Military OneSource
Military and Family Life Counselor Programs

Nora Clouse
Military Community and Family Policy
Military Community & Family Policy

Execution

- Military OneSource
- Non-medical counseling
- Spouse Education and Career Opportunities, Military Spouse Employment Partnership and My Career Advancement Account
- Military Families Learning Network
- Military Family Readiness Program Accreditation
- Program Evaluation
- Community Capacity Building
- Military Financial Readiness Roundtable
- Military Family Readiness Council
Military Community & Family Policy

Policy Oversight

- Family Support
- Child and Youth Programs
- Casualty Assistance/Mortuary Affairs/Military Funeral Honors/Personnel Accountability
- Family Advocacy
- Exceptional Family Member Program
- Morale, Welfare, and Recreation
- Resale (Commissary and Exchange)
- Voluntary Education/Troops to Teachers
- State Liaison
Military OneSource Utilization
FY 2014

- 779,867 total calls, counseling types, online registrations, emails, and coaching sessions
- 180,427 Non-medical counseling sessions completed
- 1,884 Wounded Warrior cases resolved
- 24,322 Financial counseling sessions completed
- 1,314,260 Educational/promotional materials distributed
- 224,143 Federal and state tax returns completed
Military OneSource At A Glance

- Live information and assistance 24/7/365
- Non-medical counseling
- Specialty consultations
- Educational materials
- Special services
- Website, newsletters, tools, and online chats
- Social media hub, RSS feeds
- Extension of installations and bases
- DoD source for posting emergency contact information in the event of a disaster (DoD Instruction 3001.02)
Military OneSource Program Eligibility

- Service members on active duty, in the National Guard and Reserve Component and their family members, regardless of activation status
- Service members honorably discharged, separated, or retired up to 180 days after end of tour, separation date, or retirement date
- Survivors of deceased service members regardless of conflict or activation status
- Helping professionals (installation military and family centers)
- Civilian Expeditionary Workforce and their families when deployed, during the 90 days prior to deployment, and 180 days post-deployment
• Services provided worldwide by master’s level consultants
• Provides confidential comprehensive information and assistance on every aspect of military life at no cost to Active Duty, Guard and Reserve service members, and their families
• Information includes, but is not limited to, deployment, reintegration, financial, relationship issues, grief, spouse employment and education, parenting and life skills
• **Wounded Warrior Resources** – provides immediate assistance to wounded warriors and their families with issues related to health care, facilities, or benefits (mandated in FY08 NDAA)

• **Special needs, adult and elder care** – provides assessment of the family's needs and information about education, finances, and support groups

• **Health and wellness coaching** – provides coaching for weight management, fitness and nutrition, stress management and overall health and wellness
• **Education** – provides information on college admissions process, financial aid applications and tutoring

• **Adoption** – provides information to address unique issues of military families

• **Peer to Peer Support** - provides separated and retired Service members support up to 180 days after retirement or discharge date (implementation NLT 15 Aug)
Military OneSource
Special Services

- Financial Counseling/Tax Services
  - Individual/Family Counseling Year Round
  - Online Tax Preparation Software
- Customized research
- Document translation
  - Official documents
  - More than 150 different languages
  - Certified and notarized when needed
- Simultaneous interpretation
  - Supports Military OneSource consultation as needed
  - Interpreter facilitates three-way call
Military OneSource
Educational Materials

• Varied topics
  - Parenting
  - Deployment & reintegration
  - Service member education
  - Spouse education and career opportunities
  - Wellness

• Varied formats
  - Online articles
  - Booklets
  - Audio

• Varied access
  - Download audio and print products
  - Order online
  - Call a consultant
Online Resources

www.MilitaryOneSource.mil

- Email a consultant
- Financial calculators
- Webinars
- Social media hub
- Podcasts
- Educational materials to read or download
- Resource links
- Tools for leaders
- Tools for service providers
How You Can Help

Linking to Military OneSource

- Quickly connect service members and their families to trusted information.
- Immediately link them to important tools and resources.
Military OneSource

Call. Click. Connect.

800-342-9647

Confidential Help Military Life Topics Monthly Focus Social Media Hub

Military OneSource Tax Service
Our tax consultants work with Military OneSource financial counselors to provide complete solutions to your tax questions.

Learn more

MOST POPULAR on Military OneSource

1. Tax Services
2. Submit Your Comments
3. Military OneSource Tax Filing Services
4. "Space-A" Travel on Military Flights
5. Electronic Sponsorship Application and Training

BLOG BRIGADE

Starting a New Diet
by Melissa on Wed, 12 Feb 2014
This year, it turns out I am a "resolutions". You know, that lovely term given to anyone that starts a new diet or workout plan in January regardless of whether it is actually for a resolution, or in my case, just the timing that it all happened. Is this the first diet I have ever... [read more]

ePUBLICATIONS

INSTALLATION LOCATOR

Quickly look up information on your installation.

Name of installation

View a directory of installations

or, state name

Military OneSource TWEETS

"@MilitarySaves Week Helps #Troops Get Financially Fit http://t.co/nr1vdT3P9d #milfam #sot #milkids"

"We regret that the #Milfam Readiness Council meeting scheduled for 2/28 has been cancelled. New date coming soon: http://t.co/KKQrSQUh9y"

"What is an Ounce of Prevention Worth to You? http://t.co/koAf8ggPhv #milfam #sot"

"The Successful Saver contest ends TODAY! Be sure to enter: http://t.co/Gy8MyDc4AP #milfam http://t.co/EtUSwELKhWp"

"Power of Attorney Basics: http://t.co/eVrhKOG #deployment #sot #milfam"

Join the conversation
Non-Medical Counseling Overview

- Non-Medical Counseling options through Military OneSource (MOS) and Military and Family Life Counselors (MFLCs)

- Accessing Non-Medical Counseling Support
Military OneSource
Non-medical Counseling

• Traditional 50-minute counseling sessions in four formats:
  
  o **Face-to-face** counseling in an office setting with a provider in the local community (available in CONUS only)
    - Call (800) 342-9647 for referral

  o **Telephonic** with a Military OneSource counselor
    - Call (800) 342-9647 for referral

  o **Secure on-line chat** with a Military OneSource counselor
    - www.militaryonesource.mil

  o **Video** with a Military OneSource counselor
    - Call (800) 342-9647 for referral
Additional non-medical counseling resources:

- Adult MFLC
- Child and Youth Behavioral (CYB) MFLC
- Personal Financial Counselor (PFC)
- Assignments up to 180 days CONUS and OCONUS:
  - At family centers, child and youth programs, schools, and youth summer programs
  - Assigned to an installation or embedded in military units
  - Unique ability to surge counselors to support service members with emerging issues, military contingencies, natural disasters, and/or crises, and deployment related issues
Military Caregiver
PEER Forum Initiative

• Initiative establishes military caregiver forums at designated installations across DoD

• Announced by the first lady in April 2014 as a result of the RAND Study, “Hidden Heroes: America’s Military Caregivers”

• Monthly caregiver forums are currently being conducted on 67 active duty installations
Spouse Education and Career Opportunities

Do you want a career that you can carry with you the next time you PCS? Whether you are just starting your education, trying to advance in your career, or looking for that next great career opportunity, the Spouse Education and Career Opportunities Program can help you search for information on portable careers, get you started on your education, finalize that perfect resume, or assist you with your career planning. Use these resources, tools, and articles to help you get started!

**The Basics**
- Family Readiness System
- Military Spouse Employment Partnership (website)
- MyCAA (website)
- Policy and Legislation
- Spouse Education and Career Opportunities Overview

**Employment Readiness**
- Creating Your Federal Resume
- Federal Résumé Resources and Information
- Hiring Our Heroes – Job Fairs, Spouse Programs and More!
- Interviewing Tips for Military Spouses
- Job Fair Success Strategies

**The Latest**
- USA 4 Military Families - Issue Suggestion Link
  Please tell us about the challenges you have encountered as a military family. Many issues surrounding quality of life for military families can only be addressed at the state level. The USA 4 Military Families initiative concentrates on working with individual states to resolve such issues. What challenges affect your day-to-day life, your education and employment opportunities? Help inform the state liaisons who work to enact legislation that will help military families.

- Military Academic Advancement Program
  The Department of Defense has partnered with the Department of Agriculture and Kansas State University to offer top quality post-secondary learning opportunities. Through the Military Academic Advancement Program (MAAP), you can obtain a Master's degree or Graduate certificate via online learning. This program is available to service members, spouses, and veterans.
Questions?
Non-Medical Counseling Program Office
571-372-4530

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