

# 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/ Career Advancement Account referrals
- 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



# Spouse Education and Career Programs

- 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)



# 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](http://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 of respite child care per child at YMCA facilities for eligible families in DOD approved states
- 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](http://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 large banner with the MilitaryOneSource.com logo on the left, the text "A 24/7 Resource for Military Members, Spouses & Families" in the center, and the phone number "1.800.342.9647" on the right. A smaller version of the logo and phone number is also present in the top left corner of the banner. Below the banner, there is a section with three main categories: "Military Members", "Military Families", and "Guard/Reserve". Each category has a corresponding image and a "SELECT YOUR BRANCH" button. The "Military Members" category features an American flag, "Military Families" features a house, and "Guard/Reserve" features a folded American flag. At the bottom of the page, there is a footer with navigation links for "Military Members", "Military Families", "Guard/Reserve", and "Service Providers". It also includes the phone number "1.800.342.9647" and links for "About Military OneSource", "FAQs", "Contact Us", "Site Map", and "View Basket". The footer also contains copyright information: "©2009 MilitaryOneSource.com - All Rights Reserved. Privacy Policy | Disclaimer | Accessibility | Compatibility" and the official seal of the Department of Defense.

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

**Military OneSource.com**  
1-800-342-9647

A 24/7 Resource for  
Military Members, Spouses & Families

1.800.342.9647

Call CONUS at  
1.800.342.9647

or call OCONUS:

*Military Members*  
SELECT YOUR BRANCH

*Military Families*  
SELECT YOUR BRANCH

*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!

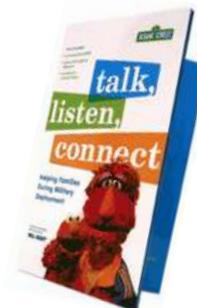
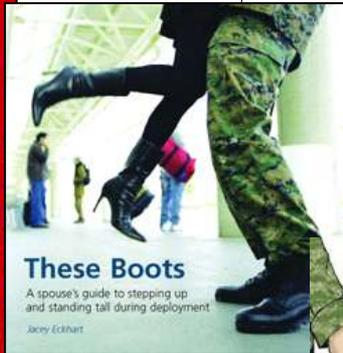
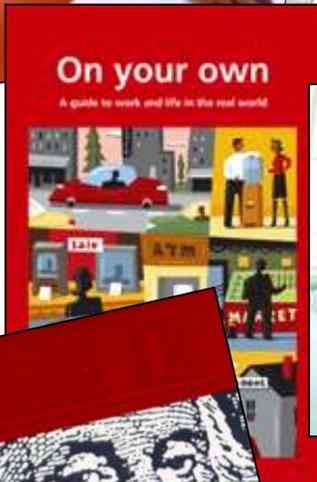
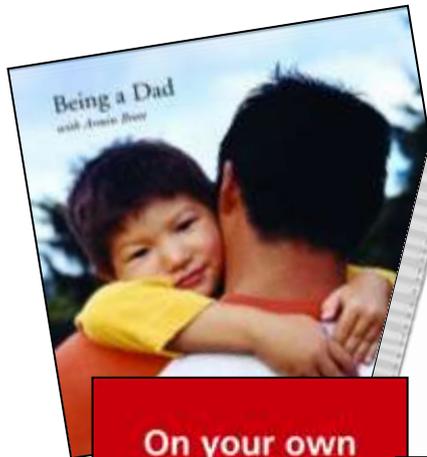
The screenshot shows the Military OneSource.com website. At the top, there is a navigation bar with links for 'Log Out', 'Jidilly', 'Contact Us', 'Help', 'En Español', and 'View Basket'. Below this is a banner with the text 'A 24/7 Resource for Military Members, Spouses & Families' and the phone number '1.800.342.9647'. The main navigation menu includes 'Home', 'About', 'Find Information', 'Tools', and 'Online Community'. A search bar is located in the top right corner. On the left side, there is a 'Private Help 24/7' section with the phone number '1.800.342.9647' and a dropdown menu for 'or call OCONUS:'. Below this is a 'TroopTube' section with a video player showing military members. To the right of the video player are buttons for 'MILITARY INSTALLATIONS', 'PLAN my MOVE', 'ARMY OneSource', and 'BLOGBRIGADE'. Below the video player is a section titled 'WHAT CAN MILITARY ONESOURCE DO FOR YOU?' with a brief description and a link to 'view this page for an overview'. Below this is a section titled 'When Your Spouse is Deployed' with a small image and a list of links: 'Managing the Emotional Cycle of Deployment When Your Spouse is Deployed', 'Staying in Touch When Your Service Member is Deployed', and 'Books and Resources for Children About Deployment'. At the bottom left is a section titled 'These Boots CD' with a small image and a link to 'On this New CD, journalist and military spouse'. On the right side, there is a 'Links' section with a list of links: 'Army', 'Are You New to the Army?', 'Army', 'Army Career and Alumni Program', 'Army Families Online: Army Well-Being', 'All Military', 'AAFTS', 'America Supports You', 'American Red Cross', 'Be Ready, Homeland Security', 'DeCA', and 'Resources'. Each link has a 'More >' button next to it.

- 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
- Varied formats
  - Articles
  - Booklets
  - Audio
- Varied access to content
  - Download audio and print online
  - Order materials online for home delivery
  - Call a consultant



# 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 includes a welcome message from Military OneSource, a sign-in form for users, and a promotional banner for 'APRIL IS THE MONTH OF THE MILITARY CHILD'. Below this, there is a section for 'Videos of the Day' featuring a video about military families coping with change and another about a child playing peekaboo. On the right side, there are additional promotional banners for Michelle Obama's 'BURSTING WITH PRIDE' and Military OneSource.com.

sign in | sign up | upload | help

TroopTube

HOME ALL VIDEOS FEATURED VIDEOS CONTACT US

Search

UPLOAD

Welcome to TroopTube by Military OneSource

TroopTube is the new online video site designed to help military families connect and keep in touch while miles apart. The site is designed for easy use, so you can quickly upload videos and share the simple joys of each day with each other. Sign up today and begin sharing videos by [clicking here](#). Already have a TroopTube account? Sign in [here](#).

Sign In  
not registered?

USERNAME:  
PASSWORD:

Remember Me

Sign in

forgot username?  
forgot password?

APRIL IS THE MONTH OF  
THE MILITARY CHILD

Upload videos celebrating military children today!

Military OneSource is an authorized Department of Defense program for Active Duty, Guard, Reserve and their families.

Videos of the Day

"Coming Home: Military Families Cope with Change" AIRS APRIL 1st  
Join Queen Latifah, John Mayer and Sesame Street friends including Elmo and Rosita for a primetime family special telling the stories of military families coping with combat-related injuries. "Coming Home," airing Wednesday, April 1st on PBS, explores the

Hannah Peekaboo  
Hannah playing peekaboo with her sippy cup

MICHELLE OBAMA  
BURSTING WITH PRIDE  
VIRGIL FIRST LADY  
SUPPORTING MILITARY FAMILIES

Military OneSource.com  
A 24/7 Resource for Military Members, Spouses & 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

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.

#### What's In the Online Libraries?

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.

Have questions? [See our FAQs.](#)



#### [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.



#### [Net Library](#)

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



#### [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.



#### [Safari Books](#)

Search across thousands of books from O'Reilly, Addison-Wesley, Cisco Press, Microsoft Press and more through this e-reference library. Read books cover-to-cover or flip directly to the section you need in seconds. Provided by DoD MWR Libraries.

# 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.
- Enroll now to become a Hero Helper.
- **Call or visit**  
**[www.MilitaryOneSource.com/HeroHelpers](http://www.MilitaryOneSource.com/HeroHelpers)**  
**for more information and to submit an order form.**



# 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](http://www.militaryonesource.com)

