p> <ul style="list-style-type: none"> • Preparation • Separation • Reunion/reintegration
<p>Children & Youth</p> <ul style="list-style-type: none"> • K-12 public and private • Special needs • Child care • Parenting 	<p>Life-Long Learning</p> <ul style="list-style-type: none"> • College locator • Loans & scholarships • Continuing education • Distance learning 	<p>Spouse Training, Education & Career</p> <ul style="list-style-type: none"> • Spouse employment • Career development • Managing change
<p>Self-help Groups</p> <ul style="list-style-type: none"> • Drug & alcohol abuse • Gambling addiction • Eating disorders 	<p>Shopping & Services</p> <ul style="list-style-type: none"> • Community resources • Consumer purchases • Pet care 	<p>Healthy Habits</p> <p>Moving</p> <p>Special Needs</p> <p>Transition and more...</p>

Translation Assistance

- Document translation
 - Over 150 different languages
 - Official personal documents
 - Examples - passports, marriage certificates
 - Cannot translate medical documents
 - Certified & notarized when needed
- Simultaneous interpretation
 - Over 160 languages
 - Interpreter facilitates three-way call



Specialty Consultations

- Financial counseling
- Stress management
- Education
- Decision making
- Adoption
- Special needs
- Spouse Education & Employment—Career Advancement Account Referrals
- Health Coaching
- Communication
- Nanny
- Adult disability
- Elder care
- Parenting skills
- Grief



Face to Face Counseling Referrals

- Available in U.S., Puerto Rico, and the Virgin Islands
- Up to six non-medical consultations in the community with licensed counselors
- Short-term problem resolution, non-medical counseling
 - Family concerns
 - Adjusting to deployment or reunion
 - Grief counseling
 - Couples concerns
 - Stress management



Short Term Solution Focused- Telephonic (STSF-T) Consultations

- Alternative support for OCONUS and remote locations
- Up to six non-medical, scheduled, telephonic sessions with STSF-T- trained mental health professionals
- Non-medical, strength-based and action/goal-oriented
 - Adjustment to situational stressors
 - Stress management
 - Decision making
 - Communication
 - Parenting-skills issues



New! Healthy Habits Health Coaching

- Personal, telephonic coaching from a dedicated, experienced health coach
 - *Weight Management (iCanChange)*
 - *Stress Management (iCanRelax)*
 - *Cardiovascular Health (iCanThrive)*
- Includes toolkit with an educational workbook and other items
- Healthy Habits Web site with online line tools and educational materials
- Eligible: Active Duty, National Guard and Reserve service members (regardless of activation status) and their family members
- Registration and login to www.militaryonesource.com required
- Access program by calling to request enrollment or completing online health assessment
- Health coach makes contact within three business days.
- Session numbers vary according to need (average is seven sessions)



New! Spouse Education and Career Program

- Telephonic consultation with trained education and career advisors
- Spouse Career Advancement Account screening and referral to Education Service Officer for application process
- 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)



www.MilitaryOneSource.com

New Design in 2008!

The screenshot displays the MilitaryOneSource.com website interface. At the top, there is a navigation bar with links for Military HOMEFRONT, Pay Charts, Military Health System, Guard & Reserve, and a welcome message for user 'mjrcraig'. A search bar is located below the navigation bar. The main content area features a large banner with the text 'Call or E-mail Now! You name it, we can help' and a 'View now' button. Below the banner, there are sections for 'Featured Links' (including AAFES Toy Recall, Protect Yourself From Predatory Lenders, and Injured Support 24/7), 'Need Tax Help?' (with a calculator icon and links to Tax FAQ's, Armed Forces Legal Assistance, and Tax Planning and Preparation Resource Center), and 'What Cable Bill?' (with a photo of a person and text about keeping family finances under control). On the right side, there is a '24/7 Help Center' with options for 'Call Now: 1-800-342-9647', 'Email A Consultant', 'In-Person Counseling', and 'Discussion Boards'. Below this is a 'Search & Decision Tools' section with links for Financial Calculators, Child Care Locator, Relocation Tool, and Plan My Move. Further down are 'Self Assessment Tools' (including 'Do You Give It Your Best?', 'Do You Have Debt Problems?', 'Is a Traumatic Event Causing You Stress?', and 'What's Your Communication Style?') and 'Military Installations' with a 'Choose Branch' dropdown menu.

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

New Online Libraries

MILITARY ONESOURCE
Online Library Resources

LIBRARY HOME
CAREER & EDUCATION
RECREATION
TRANSITION

DoD MWR libraries have something for everyone - from story hours to book discussion groups, from Internet access to word processing, from the latest novels to "how-to" books, from encyclopedia and other reference books to online reference resources. If you are not near a library you can access many of the library resources from your home.

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.

HOME IMPROVEMENT REFERENCE CENTER
Access 26 major reference works in full-text with more than 10,000 images and full-text magazines (e.g., *This Old House*) for home improvement assistance on maintenance, remodeling, electrical work, plumbing, decorating home and garden, etc.

CAREER LIBRARY™
Visit the **Career Library™** to research careers and colleges. This comprehensive resource features five components which match your interests to occupations and colleges and universities. Also includes resume building, test prep, and more.

MYLIBRARY
Academic ebooks to help you with that "hard-to-find" information.

NETLIBRARY
Read a book online or search through all the books to find the chapter you need.

EDUCATION/ LIFELONG LEARNING RESOURCES

SMALL ENGINE REPAIR REFERENCE CENTER
Contains 410 full-text reference books with original photos and illustrations for small engine repair assistance, including: ATVs, commercial mowers, generators, motorcycles, marine, outdoor power equipment, PWC (personal watercraft/jet ski), snowblowers, tillers and other small engines.

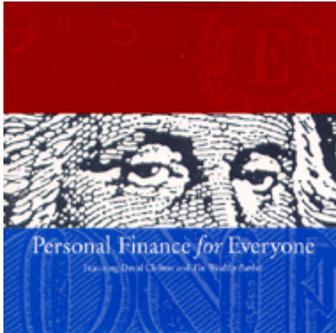
TEACHER REFERENCE CENTER
The **Teacher Reference Center** provides indexing and abstracts for more than 270 of the most popular teacher and administrator

• Register for free to practice the SAT, ACT, GRE and CLEP.
• Search through nearly 4,200 two- and four-year accredited schools and find your perfect fit.

- TumbleReadables online books for kids K-12,
- Customized college and distance-learning searches
- Auto Repair Reference Center
- Home Improvement Center
- Prep for standardized tests like the SAT, ACT, GRE, and CLEP
- Type “online library” in the search function



Educational Materials

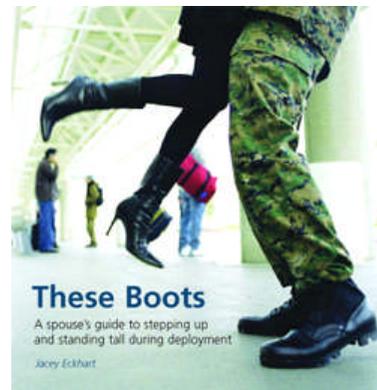


Military Child Development and Youth Programs

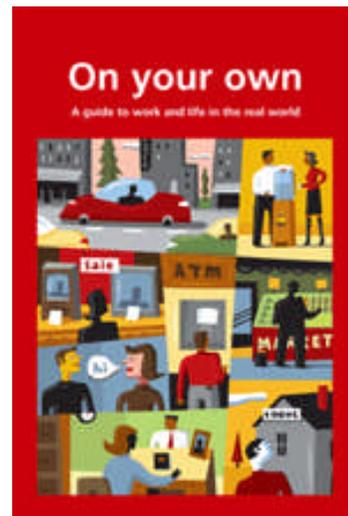
As a working parent, one of your top priorities is to find high-quality care for your child. As a military parent, you have the additional challenge of finding child care that can accommodate shift work, extended hours, and weekend duty; frequent moves; and deployment on short notice.

Recognizing the direct link between child care and members' readiness for service, the military has created a program of care for children and youths that has been praised for its high quality and affordability and called a model for the nation. The Department of Defense (DoD) sets clear quality standards for child development and school-age programs and uses an inspection and certification process to ensure that care on military facilities meets these standards. Ninety-five percent of child development centers and many school-age programs have also met the standards of a national accrediting organization. Providers must have training before they start and continue to complete training modules that the military provides. DoD child care subsidies help parents pay for care.

This article describes the types of child care that the military offers and explains how you can get more information about your installation's programs. Each of the services varies somewhat in its implementation regulations. Once you are enrolled in a program, you will want to ask specific questions about any other rules.



- View articles
- Audio downloads
- Receive personal copies
- Order online or call a consultant



www.MilitaryOneSource.com

Commitment to Quality

- Ease of access to Military OneSource
- Phones are answered live 24/7/365
- Follow-up as mutually agreed upon
- Customer satisfaction surveys
- Customer recovery



Joint Family Support Program

- Team
 - MOS Consultants located in every state.
- Mission
 - Augment family services by providing mobile services to members far from base support.
- Team member responsibilities
 - Enhance community capacity by coordinating with state, local, and military organizations on services and programs.
 - Increase availability and awareness of support services among service members, leadership, and service providers.
 - Sponsor volunteers & family support professionals.



Relationship Management

- Team
 - 8 relationship managers dedicated to Service branches and worldwide regions.
 - Outreach Assistants nation-wide
- Mission
 - Build local relationships with leaders and military community support providers and provide customized support to ensure service continuity.
- Team member responsibilities
 - Primary MOS points of contact to branches or components.
 - Liaison with OSD programs and community agencies.
 - Coordinate outreach efforts by working closely with branches, support services, and MOS Call Center teams.



Regional Support Service Features

- Each team's mission is to provide consultation, feedback, and resources customized to the region, installation and unit.
- Multi-faceted teams:
 - Call Center Team
 - Service Delivery Manager
 - Clinical Supervisor
 - Researchers and consultants
 - Outreach Team
 - Relationship Manager
 - Outreach Assistants
 - MOS representatives from the Joint Family Support Assistance Program team (where available)



Regional Support

- Deployment support
- Reintegration and reunion support
- Mission readiness
- Marketing material bulk order requests
- Event postings
- Presentation requests
- Research requests
- MOS service explanation or clarification
- Document translation
- Webinar requests
- Workplace situations
- Critical incident response coordination



Relationship Managers

Active Army & Mid-South Region:

Pete Murdock

Peter.H.Murdock@militaryonesource.com

Marine Corps Active & Reserve & Pacific Region:

Cathy Reynolds

Catherine.Reynolds@militaryonesource.com

Active Navy & Southeast Region:

Brian Campbell

Brian.M.Campbell@militaryonesource.com

Army & Air National Guard & Northeast Region:

Sherri Hrovatin

Sherri.Hrovatin@militaryonesource.com

Reserve Army, Air Force & Navy & Northwest Region:

Opal Moore-Harris

Opal.Moore.Harris@militaryonesource.com

Overseas Pacific Region:

Jessica Mazzocco

Jessica.Mazzocco@militaryonesource.com

Overseas Atlantic / Southeast Region:

Bill Reese

William.H.Reese@militaryonesource.com

Active Air Force & Mid-Atlantic Region:

Jesse Shepherd

Jesse.C.Shepherd@militaryonesource.com



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Summary

- 24-hour worldwide service, every day
 - Telephone, face to face, online
- No cost & private
- Solution-focused
- Objective, experienced, real people
- Extension of existing installation services



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

Anywhere, Anytime 24/7



www.MilitaryOneSource.com