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# Joint Family Support Assistance Program

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Septemeber 2008

# Military OneSource

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- 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

# How Does MOS Help Service Providers?

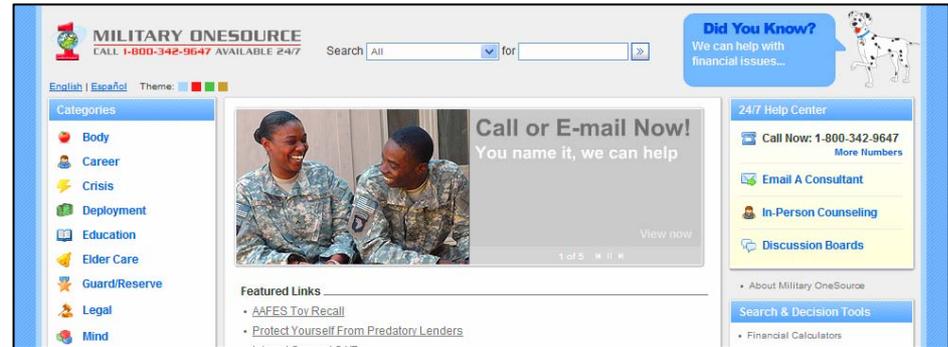
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- We bring you business by referring service members to your programs online and in consultations.
- We can find additional community resources for your families.
- We provide resources to make your work easier.
- We support your local events with presentations and marketing materials.
- We inform you about events and new programs.
- We help you while you help others!

# About Military OneSource

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



## About Military OneSource

Whether its help with child care, personal finances, emotional support during deployments, relocation information, 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.

# Features



# Eligibility/Privacy

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- 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><b>Counseling-Need to Talk?</b></p> <ul style="list-style-type: none"> <li>• Relationships</li> <li>• Family issues</li> <li>• Problem solving</li> </ul>	<p><b>Money Matters</b></p> <ul style="list-style-type: none"> <li>• Budgeting</li> <li>• Debt management</li> <li>• Savings/investing</li> </ul>	<p><b>Deployment</b></p> <ul style="list-style-type: none"> <li>• Preparation</li> <li>• Separation</li> <li>• Reunion/reintegration</li> </ul>
<p><b>Children &amp; Youth</b></p> <ul style="list-style-type: none"> <li>• K-12 public &amp; private</li> <li>• Special needs</li> <li>• Child care</li> <li>• Parenting</li> </ul>	<p><b>Life-Long Learning</b></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><b>Spouse Training, Education &amp; Career</b></p> <ul style="list-style-type: none"> <li>• Spouse employment</li> <li>• Career development</li> <li>• Managing change</li> </ul>
<p><b>Self-help Groups</b></p> <ul style="list-style-type: none"> <li>• Drug &amp; alcohol abuse</li> <li>• Gambling addiction</li> <li>• Eating disorders</li> </ul>	<p><b>Shopping &amp; Services</b></p> <ul style="list-style-type: none"> <li>• Community resources</li> <li>• Consumer purchases</li> <li>• Pet care</li> </ul>	<p><b>Healthy Habits, Moving, Special Needs Transition, &amp; more...</b></p>

# Specialty Services

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- 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

# Short-Term Solution-Focused Assistance

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- 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

# Online Consultation

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**Beginning September 15, 2008!** Military OneSource has expanded support services to service members and their families with online consultations. The user and consultant conduct their sessions online in a secure real-time “chat” format, join face-to-face counseling and telephone consultations as our program’s third counseling option.

- How does online consultation work?
  - Access Military OneSource Online at [www.militaryonesource.com](http://www.militaryonesource.com), register, sign in, and click on the online consultation link.
- How long is each online session and when can they take place?
  - Each online session will last from 15 to 45 minutes. Sessions are available between 8:00 a.m. and 8p.m. EST, Monday through Friday.
- Online consultations may help individuals resolve short-term issues such as
  - Stress management
  - Decision making
  - Grief
  - Blended-family issue
  - Parenting-skills issues
- Who is eligible for online consultations?
  - Anyone who is eligible for Military OneSource services

# New! Health Coaching

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- Personal, telephonic coaching from a dedicated, experienced health coach
  - *Weight Management (iCanChange)*
  - *Stress Management (iCanRelax)*
  - *Cardiovascular Health (iCanThrive)*
- Includes toolkit with an educational workbook and other items
- Healthy Habits Web site with online tools and educational materials
- Eligible: Active Duty, National Guard and Reserve service members (regardless of activation status) and their family members
- Registration and login to [www.militaryonesource.com](http://www.militaryonesource.com) required
- Access program by calling to request enrollment or completing online health assessment
- Health coach makes contact within three business days.
- Session numbers vary according to need (average is seven sessions)

# Health & Wellness Coaching

## Healthy Habits Coaching

Exercise



+

Hand Washing



+

Getting Enough  
Sleep



+

Eating  
Smart



+

Relaxing



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1-800-342-9647

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

# New! Spouse Education and Career Program

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- 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)

# Tax Preparation and Filing



**Military OneSource**  
Offers **FREE**  
**Tax Preparation and Filing**

Visit [www.militaryonesource.com](http://www.militaryonesource.com)  
to file your federal and state taxes.

1-800-342-9647



- Free electronic state and federal filing
- Maximize your refund
- Simple, easy process
- Tax Consultants via phone or e-mail

# Sesame Street DVD Phase 2



**talk,  
listen,  
connect™**

**Deployments, Homecomings, Changes**



## **Talk, Listen, Connect:** Deployments, Homecomings, Changes

is a new Sesame Street bilingual, multimedia outreach program designed to help support military families with young children experiencing deployments and multiple deployments or when a parent returns home injured.

Kits include:

- Two Sesame Street DVDs
- A Parent/Caregiver Magazine
- A Children's Activity Poster
- Muppet Postcards



Order your FREE Sesame Street kit by visiting  
Military One Source online at [www.militaryonesource.com](http://www.militaryonesource.com)

Or call anytime! For active duty, National Guard, and Reserves  
(regardless of activation status) and their families.

Stateside: 1-800-342-9647  
Overseas: \*800-3429-6477  
En español llame al: 1-877-888-0727  
TTY/TDD: 1-800-346-9188  
Visit [www.militaryonesource.com](http://www.militaryonesource.com) for overseas access codes

These kits will also be available as a free download at [www.sesameworkshop.org/lfc](http://www.sesameworkshop.org/lfc)

# Wounded Warrior Resource Center



**1 WOUNDED WARRIOR RESOURCE CENTER**

**1-800-342-9647**

**If you can't find an answer, we can help.**



**Military OneSource • 1-800-342-9647**  
[www.MilitaryOneSource.com](http://www.MilitaryOneSource.com)

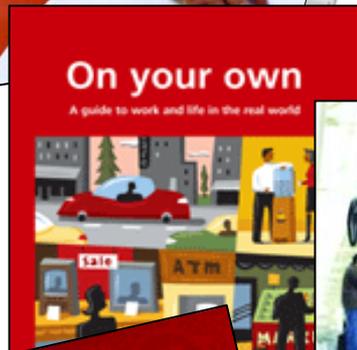
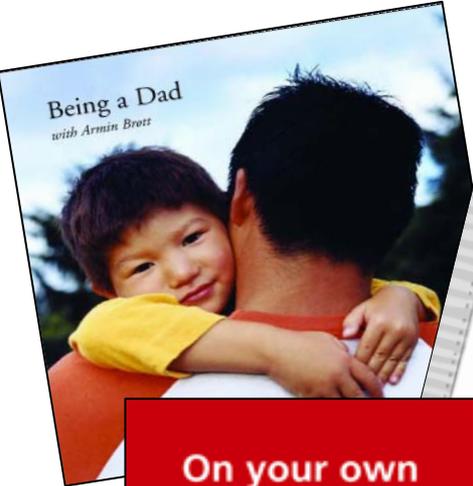
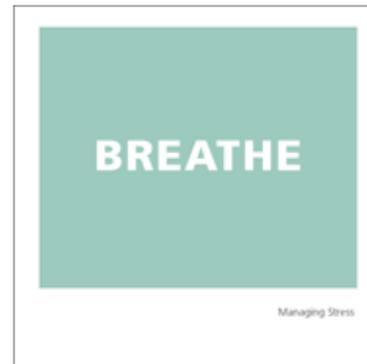
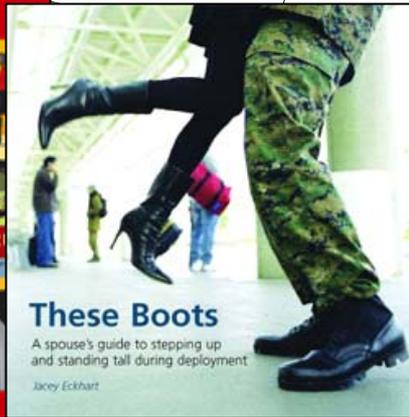
**Need to talk? Available 24/7!**

A Wounded Warrior specialist will give you personal assistance related to:

- Everyday issues such as counseling, child care, etc.
- Information on VA benefits and other entitlements
- Health care services
- Military facilities concerns

# 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

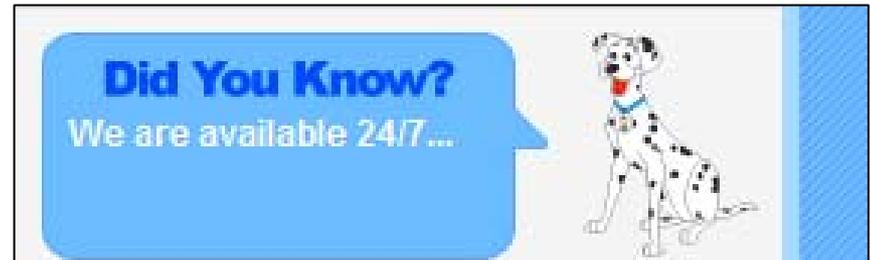


The screenshot shows the Military OneSource website interface. At the top, there are navigation links for Military HOMEFRONT, Pay Charts, Military Health System, Guard & Reserve, and a user greeting for 'mjrcraig'. A search bar is located in the top right. The main content area features a large banner for 'Call or E-mail Now!' with a photo of two military personnel. Below this are sections for 'Featured Links', 'Need Tax Help?' (with a calculator icon), and 'What Cable Bill?'. On the right side, there are several utility boxes: '24/7 Help Center' with contact options, 'Search & Decision Tools', 'Self Assessment Tools', and 'Military Installations'. A left sidebar contains a 'Categories' menu with various service areas.

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

## ***More new features!***

- New category names
- Help Dog
- Podcast series
- Health Resource Library
- Relocation Tool
- Military Installation
- Plan My Move
- Topical landing pages
- Community event discussion boards
- Guard/Reserve newsletter
- Spouse employment newsletter



# DoD Online Libraries

**MILITARY ONESOURCE**  
Online Library Resources

LIBRARY HOME  
CAREER & EDUCATION  
RECREATION  
TRANSITION

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.

**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.

**HOME IMPROVEMENT REFERENCE CENTER**  
Access 26 major reference works in full-text with more than 10,000 images and full-text magazines (e.g., *This Old House*) for home improvement assistance on maintenance, remodeling, electrical work, plumbing, decorating home and garden, etc.

**MYLIBRARY**  
Academic ebooks to help you with that "hard-to-find" information.

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

**SMALL ENGINE REPAIR REFERENCE CENTER**  
Contains 410 full-text reference books with original photos and illustrations for small engine repair assistance, including: ATVs, commercial mowers, generators, motorcycles, marine, outdoor power equipment, PWC (personal watercraft/jet ski), snowblowers, tillers and other small engines.

**TEACHER REFERENCE CENTER**  
The [Teacher Reference Center](#) provides indexing and abstracts for more than 270 of the most popular teacher and administrator

Register for free to practice the SAT, ACT, GRE and CLEP.  
Search through nearly 4,200 two- and four-year accredited schools and find your perfect fit.

- TumbleReadables online books for kids K-12,
- Customized college and distance-learning searches
- Auto Repair Reference Center
- Home Improvement Center
- Prep for standardized tests like the SAT, ACT, GRE, and CLEP
- Type "online library" in the search function

# Commitment to Quality

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

# MOS Outreach

## MILITARY ONESOURCE AFFILIATE UPDATE

January 2008

Keeping up with concerns of service members and their families

### Free educational materials from Military OneSource

Service members and their families are entitled to free educational materials on many subjects, including parenting, relationship issues, and dealing with stress, from Military OneSource. Remind your clients to access these materials at [www.militaryonesource.com](http://www.militaryonesource.com) or by calling 1-800-342-9647.

#### Did you know?

The Marine Corps is the youngest, most junior, and least married of the four military services:

- 50 percent of Marines are 25 or younger
- 24 percent of Marines aren't old enough to legally consume alcohol
- 45 percent of Marines are married (the next closest is the Navy at 55 percent)

Marine Corps families are "younger" than families of other military services:

- the average age of a Marine spouse is 28.5, while the average age of an Army spouse is 30.7
- the average age for a married enlisted Marine is 27.2, while the average age for married enlisted members of each other service branch exceeds 30
- the average age of a Marine at the birth of his or her first child is 23.9

Source: Marine Corps Community Services, June 2007 Demographics Update.

### Speed paperwork with our online tool

Our special Web portal for affiliate providers lets you access and update cases by submitting paperwork in real time and improves payment time. See the portal's FAQs for details.

### Understanding the Complexity of Military Death

By Joanne Stern, MS, NCC

Since September 11, 2001, nearly 4,000 members of the U.S. military have died in the Global War on Terror. In addition to these casualties, from 1,000 to 1,500 service members die each year from other causes while on active duty—on training missions, in accidents, from illness, and by suicide.

As a Military OneSource affiliate, you may be asked to provide counseling to a surviving family member of a military casualty. Although many of the issues that these family members face are the same issues that civilians who have lost a loved one face, it's important to remember that military death involves concerns that aren't always encountered in the civilian world.

Like any death of a family member, a military loss has profound effects on surviving family—widows, widowers, parents, siblings, and children. A military casualty also comes with a web of complexity that's not always obvious to people outside the military, including therapists.

When you're working with a person who has lost a loved one, it's important to keep the loss in mind:

- A military death is often an untimely, violent, and sudden death. A military death is often a death that is not expected, and it can be a death that is not understood. A military death is often a death that is not accepted, and it can be a death that is not grieved. A military death is often a death that is not mourned, and it can be a death that is not remembered.

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

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

## MILITARY ONESOURCE CONNECTION

Keeping you informed about products and services

January 2008

### 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.MHSF.org](http://www.MHSF.org) for employment and education resources, and check out the resources provided under "Spouse Training, Education, and Career" at [www.militaryonesource.com](http://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. Counselors 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](http://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 tax information to our program for 2007.
- **Help from experts.** Military OneSource tax consultants are available 24/7 to help you with personal 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 referred to the Military OneSource Web site and logged in.

Military OneSource can also help you help manage 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](http://www.militaryonesource.com).



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

E-MAIL NEWSLETTERS

Dear subscriber,

We hope you enjoy your monthly Military OneSource newsletter! If you would like to make any changes to your subscriptions, be sure to visit [www.militaryonesource.com](http://www.militaryonesource.com) to update your newsletter selections.

Don't forget to visit the Military OneSource Web site to see all of our features, including Installation News, podcasts, RSS Feeds, and improved search capabilities. Visit our discussion boards, view video tips and archived webinars, and order or download selections from our vast selection of free recordings, articles, and booklets. Check out the Service Provider Tools page, which includes flyers, briefs, and other important downloadable tools.

January highlights:

- **A new look for the New Year.** Visit the Military OneSource Web site to see our changes. Looking for important resources and information is now easier than ever!
- **Free tax help.** Tax season is here and Military OneSource is offering free access to tax preparation software. Visit [www.militaryonesource.com](http://www.militaryonesource.com) to find out more.
- **Career help for military spouses.** A new partnership between the Departments of Defense and Labor provides help for spouses for education and training in portable careers. Find out about **Military Spouse Career Advancement Accounts** today.
- **Taking Charge of Your Money CD.** In this audio recording, financial expert Amelia Tyagi offers down-to-earth money tips that can work for anyone, regardless of income. Learn how to control your money rather than let money worries and bad habits sink you deeper into debt.
- **New podcasts.** Be sure to visit our latest series of recordings, **Staying Strong as a Couple**.

We're available 24/7. You name it... we can help.



Guard and Reserve

### HANDLING FINANCES AS A MILITARY COUPLE

Any marriage requires communication and compromise when it comes to managing money. But with the long separations and constant change of military life, it's especially important for military couples to approach their finances as a team in order to build trust and long-term security.

» Continue



Military OneSource Connection

### MAKE FINANCIAL FITNESS A RESOLUTION

Military OneSource wants to help you get your finances in order. From debt management to investments, we can help.

» Continue



Single Service Members

### DON'T LET DEBT GET THE BETTER OF YOU

Living with financial debt can feel overwhelming. Financial strain is hard on you and on your relationships, and can threaten your military position, too. But if you dedicate yourself to this four-step plan you get back on track.

» Continue

# JFSAP MOS Role and Responsibility

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## Military OneSource Consultant:

- Serve as MOS regional expert on resources available in the communities where members and families reside
- Partner with groups, e.g. the ISFAC, to integrate military and civilian resources
- Identify, catalog (hard copy and electronic) and publicize resources available to members and families, including MOS resources
- Coordinate financial counseling for families
- Connect members and families to One-on-One counseling
- Child Care
  - Expand partnerships to bridge the gap between need and current program delivery
  - Explore new partnerships
  - Expand weekend and short-term programs and services

# Relationship Management

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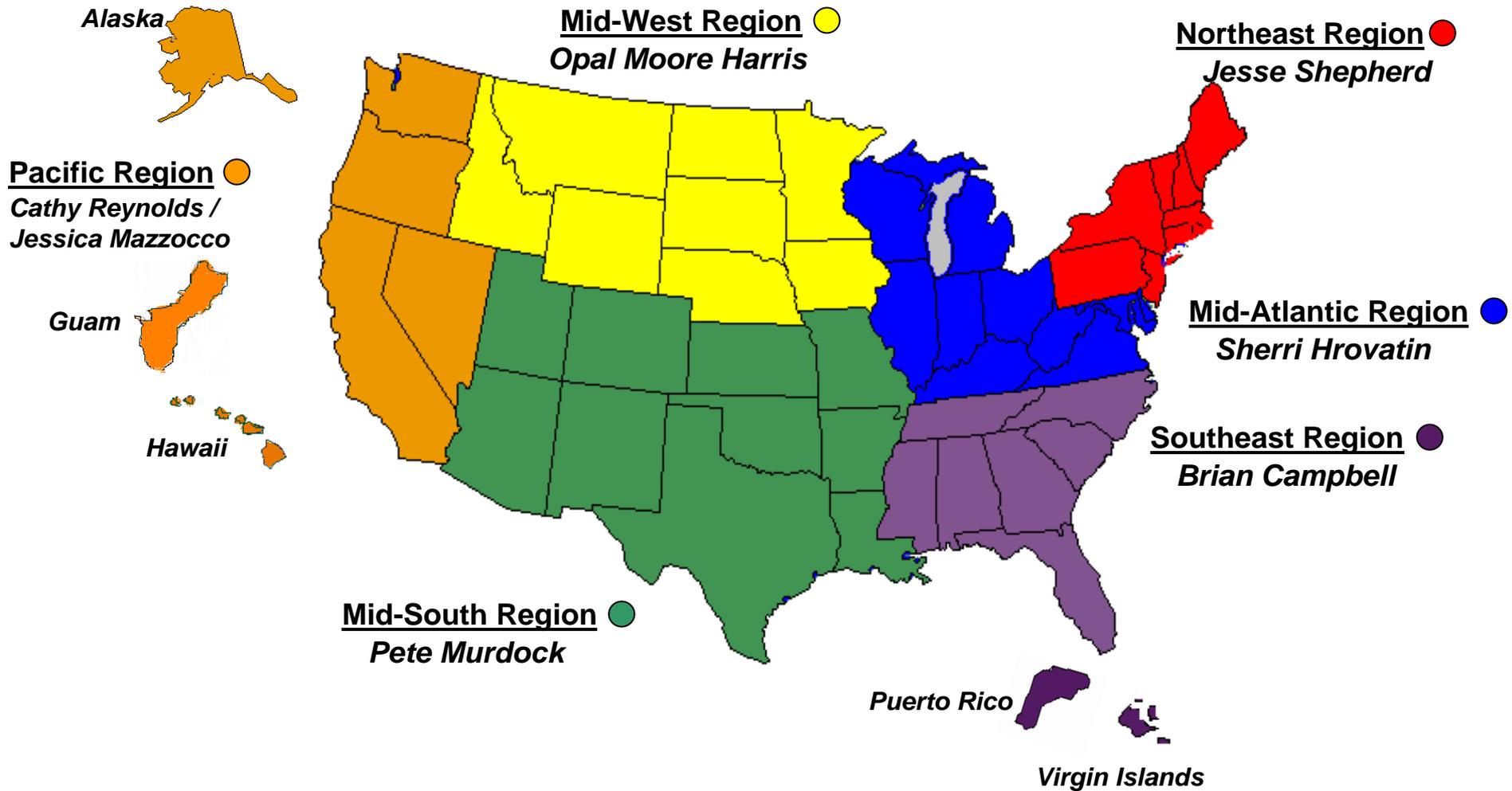
- Team
  - Seven relationship managers dedicated to Service branches and worldwide regions.
  - Outreach Assistants nation-wide
- Mission
  - Build local relationships with leaders and military community support providers and provide customized support to ensure service continuity.
- Team member responsibilities
  - Primary MOS points of contact to Military Service branches or components.
  - Liaison with OSD programs and community agencies.
  - Coordinate outreach efforts by working closely with branches, support services, and MOS Call Center teams.

# Regional Support Service Features

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- Each team's mission is to provide consultation, feedback, and resources customized to the region, installation and unit.
- Multi-faceted teams:
  - Call Center Team
    - » Service Delivery Manager
    - » Clinical Supervisor
    - » Researchers and consultants
  - Outreach Team
    - » Relationship Manager
    - » Outreach Assistants
    - » MOS representatives from the Joint Family Support Assistance Program team (where available)

# Identified Regions



# Relationship Managers

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**Active Army & Mid-South Region:**

Pete Murdock

[Peter.H.Murdock@militaryonesource.com](mailto:Peter.H.Murdock@militaryonesource.com)

**Reserve Army, Air Force & Navy  
& Northwest Region:**

Opal Moore-Harris

[Opal.Moore.Harris@militaryonesource.com](mailto:Opal.Moore.Harris@militaryonesource.com)

**Marine Corps Active & Reserve  
& Pacific Region:**

Cathy Reynolds

[Catherine.Reynolds@militaryonesource.com](mailto:Catherine.Reynolds@militaryonesource.com)

**Overseas Pacific Region:**

Jessica Mazzocco

[Jessica.Mazzocco@militaryonesource.com](mailto:Jessica.Mazzocco@militaryonesource.com)

**Active Navy & Southeast Region:**

Brian Campbell

[Brian.M.Campbell@militaryonesource.com](mailto:Brian.M.Campbell@militaryonesource.com)

**Overseas Atlantic / Southeast Region:**

Bill Reese

[William.H.Reese@militaryonesource.com](mailto:William.H.Reese@militaryonesource.com)

**Army & Air National Guard  
& Northeast Region:**

Sherri Hrovatin

[Sherri.Hrovatin@militaryonesource.com](mailto:Sherri.Hrovatin@militaryonesource.com)

**Active Air Force  
& Mid-Atlantic Region:**

Jesse Shepherd

[Jesse.C.Shepherd@militaryonesource.com](mailto:Jesse.C.Shepherd@militaryonesource.com)

# Regional Support

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- **Deployment support**
- **Reintegration and reunion support**
- **Mission readiness**
- **Marketing material bulk order requests**
- **Event postings**
- **Presentation requests**
- **Research requests**
- **MOS service explanation or clarification**
- **Document translation**
- **Webinar requests**
- **Workplace situations**
- **Critical incident response coordination**

# Call or visit online!

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- 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)**