



Military OneSource

**2008 JOINT
SERVICES/AGENCY/WORLDWIDE ERC
RELOCATION TRAINING CONFERENCE**

Pete Murdock



Military OneSource

Agenda

- Overview of Military OneSource
 - Relocation Assistance Resources
- Overview of www.militaryonesource.com
- Online Tour
 - Service Provider Tools
 - Military OneSource Relocation Tools
- Questions
 -



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.
- Impact on the military community
 - Reduced stress
 - Saved time
 - Improved quality of life
 - Increased satisfaction with support systems
 - Enhanced productivity
 - Decreased absenteeism

Features



www.militaryonesource.com

Extension of existing services

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

Eligibility: active duty, Guard and Reserve, families

Staffed by masters-level consultants

Private service

At no cost to service members

Customized research



Eligibility/Privacy

- Eligibility
 - Active duty, Guard & Reserve (regardless of status)
 - Family members
 - Installation helping agencies
 - Individual Ready Reserve (IRR)
 - Academy and ROTC Cadets (without face-to face counseling)
- Privacy
 - Military OneSource may be used anonymously
 - Privacy statement read to all callers identifying the limits of confidentiality



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 & 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, Moving, Special Needs Transition, & more...</p>



Short-Term Solution-Focused Assistance

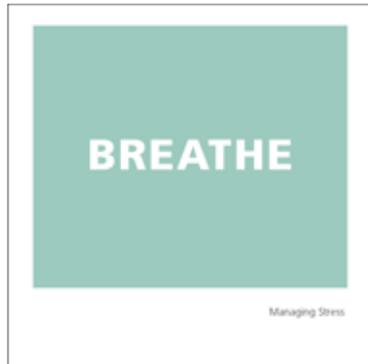
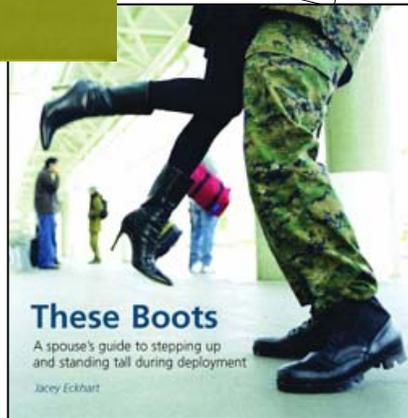
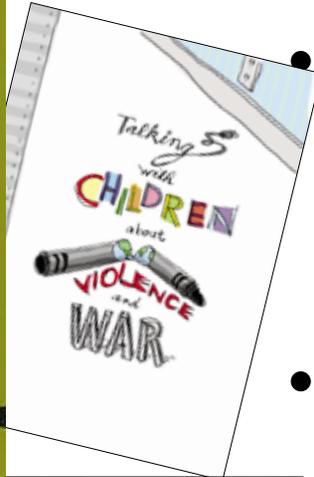
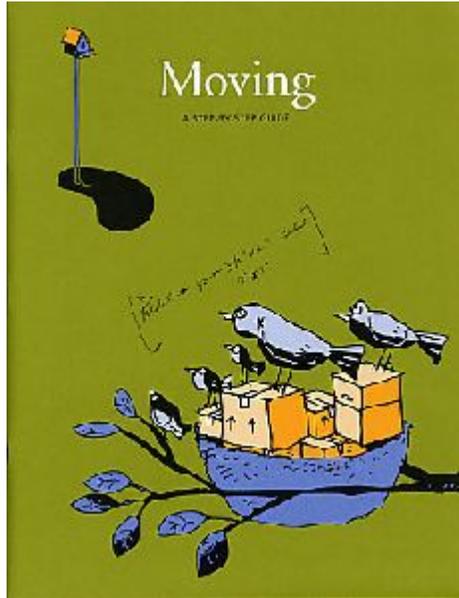
- Face-to-face counseling referrals
 - Up to six non-medical consultations in the community with licensed counselors.
 - Affiliate Provider Network covers 99% of identified military installation and Guard/Reserve locations
 - Issues: Family or couples concerns, adjusting to deployment or reunion, grief counseling, stress management
- Short-Term Solution Focused Telephonic Consultation
 - Up to six non-medical, scheduled, telephonic sessions with STSF-T trained mental health professionals
 - Issues: Adjustment to situational stressors, decision-making, stress management, communication, parenting skills



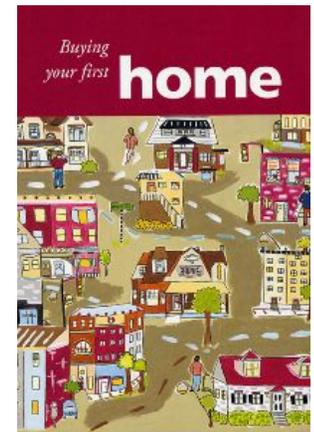
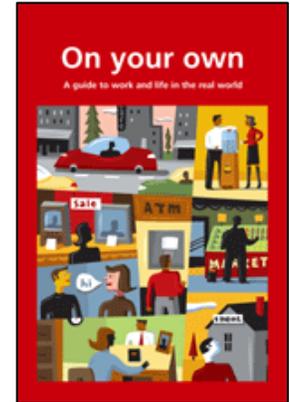
Specialty Services

- Specialty Consultations
 - Financial counseling
 - Adoption
 - Special needs
 - Education (college & general)
 - Child care/nanny
 - Adult disability
 - Elder care
 - Spouse employment
- Document translation
 - Over 150 different languages
 - Certified & notarized when needed
- Simultaneous interpretation
 - Over 160 languages
 - Interpreter facilitates three-way call

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





Commitment to Quality

- Follow-up as mutually agreed upon
- Customer satisfaction surveys
- Customer recovery



Military OneSource

Online Resources



www.militaryonesource.com

New Design in 2008!

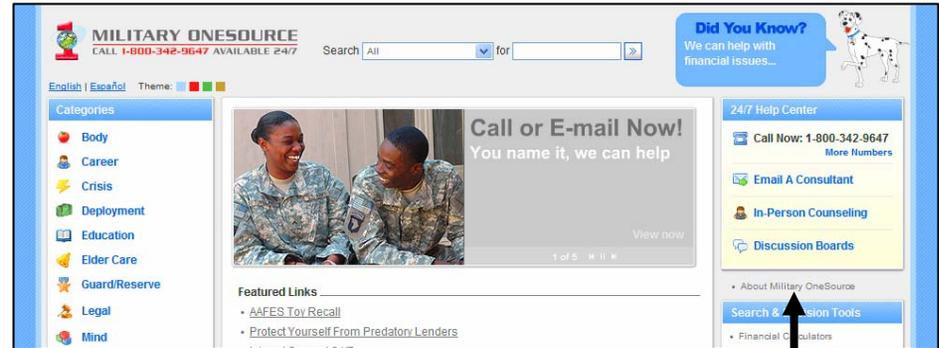
The screenshot shows the Military OneSource website interface. At the top, there are navigation links for Military HOMEFRONT, Pay Charts, Military Health System, Guard & Reserve, Welcome mjcraig, Not mjcraig?, My Account, Contact Us, Help, Logout, Control Panel, Home, and Cart: 0 Items. The main header includes the Military OneSource logo, the phone number 1-800-342-9647, and a search bar. A 'Did You Know?' banner features a Dalmatian dog and the text 'We can help with financial issues...'. The left sidebar contains a 'Categories' menu with icons for Body, Career, Crisis, Deployment, Education, Elder Care, Guard/Reserve, Legal, Mind, Money, Moving, Parenting, Recreation, Relationships, Severely Injured, Special Needs, and Transition. Below this is a 'News & Community' section with links for Customer Support Tools, Download Center, and Podcasts. The main content area features a large banner for 'Call or E-mail Now! You name it, we can help' with a 'View now' button. Below the banner are 'Featured Links' for AAFES Toy Recall, Protect Yourself From Predatory Lenders, and Injured Support 24/7. A 'Need Tax Help?' section includes a calculator icon and links for Tax FAQ's, Armed Forces Legal Assistance Legal Services Locator, and Tax Planning and Preparation Resource Center, with a 'Start your return' link. A 'What Cable Bill?' section includes an icon of a hand holding a bill and text about helping with family finances. The right sidebar contains a '24/7 Help Center' with links 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. A 'Self Assessment Tools' section includes links for Do You Give It Your Best?, Do You Have Debt Problems?, Is a Traumatic Event Causing You Stress?, and What's Your Communication Style?. At the bottom right is a 'Military Installations' section with a 'Choose Branch:' dropdown menu.

- E-mail a Consultant
- Search & decision tools
- Locators
- Calculators
- Webinars
- Discussion boards
- Podcasts
- Self-assessment tools & quizzes
- Educational materials
- Military resource links
- Newsletter subscriptions



About Military OneSource

- Program summary
- Service provider tools
- Marketing materials
- Sample briefing
- Presentation request form
- Public relations information
- Material reprint information



Click here

About Military OneSource

Whether its help with child care, personal finances, emotional support or resources needed for special circumstances, Military OneSource is there for military personnel and their families... 24/7/365!

The service is available by [phone](#), online and face-to-face through private counseling sessions in the local community. Highly qualified, master's prepared consultants provide the service. Personalized consultations on specific issues such as education, special needs, and finances are provided. Customized research detailing community resources and appropriate military referrals are offered. Clients can even get help with simultaneous language interpretation and [document translation services](#).

Our interactive Web site includes locators for education, child care, and elder care, online articles, referrals to military and community resources, [financial calculators](#), live online workshops called [Webinars](#), and ["E-mail a consultant."](#) Additional resources include [brief videos](#) of consultants addressing common issues such as communicating as a couple, budgeting and managing anger.

Face-to-face counseling sessions focus on issues such as normal reactions to abnormal situations (e.g. combat), couples concerns, work/life balance, grief and loss, adjustment to deployment, stress management, and parenting. Persons seeking counseling will receive up to six counseling sessions per issue at no cost to them. To access a counselor in their local community, individuals may call a Military OneSource consultant directly. Service is available in CONUS as well as Hawaii, Alaska, U.S. Virgin Islands and Puerto Rico.

Military OneSource is provided by the Department of Defense at no cost to active duty, Guard and Reserve (regardless of activation status) and their families.

MILITARY ONESOURCE CONNECTION

Stay in the know with the latest news from Military OneSource. The [Military OneSource Connection](#) provides a newsletter filled with updates, announcements, and general information about our services. In partnership with installation resources, we strive to make an important difference in the lives of the military community. Download this month's newsletter or check out our past issues!

[Subscribe to the Military OneSource Connection](#)

LETTERS FROM HOME VIDEO

[View a very touching video tribute](#) to our service members fighting in the war against terrorism.



MOS Outreach

www.militaryonesource.com

MILITARY ONESOURCE CONNECTION
January 2008
Keeping you informed about products and services

Military Spouse Career Advancement Accounts
Help Spouses Prepare for Portable Careers



If you're a military spouse looking for a portable career and you're at a participating location, you may be eligible to participate in "Military Spouse Career Advancement Accounts"—a joint demonstration project from the Department of Defense and the Department of Labor. Go to <http://caa.militaryonesource.org> for more information about locations and to sign up for the program's mailing list. If you're not at one of the participating installations, be sure to visit www.MilitarySpouse.org for employment and education resources, and check out the resources provided under "Spouse Training, Education, and Career" at www.militaryonesource.com.

About Military OneSource
This free 24-hour service from the Department of Defense is available to all active duty, Guard, and Reserve members and their families. Consultants provide information and make referrals on a wide range of issues. Free face-to-face counseling in the local community (up to six sessions per issue) is also available to service members and family members. To reach the program call 1-800-342-9647 or access the Web site at www.militaryonesource.com.



**Coming January 14
Free tax help is on the way**

Starting January 14 Military OneSource will provide free tax preparation services to service members and their families for the 2007 tax season. Key features of this online service include:

- **Simplicity.** Just access the program through the Military OneSource Web site. The program will guide you online through the required forms and documentation, and ask you tax-relevant questions about issues like deployment and relocation.
- **Easy transfer of 2006 tax information.** If you used an H&R Block office, TaxCut Online, or TaxCut desktop software to prepare your 2006 taxes, you can easily transfer that tax information to our program for your 2007 filings. If you previously used TurboTax® software, it's also easy to transfer your 2006 information to our program for 2007.
- **Help from experts.** Military OneSource tax consultants are available 24/7 to help you with social tax-related questions and financial planning. Call 1-800-730-3802 or send an e-mail. They'll help you plan how to use your refund wisely—to save and to pay off debt.

To access these free tax services, users must be registered to the Military OneSource Web site logged in.

Military OneSource can also help you help tax stress with expert advice on planning, issues specific to service members, and sound ways to use your refund. Call 1-800-342-9647 or visit Military OneSource online at www.militaryonesource.com.

What can Military OneSource do for you?

Real help. Anytime. Anywhere 24 Hours a Day, 7 Days a Week
Services are private and provided by the Department of Defense at www.militaryonesource.com.

CONSULTATION, RESEARCH AND REFERRALS: Relocating to a new community, need child care, spouse employment, help with home repairs, or have a special needs issue? Call or email a Master's-level consultant today! No question too small. No issue too big.

INTERPRETATION AND TRANSLATION: In more than 140 languages. Written documents can be translated and interpreters can facilitate three-way phone calls to ensure communication between you and a third party.

COUNSELING: You have access to six in-person non-medical counseling sessions right in your own community at no cost to you. Licensed counselors can help with issues such as:

- Coping with deployment and return
- Adjusting to your new location
- Marital and couples concerns
- Parenting and family matters
- Grief and loss
- Combat stress and more...

You will get a privacy statement explaining the limits on confidentiality when you call the service and see a counselor. Counseling is only available in the United States.

EDUCATIONAL MATERIALS: Whether you're a new parent, dealing with relationship issues, or buying your first car, Military OneSource has booklets, CDs and audiotapes to help. Order your free copies online or by phone.

INTERACTIVE WEB SITE: You'll find locators for education, child care, and elder care; informative articles; referrals to military and community resources; financial calculators; Webinars; relocation tools; audio podcasts; access to consultants; and much more!

Military OneSource is available for all active-duty, Guard and Reserve (regardless of activation status), and their families.

www.militaryonesource.com

Statewide: 1-800-342-9647
En español llame al 1-877-882-0727
TTY/TDD accessible: 1-866-607-4794

Overseas: access code, *400-342-9647
*Use access code before dialing the toll free number.
Access codes can be found online.

Collect from outside the US: 484-530-5908
Dial the international operator first



Military OneSource Educational Materials for
Smooth Moves



Booklet

- Moving

CD

- Military Students on the Move: Toolkits for Parents, Installation Commanders, and School Leaders

Articles

- A Step Ahead: Getting Ready to Relocate as a Military Family
- Celebrating the Holidays at an Overseas Duty Station
- Coping with Loneliness
- Coping with Standardized Testing Systems When You Change Schools
- Culture Shock
- Dealing with Homesickness When Living Abroad
- Deciding to Live On or Off the Installation as a Couple
- Deciding to Live On or Off the Installation When You're Single
- Face to Face Counseling Through Military OneSource
- Finding a Job After Moving as a Military Family
- Finding Child Care When You Live Abroad
- Finding Health Resources When You Live Abroad
- Finding Resources in a New Community

- Helping Children Deal with Change
- Helping Your Teenager Cope with Relocation
- Keeping in Touch with Friends
- Living Abroad During Times of Unrest
- Living on an Installation for the First Time as a Military Spouse
- Maintaining a Strong Relationship with Grandparents When You Move Frequently
- Making New Friends as an Adult
- Military Spouse Employment: Work That Travels Well
- Moving Overseas: Your Belongings
- Overcoming Relocation Stress
- Planning an International Move
- Quick Tips for Making New Friends When You've Moved to a New Area
- Temporary Lodging While You Wait for Installation Housing
- The Servicemembers' Civil Relief Act (SCRA)
- Travel in Times of Terrorism, War, and World Uncertainty
- What Military OneSource Can Do for You
- When the "New Kid" Is Your Kid: Relocating and Changing Schools
- Your Pet and Relocation

Military OneSource is provided at no cost by the Department of Defense to all active duty, Guard, Reserve members, and their families. The 24/7 service provides information and referrals plus private, local face-to-face counseling. Call 1-800-342-9647 or access www.militaryonesource.com. (Visit our Web site for overseas, Spanish, and hearing impaired toll free telephone numbers.)

More educational materials related to this topic may be available from Military OneSource.



Relocation Resources

MILITARY ONESOURCE CAN HELP



Let Military OneSource help you nail down the details of your new location with community and Chamber of Commerce reports. Just E-mail a consultant or call 1-800-342-9647 for your free, customized report. We can help with the nitty-gritty, too -- like finding child care, a doctor, or even a mechanic for your car.

- [Relocation Tool](#)
- [Military Students on the Move: Toolkits for Parents, Installation Commanders, and School Leaders CD](#)
- [Smooth Moves Topical Sheet](#)
- [Document Translation Services](#)



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

Community Information

Relocating is a big step. In addition to finding a home, you need to make sure the community you are considering really suits your needs. The key is to gather as much information as possible about your prospective community so you can make an informed decision. Below, you can learn about and compare various cities, states, and communities throughout the United States.

 <p>Cost of Living Compare the cost of living of various cities and regions you are considering. Learn More >></p>	 <p>School Report Cards Find out important facts about area schools and school districts in your new area of residence. Learn More >></p>
 <p>Community Comparison Preview and compare community data of various cities you are considering. Learn More >></p>	 <p>Salary Analyzer Find out how your occupation, experience level, and current salary compare to other cities. Learn More >></p>
 <p>Crime Reports Get the latest and most accurate statistics for any city in the United States. Learn More >></p>	 <p>Community Explorer The perfect tool for narrowing down or finding that perfect neighborhood. Learn More >></p>
 <p>Calculators Use our suite of calculators to help you sort your relocation finances. Learn More >></p>	 <p>Jobs Network Look for the great jobs throughout the United States. Learn More >></p>



Military OneSource Educational Materials for
Smooth Moves

Booklet

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CD

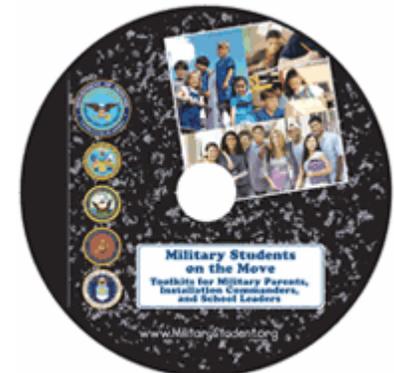
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Relocation Resources

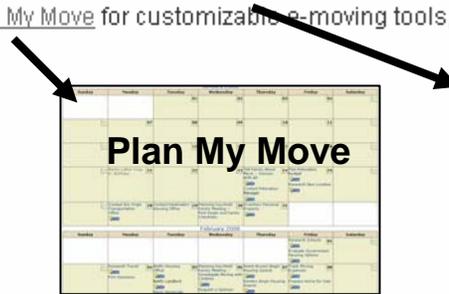
DOD Programs (REPLACES SITES)



As of 1 May 2007, the relocation program, SITES, is no longer available. The Office of the Secretary of Defense, sponsors of the SITES Web site, have made the transition to providing relocation information through some informative new programs that can help you plan and carry out a PCS move with maximum confidence and minimum stress. Be sure to visit [Military INSTALLATIONS](#) for maps, photos, and directories of programs and services and [Plan My Move](#) for customizable moving tools, planning calendars and checklists.

ADDITIONAL RESOURCES:

- [MilitaryStudent.org](#)
- [Automated Housing Referral Network](#)
- [Military Teens on the Move](#)
- [Military Assistance Program](#)





Relocation Resources

MILITARY SPOUSES ON THE MOVE



Maintaining a career when you move often can be a challenge. Let our experts help smooth the way -- with information about portable work, licensing, and where to find job postings.

- [Military Spouse Career Center](#)
- [MilSpouse.org](#)
- [Transferring Your Occupational License or Certification](#)





Military Spouse Career Center

[Home](#) [Search Jobs](#) [Career Center](#) [Career Fields](#) [Career Advice](#) [Family Support](#)

Military life comes with unique challenges. It is a world with a language of its own, a new way of doing things from shopping at the commissary to moving to foreign lands.

[Search Jobs](#) ▶
Explore hundreds of thousands of jobs.
[Search Jobs by Installation](#)

[Create Your Resume](#) ▶
Create and post your resume so employers can find you.

SPOUSE-FRIENDLY EMPLOYERS

[Employer Center](#)
If you would like to post jobs to the Military Spouse Career Center at no cost, [contact us](#).

SPOUSE-FRIENDLY SCHOOLS

 Many schools recognize the hardships and unique situation of military spouses. Here are just some of the schools that are [military spouse-friendly](#).



Relocation Resources

BRANCH-SPECIFIC RESOURCES



Each service branch offers a Relocation-Assistance Program designed to help with your PCS move. Find your program here:

- [Army Community Service Center](#)
- [Marine Corps Community Services](#)
- [LIFELines Relocation Center](#)
- [AF Move](#)





Military OneSource

Online Tour of Relocation Resources



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**



Military OneSource

Questions?