

# Military OneSource

Connecting You  
to Your Best MilLife



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# Connecting You to Your Best MilLife

## **Military OneSource:**

**Your 24/7 connection to information, answers and support.**

**Your one source for your best MilLife.**

- Dedicated to the greater military community — service members, military spouses and families
- Helping you take full advantage of all the benefits and resources you have available

Operated under the direction of the Deputy Assistant Secretary of  
Defense for Military Community and Family Policy



# More Ways We Serve You

- A single source of information and assistance for service members and military families
- Private, discreet, individualized support
- Free, tailored, confidential
- Trustworthy information and resources — from the Department of Defense





# Serving Our Military Community Worldwide

## Here's who is eligible for Military OneSource services:

- All active duty, National Guard and Reserve Component service members, regardless of activation status
- Immediate family members
- Coast Guard, when activated with the Navy
- Expeditionary civilians, 90 days pre- until 180 days post-deployment
- Retired or discharged honorably to include a general discharge, up to 180 days past separation
- Survivors: non-remarried spouses and children



# Connecting You to Support and Resources



# Privacy Protections

**Personal information is secure. Each user is treated confidentially and with respect, regardless of rank**

**Privacy protections** ensure your personal information will not be:

- Provided to the military or chain of command
- Shared with family or friends
- Released to other agencies



**Privacy exceptions** include the following duty-to-warn situations:

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



# Non-medical Counseling to Help You Be Your Best

## Confidential non-medical counseling:

- For service members and military families
- Private, at no cost, not reported to command
- Short-term, up to 12 sessions
- Connects you – or immediate family members to professionals with master's level education
- Helps with issues such as:
  - Improving relationships at home and work
  - Stress management
  - Marital and communication issues
  - Adjustment and deployment difficulties
  - Parenting skills
  - Grief or loss





# What Non-medical Counseling Doesn't Cover

## Non-medical counseling is **NOT** appropriate for:

- Long-term counseling and support
- Post-traumatic stress disorder
- Psychological or fitness-for-duty evaluations
- Addictions
- Mental health diagnoses requiring medication
- Determining a medical diagnosis
- Crisis situations

If issues fall outside the scope of non-medical counseling, persons will be referred to a treatment center, TRICARE or another service.



# How to Access Non-medical Counseling

**You can connect with Military OneSource 24/7/365 from anywhere in the world to arrange your session:**

Counseling services are offered via:

- Telephone
- Online chat
- Secure, live video session
- Face-to-Face

Face-to-face sessions are also available through the Military and Family Life Counseling Program at installations worldwide



# Specialty Consultations



## Health and Wellness Coaching

Personal coaches to help you set and reach goals to lose weight, manage stress, tackle transitions or make more healthy lifestyle changes.



## Peer-to-Peer

These free, confidential consultations provide opportunities for you to discuss personal or career challenges or aspirations with someone who's been there.



## Wounded Warrior

Get immediate assistance for issues related to health care, resources, facilities and benefits — for eligible wounded, ill or injured service members, veterans and their caregivers.

# Specialty Consultations



## Special Needs

Consultants are knowledgeable about the range of military programs and assistance for caregiving, education and more for family members with special needs.



## Adoption

Adoption consultants are specially trained in military adoptions and can help you navigate the process.



## Adult Disability

Trained consultants can answer questions and help you access resources and support services for your adult family member who needs care.



# Specialty Consultations



## Elder Care

Consultants can help you understand benefits from the VA and Medicaid, how to find in-home care and facilities and get referrals for programs.



## Education

From pre-school to college tuition, education consultants can connect you to resources for service members, for military spouses and military children.



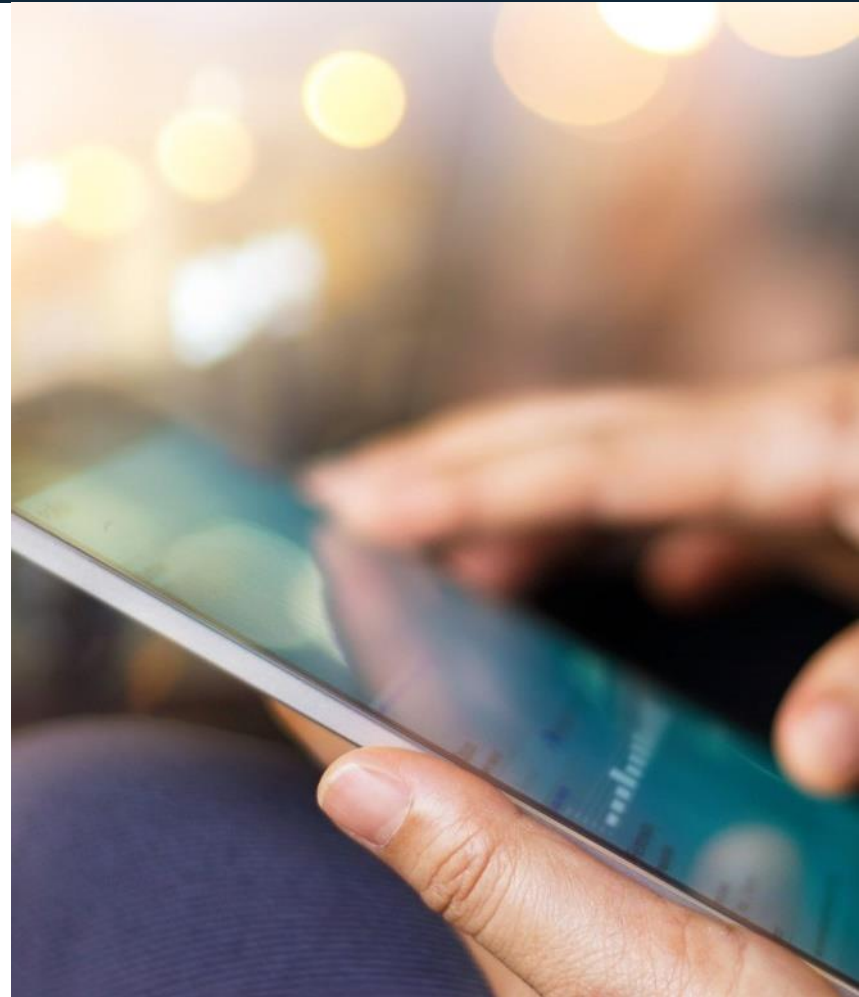
## Spouse Relocation and Transition

Personalized help with moving and transition for military spouses. Get help with managing moving plans, housing allowances, shipment and storage, and more.

# Interactive Tools and Services

**Military OneSource offers a wealth of interactive tools and services to help service members and military families:**

- Financial Counseling
- MilTax Services
- Language Services
- Caregiver Support
- The Spouse Education and Career Opportunities program
- Mobile Resilience Tools and more



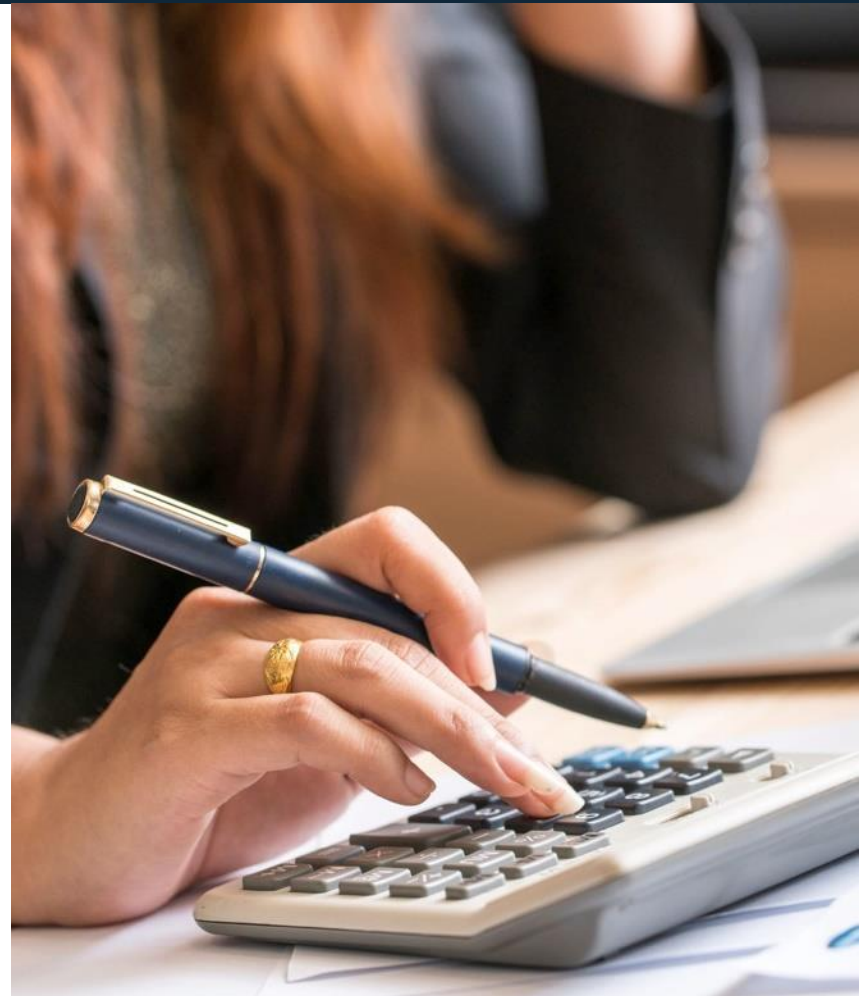
# Interactive Tools and Services

## Financial Counseling

Learn how to take control of your finances. Accredited financial counselors can assist with:

- Setting up a budget
- Evaluating savings, retirement plans and investment plans
- Reviewing college savings and tuition programs
- Understanding housing finances
- Learning how to manage debt — such as negotiating late fees, payment plans

These independent, certified counselors can help you understand and weigh options for the best fit.



# Interactive Tools and Services

## MilTax: Tax Services for the Military

Take command of your taxes with free tax services:

- Easy-to-use software for preparing and filing your taxes online.
- Free expert consultants trained in tax considerations for the military
- Made for military life. For example, complete and electronically file your federal return and up to three state tax forms





- For eligible service members and family members moving overseas

- [illegible]

# Interactive Tools and Services

## Caregiver Support Services

- Support includes Military Caregiver PEER Forums and virtual forums
- Specialized resources, monthly events and webinars
- Specially trained, master's-level consultants
  - For assistance with your service member or family member
  - For your own non-medical counseling
- Military OneSource provides military caregivers with tailored information and resources



# Interactive Tools and Services

## Spouse Education and Career Opportunities

Military OneSource is your connection to SECO — employment and education for military spouses worldwide.

- Personalized guidance from certified career counselors
- Counselors assist with:
  - Career exploration
  - Education, training and licensure
  - Employment readiness
  - Career connections
- Comprehensive resources and tools



# Interactive Tools and Services

## Mobile Resilience Tools



### MoodHacker

Don't let stress rule your life. This self-management tool helps you track, understand and improve your mood.



### CoachHub

Personal online coaches help you meet your stress management goals and stay on track with online support.



### Love Every Day

Rekindle the romance. Text messages encourage couples to connect in a fun and meaningful way for a few minutes a day for 21 days.



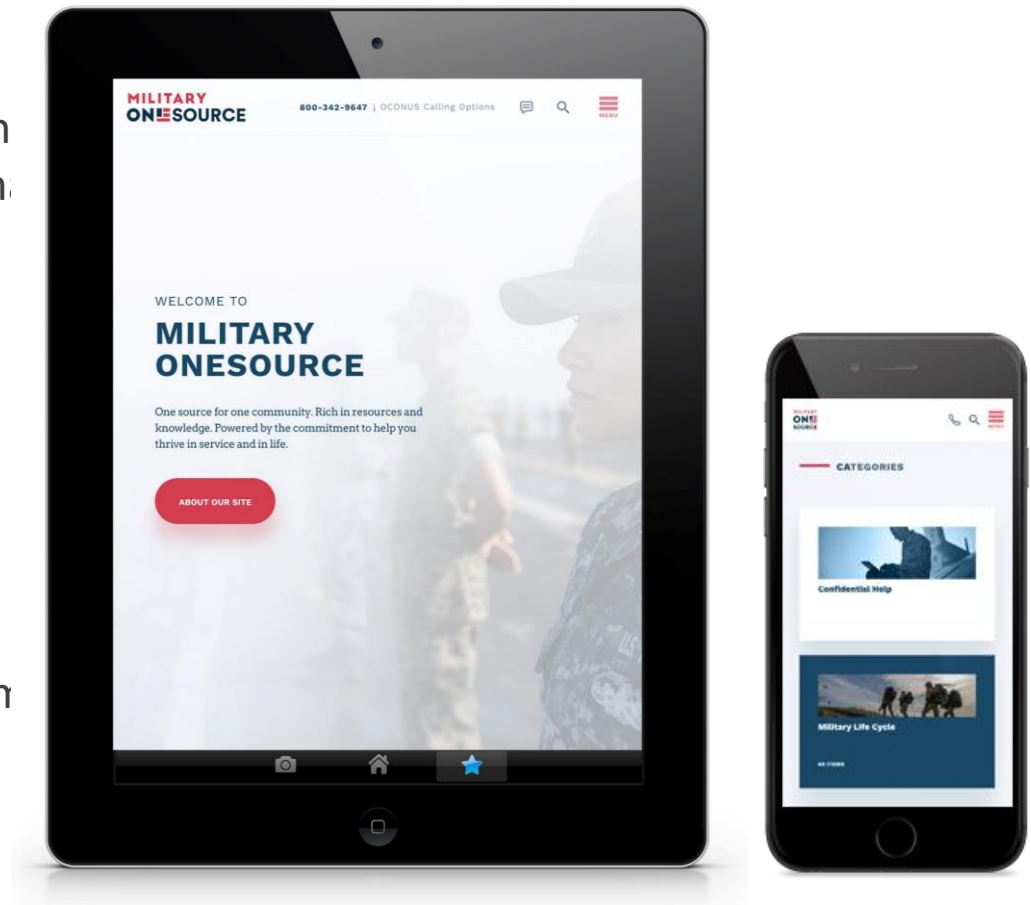
# The Military OneSource Website

## MilitaryOneSource.mil

Is your 24/7/365 connection to even more resources, services and information?

The Homepage:

- 800 number and OCONUS Calling Options
- Link to secure online chat
- Optimized search function
- Categories and featured content
- Menu with Quick Access links to important pages and Site Feedback
- Confidential Help



# The Military OneSource Website

## Categories:

In addition to Confidential Help, check out these categories for articles, information, tools and services

- **Military Life Cycle** — from basic training to transitioning out
- **Family & Relationships** — parenting, relationships, family life, special needs and more
- **Moving & Housing** — PCS, OCONUS moves and handling housing
- **Financial & Legal** — personal finance, legal issues and taxes
- **Education & Employment** — for service members, for kids and for military spouses
- **Health & Wellness** — healthy living, mental health, wounded warriors and more
- **Recreation, Travel & Shopping** — from commissaries to MWR to Space-A travel

# Connect to More Services

## The Morale, Welfare and Recreation Digital Library

Provides service members and their families with:

- Access to free library resources via computer
- Any time and any place where there is internet access
- Resources include:

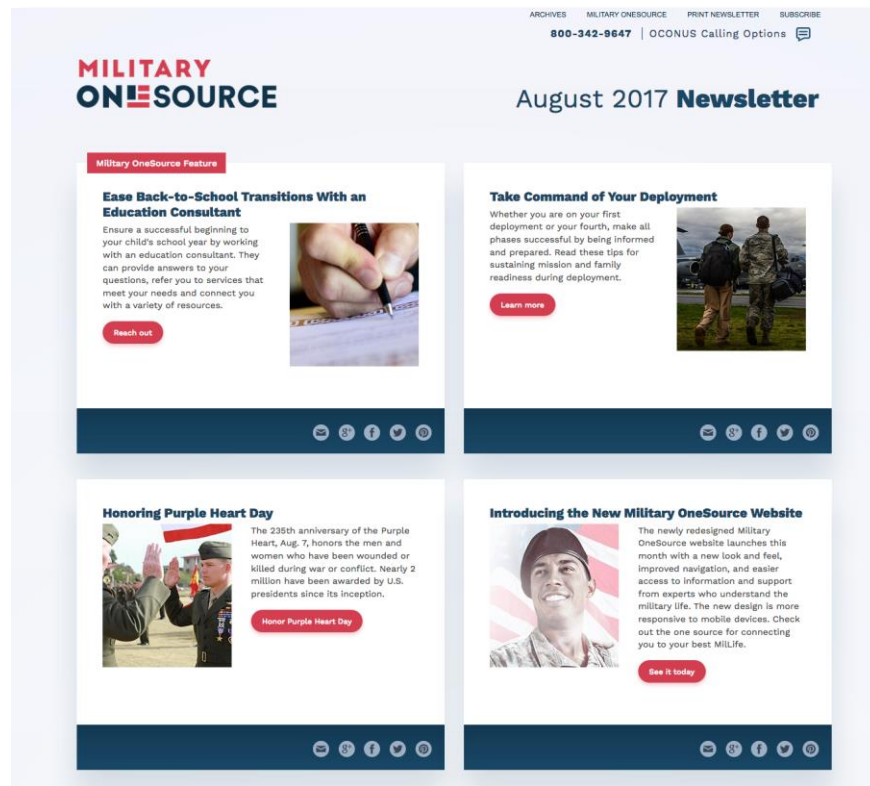
- Academic Search Premier
- Audiobooks Collection
- Career Transitions
- Chilton's Auto Repair
- Consumer Reports
- eBooks Collection
- Morningstar Investment Research Center
- Small Business Reference Center



# Connect to More Services

## Newsletters and Blogs — for the latest information and timely help:

- Subscribe to eNewsletters
  - Military OneSource
  - EFMP for the Exceptional Family Member Program
  - Spouse Education and Career Opportunities
- View current and archived issues
- Blog Brigade for Military Spouses
- Visit us on Social Media

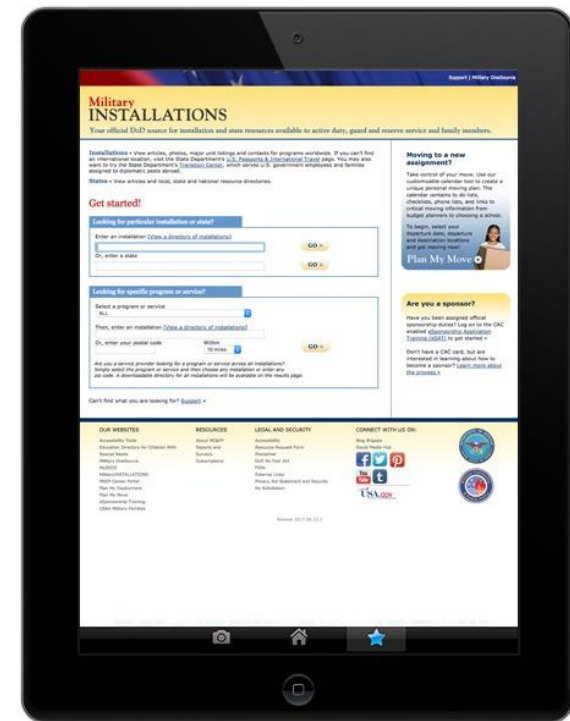




# Your Connection to MC&FP

You can connect with all these other MC&FP programs, services and tools through Military OneSource

- MySECO
- Military Spouse Employment Partnership Job Search Tool
- My Spouse Advancement Account Scholarship
- MilitaryINSTALLATIONS
- Plan My Move & Plan My Deployment
- USA4Military Families
- Education Directory for Children with Special Needs
- Resource Request System
- eSponsorship Application & Training
- My Training Hub



# Connect to Your Best MilLife

## You Can Expect:

- Worldwide access 24/7/365
- Free and confidential support
- Objective and experienced experts
- Current and practical information and tools
- A commitment to help service members and military families thrive



**Toll-free telephone**  
**800-342-9647**



**[www.MilitaryOneSource.mil](http://www.MilitaryOneSource.mil)**  
**with live chat**



**[www.MilitaryOneSource.mil](http://www.MilitaryOneSource.mil)**



**Interaction with**  
**trained professionals**

# Questions?

Your 24/7 connection to information, answers and support.

Your one source for your best MilLife.

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