

## INFORMATION PAPER

IMWR-FP  
8 July 2009

SUBJECT: Army OneSource Initiative

1. Purpose: To provide information on the Army OneSource Initiative

2. Facts:

a. The purpose of the Army OneSource initiative is to standardize the services and delivery of support to Soldiers and their Families regardless of their component or geographical location. All key players who support the Army Family - Family and Morale, Welfare, Recreation Command, Installation Management Command, the Office of the Surgeon General, National Guard, and Reserves – are working in strategic partnerships to extend and expand support to those identified within the Soldier Family Action Plan and the Army Family Covenant, namely the geographically dispersed. Furthermore, this initiative establishes partnerships with sister services to increase and sustain support to those not living near an installation. Army Soldiers and Family members may access programs and services through three primary ways: 1) traditional brick and mortar establishments on-post, 2) a web-based portal, and 3) through partnerships with local community and government organizations.

b. To help establish and strengthen the partnerships within local communities, this initiative has placed AOS Community Support Coordinators (CSCs) within 44 locations to date. The CSCs serve as support elements to key Army initiatives, e.g. Army Community Covenant, Inter-Service Family Assistance Committee (ISFAC), and Yellow Ribbon Reintegration events. Outreach efforts to the Reserve Components, Accessions Command, and US Army Corps of Engineers require the hiring of additional CSC positions throughout CONUS to ensure maximum support within the areas of need of their respective footprints.

c. The AOS portal - located at [www.armyonesource.com](http://www.armyonesource.com) - compiles important, credible and up-to-date information in a single location for Army Soldiers and Family members to access at any time of day, regardless of component or physical location. It organizes articles, videos and resources in the following major categories - Family Programs and Services; Healthcare; Soldier and Family Housing; Child, Youth and School Services; Education, Careers and Libraries; Recreation, Travel and BOSS; and, Communities and Marketplace.

(1) Targeting the geographically dispersed, the site utilizes Web 2.0 Technologies to 1) heighten the awareness of the existing programs and services, 2) expand the Army's ability to reach and interact with them and 3) provide information to them in a more efficient and timely manner. Some of the new technologies being introduced include: Site Personalization, Social Networking Tools and Virtual Chat.

(2) All registered users are afforded the opportunity to personalize their own "My AOS Page" by adding content of their interest, local Weather Watch, Really Simple Syndication (RSS) Feeds, Forums, and Blogs. Additionally, registered users can join ArmyBook, a new social networking community. ArmyBook allows registered users to create their own profile page; find others who share their interests; keep in touch with friends using messages and updates to their profile. Technical support representatives via the LIVE CHAT are available Monday through Friday from 8AM to 8PM, EST.

d. The Family Resource Box (FRB) is an updated resource tool for Army Soldiers and Families from all components. Materials include information on an array of topics from the New to the Army video, Tricare pamphlets, to a listing of important Uniform Resource Locators (URLs) to key sites. Initially, this resource tool was distributed to Families New to the Army and Preparing for Deployment. However, the FRB will be distributed to all key audiences identified by the Active and Reserve Components. Currently, all CSCs and Family Programs staff may order materials directly from FMWRC via the Feedback Module on the portal. By 1<sup>st</sup> Quarter, FY10, Family support staff will be able to order FRBs online within the Store Module on the site. Additionally, an enclosed survey card will be included in the box to solicit recommendations for improvement of this tool and suggestions for additional items to be included.

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