



# DoD Mental Health Task Force

*Military Community & Family Policy*

*Non-Medical Counseling Support*

*Military OneSource and Military and Family Life Consultants*

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Director, Office of Family Policy/Child & Youth

December 20, 2006



# **Military OneSource**

## **You name it... We can help**

**Military OneSource was  
named the #1  
Mobilization/Deployment and  
Family Support Strength at the  
2006 Army Family Action Plan**



# Military OneSource Overview



Extension of existing services

Accessed via telephone, online, mail, or face-to-face

Eligibility: active duty, Guard and Reserve, families

Staffed by masters-level consultants



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

Confidential

Customized research

**AT NO COST**



# 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**



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



# Eligibility/Privacy



- Eligibility
  - Active duty, Guard & Reserve (regardless of status)
  - Family members
  - Installation helping agencies
  - Individual Ready Reserve (IRR)
- Privacy
  - Military OneSource may be used anonymously
  - Privacy statement is read to all callers identifying the limits of confidentiality





# Range of Support



<p>Counseling - Need to Talk?</p> <ul style="list-style-type: none"><li>• Relationships</li><li>• Family Issues</li><li>• Problem solving</li></ul>	<p>Money Matters</p> <ul style="list-style-type: none"><li>• Budgeting</li><li>• Debt Management</li><li>• Savings/Investing</li><li>• Identity Theft</li></ul>	<p>Deployment</p> <ul style="list-style-type: none"><li>• Preparation</li><li>• Separation</li><li>• Reunion/Reintegration</li></ul>
<p>Children &amp; Youth</p> <ul style="list-style-type: none"><li>• K-12 Public &amp; Private</li><li>• Special Needs</li><li>• Child Care</li></ul>	<p>Life-Long Learning</p> <ul style="list-style-type: none"><li>• College Locator</li><li>• Loans &amp; Scholarships</li><li>• Continuing Education</li><li>• Distance Learning</li></ul>	<p>Spouse Training, Education &amp; Career</p> <ul style="list-style-type: none"><li>• Spouse Employment</li><li>• Career Development</li><li>• Managing Change</li></ul>
<p>Family Dynamics</p> <ul style="list-style-type: none"><li>• Parenting</li><li>• Elder Care</li></ul>	<p>Shopping &amp; Services</p> <ul style="list-style-type: none"><li>• Community Resources</li><li>• Consumer Purchases</li><li>• Pet Care</li></ul>	<p>Healthy Habits</p> <ul style="list-style-type: none"><li>• Fitness &amp; Nutrition</li><li>• Tobacco Cessation</li><li>• Men/Women's Health</li></ul>



**MILITARY ONESOURCE**  
CALL 1-800-342-9647 AVAILABLE 24/7

Login. Not a member? [Join Now](#)

Tuesday, November 14, 2006 SEARCH All for

### AREAS OF INTEREST

Scroll to select a subject area.  
Applying to College

### BROWSE BY CATEGORY

- » Spouse Training, Education & Career
- » Children & Youth
  - » Parenting
  - » Children's Education
- » Money Matters
- » Special Needs
- » Smooth Moves (Relocation)
- » Lifelong Learning, College & Career
- » Trauma, Crisis & Violence
- » Deployment
- » Legal Matters
- » Addiction & Recovery
  - » Substance Abuse
  - » Other Addictions
- » Elder Care
- » Military 101
- » Transition to Civilian Life
- » Healthy Habits
- » Shopping & Services



**24/7 DAD INTERACTIVE CO**  
LEARN HOW TO BE THE BEST DAD YOU CAN BE!  
[VIEW NOW](#)  
OTHER FEATURES

### WHAT'S NEW

» **Honoring Military Family Month - Family Communication**

 The fast pace of military life can make it hard to find time for real family conversations. Military OneSource makes it easy to improve your skills. Celebrate Military Family Month by learning new ways to stay connected.

### RELATED ARTICLES

- » [Holding Family Meetings](#)
- » [Connecting with Your Child During Times of Change](#)
- » [Getting Conversations Going with Your Teenager](#)
- » [Listening to Your Teenager](#)

**NEED TO TALK?**  
Call Now  
1-800-342-9647  
[MORE NUMBERS](#)  
We're available 24/7  
[IN-PERSON COUNSELING](#)  
[E-MAIL A CONSULTANT](#)



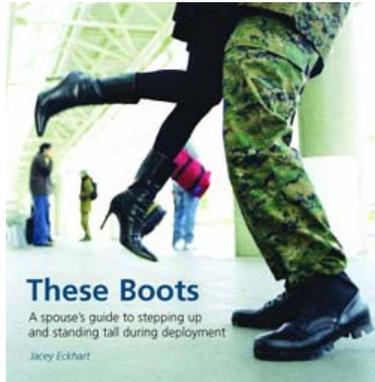
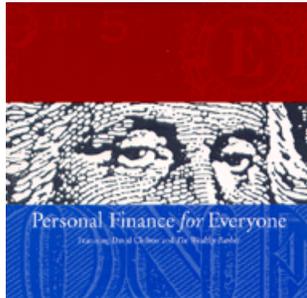
### SEARCH & DECISION TOOLS

- » Financial Calculators
- » Child Care Locator

- Email a Consultant
- Workshops
- Online locators
- Educational materials
- Video tips
- Bulletin boards
- Calculators
- Self-assessment tools
- Quizzes
- Links to military resources



# Educational Materials

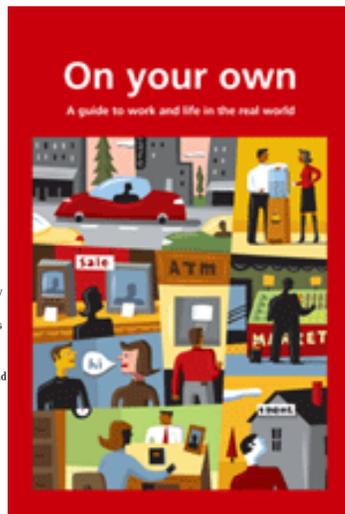


## Military Child Development and Youth Programs

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.



*Sunny days, sweeping the clouds away... Sesame Street's deployment DVD **Talk, Listen, Connect: Helping Families During Military Deployment** is available through Military OneSource.*

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



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



# Translation Assistance



## Translation Assistance

- Document translation at no cost
  - Over 150 different languages
  - Certified & notarized when needed

## Simultaneous interpretation 24/7

- Over 160 languages
- Interpreter facilitates three-way call



# Marketing of OneSource



- **Brochures & magnets**
- **AFN/AFRTS**
- **Specialty Services**
- **Recruiting Commands**
- **On-Line ads**
- **Chaplains**
- **Libraries**





# Usage



- **One in five (21%) of Active Duty members used Military OneSource (April 2006 DMDC survey)**
  - Over 3 times the rate of use reported last year (March 2005)
- **In the first 9 months of FY 2006 (compared to FY 2005)**
  - Almost 6 times more on line visits (1.6M projected in FY 06)
  - Face to Face counseling sessions doubled
    - 70% go to sessions
    - 4.5 sessions utilized on average
  - Contacts almost tripled



**Tremendous Growth**

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



# 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)

**Anywhere, Anytime 24/7**



***Non-Medical Counseling Support  
Accessed Through  
Military OneSource and Military and Family Life  
Consultant Program***

# Counseling Availability



## ✓ Family Assistance / Problem-Solving Counseling

Pre-paid – up to 6 sessions

Access through Military OneSource and MFLC

Outside TRICARE



- Loss and grief
- Deployment stress/anxiety
- Conflict resolution
- Financial readiness
- Parent-child communications

- ## ✓ Provided by licensed counselors within 30 minutes drive
- Individual, group and couples private counseling

**Families dealing with high stress environment – High OPTEMPO**



# Non-Medical Counseling



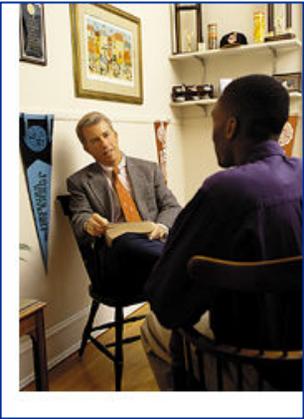
## Family Assistance Counseling (MOS and MFLC)

- Private individual, group and marital/couples private sessions (up to six sessions per issue)

## Outreach to Returning Troops & their Families (MFLC)

- Counselor attendance at community activities to increase awareness of the availability of counseling services

## Psycho-educational presentations and group facilitation (MFLC)





# Issues/Topics Addressed



**Consultants provide information to individuals or facilitate group presentations on:**

## Life Skills:

**Anger Management  
Communication  
Conflict Resolution  
Decision Making  
Parenting  
Parent/Child Communication  
Social Issues  
School/Work Grades  
Values/Life Meaning  
Relationship Issues**

## Military Lifestyle:

**Deployment Stress  
Relational problems  
Emotional Well-Being  
Individuation/Sense of Self  
Loss and Grief  
Coping Skills  
Homesickness  
Relocation Adjustment  
Reintegration  
Separation**



# Military & Family Life Consultants



**Problem solving counseling to help Service members and families deal with normal reactions to abnormal/adverse situations**

- OSD, Office of Family Policy has oversight for the contract
- Our goal is to ensure that non-medical counseling support is provided for Service members and their families and that resources are used effectively across DoD
- MFLC Services are offered DoD-wide for all four Military Services, National Guard and Reserve Component



# DoD Usage of MFLC Support



## Outreach/Rotational MFLC Services:

- MFLC services have been provided at 84 installations both CONUS and OCONUS
- Provided at 40 locations for 2006 DoDEA/CYS Summer Enrichment Program

## On-Demand: (National Guard and Reserve Component drill weekends/family events)

- Provided in 38 states and Puerto Rico



# MFLC Program Overview



## Emerging needs:

- OSD wants to ensure that MFLC services can be mobilized quickly and meet the need

## New Initiatives:

- Built in flexibility for new initiatives
  - Services had the opportunity to submit a proposal for Coaches for Young Families -1 year pilot program initiative