

MILITARY ONESOURCE (MOS)

- **BLUF: 24/7 telephone, web-based information, referral and counseling services for all components, and deployed civilians and their Families worldwide.**
- Supplements existing FP by providing information and referral on any issue ranging from every day concerns to deployment and reunion issues, to pet care and plumbing, to help with finances and tax preparation. All services are private and provided at no cost to users.
- Services include up to 6 face-to-face counseling sessions available to active duty, National Guard, Reserve Soldiers, deployed civilians, and their Families worldwide.
- Military OneSource provides referrals to professional civilian counselors for assistance in CONUS, Alaska, Hawaii, and Puerto Rico as needed. OCONUS, face-to-face counseling is provided via existing Military Treatment Facility (MTF) services.
- MOS also provides Short-Term, Solution-Focused Telephonic Consultation to MOS users worldwide for individuals unable to attend non-medical face-to-face counseling sessions and E-Consultation for those who prefer communicating online. This option uses instant-messaging, with the consultant and participant communicating online in real time.
- MOS consultants are also available at the State Joint Force Headquarters. These consultants assist the State FP Directors and other Joint Headquarters Staff in support of Service and Family members at the State level.
- Service Provider Tools are available online to units and FRG leaders as well as Family program service providers at (www.militaryonesource.com). This provides the opportunity to order information materials in bulk such as brochures and select promotional educational materials.

MILITARY ONESOURCE (MOS)

- Future Soldier Welcome Packet will be provided to new Army accessions in FY09. The packets contain information and marketing materials on MOS and explain eligibility and access to Future Soldiers and their Family members.
- The MOS Spouse Education and Career Program helps spouses with education and career goal identification and evaluation, aptitude test planning, identification of portable career fields, research on projected salaries/compensation for various careers, and information on career credentialing and licensing information (including state requirements).
- Since the service was first provided to the Army in August 2003, there have been 382,378 calls to the 24/7 call center, 1,136,867 visits to the website, and 80,502 referrals for non-medical counseling. 71% of the calls are from Active Army, 15% Guard, 8% Reserve, and 6% unidentified.
- FY08 utilization reached 67.5%, with 756,136 users. Additionally, there were 26,242 Army referrals for non-medical counseling; an increase of 30%.
- FY08 MOS representatives have attended 967 Army pre- and post-deployment briefings and events with over 213,000 Soldiers and Family members in attendance. Of the 967 events supported, 799 were for the Reserve Component.
- MOS has provided train-the-trainer and promotional materials support as well as direct briefings and booth/display support to the Army at 991 events attended by over 230,000 individuals.
- MOS has a representative on the Accessions Command's Integrated Processing Team to identify ways to improve Family programs for new recruits and their Family members.

MILITARY ONESOURCE (MOS)

Q: What service is available to Families in crisis outside facility-based settings and after duty hours?

A: MOS provides a 24-hour, 7-day a week toll free information and referral telephone line and internet/web-based service ranging from everyday concerns to deployment and reunion issues.

Q: Who is eligible to use MOS?

A: Active, Guard, and Reserve Soldiers, their Family members, and deployed civilians and their Family members are eligible. Service members who leave the service under honorable conditions can use Military OneSource for 180 days after discharge.

Q: What services are available through MOS?

A: MOS provides information ranging from every day concerns to deployment and reunion issues, translations, tax preparation, referrals to face-to-face counseling, online consultations worldwide, telephone counseling, and financial consultation.

Q: Is the MOS targeted to be used by a specific audience?

A: No. MOS is available to Active, Guard, and Reserve Soldiers, their Family members, and deployed civilians and their Family members anytime, anywhere.

Q: MOS services include counseling services. What type of counseling, how much does it the cost, and how many sessions are available?

A: Soldiers (Active, Guard, or Reserve) regardless of drill or mobilization status, deployed civilians, and Families have access to up to 6 face-to-face counseling sessions per issue in the local community in the United States, Guam, and Puerto Rico and financial counseling at no cost. Users simply call the toll free number to access the counseling benefit (1-800-342-9647).

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MILITARY ONESOURCE (MOS)

Q: What other initiatives are available through MOS?

A: MOS has expanded its services to include telephonic consultation sessions that would provide one-on-one support by a specially trained MOS Consultant for non-medical issues such as adjustment to situational stressors, stress management, decision making, communication, grief, blended-Family, and parenting skills issues. Other initiatives include: Spouse Education and Career Program consultation; Healthy Habits Coaching Program; Troop Tube, an online video site that allows Service members and their Families to open an account and post videos to view and share; and Future Soldier Welcome Packet that will be provided to new Army accessions in FY09.

Q: How can interested users access MOS information?

A: By calling a toll free number (1-800-342-9647) or by visiting www.militaryonesource.com.

Q: Where can interested personnel get MOS marketing materials?

A: Wallet cards, brochures, magnets, key chains, post cards, and posters are available for ordering from the MOS website (www.militaryonesource.com) either individually or in bulk as promotional items.