

# Counseling Program



Office of the  
Deputy Under Secretary of Defense  
(Military Community and Family Policy)



# COUNSELING - NEED TO TALK?

- **Private and confidential**
- **Referral to Local Counseling Professionals**
  - Licensed
  - Knowledgeable of military life
  - Pre-paid
- **No cost to Active Duty and members of Guard and Reserve**
- **No cost to family members**
- **Help for coping with normal reactions to difficult situations**





# What can a counselor help me with?

## Everyday Situations

- Stress
- Anger management
- Marital
- Teens
- Parent/child communications
- School issues
- Relationship issues

## Military Life

- Deployment Issues
- Reunion – Coming Home
- Moving
- Single Parenting
- Loneliness/separation
- Homesickness
- Loss and grief

## Financial

- Credit
- Loans
- Debt Reduction
- Buying a home
- Buying a car
- Investing
- Saving
- Thrift Savings Plan

**Mental disorders are referred to the MTF or TRICARE**



# How can I see a counselor?

- **Call Military OneSource**
  - 1-800-342-9647
  - Obtain referral for counselor near to home
  - Face to face sessions
  - Up to 6 sessions per issue
  - Telephonic counseling
  - Web-based counseling
- **Individuals, couples, and families**
  - Private and confidential
    - Non-medical
    - Short term
    - Situational
    - Problem solving



# Issue: Counseling

The screenshot shows the Military OneSource website interface. At the top left is the logo and contact information: "MILITARY ONESOURCE CALL 1-800-342-9647 AVAILABLE 24/7". A search bar is located to the right of the logo. In the top right corner, there is a "Did You Know?" banner featuring a Dalmatian and the text "Did you see our podcasts?...".

On the left side, there is a "Categories" menu with the following items: 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 Podcasts, Webinars, Discussion Boards, Moderated Chat, and News Feeds. At the bottom left is an "Announcements" section.

The main content area features a "Tax Help" banner with a photo of a family and the text "Still need to file your taxes? Find out how we can help". Below this is a "Hot Items" section with a link to "Hit the Books with Spouse Education and Career Programs". This link is highlighted by a yellow box labeled "Home page links" with an arrow pointing to the "Relationships" category in the left menu. Below the "Hit the Books" section is a "New Sesame Street DVD Kit" section with a link to "Order our free Sesame Street DVD kit".

On the right side, there is a "24/7 Help Center" section with a "Call Now: 1-800-342-9647" button, an "Email A Consultant" button, and a "Counseling" button. An arrow points from the "Counseling" button to the "Home page links" box. Below the "24/7 Help Center" is an "About Military OneSource" section, followed by "Search & Decision Tools" (Financial Calculators, Child Care Locator, Relocation Tool, Military OneSource Toolkits), "Self Assessment Tools" (Do You Give It Your Best?, Do You Have Debt Problems?, Is a Traumatic Event Causing You Stress?, What's Your Communication Style?), and "Military Installations" (Choose Branch, Choose Installation).



# Counseling FAQs

MySTATE | Military Health System | Military Benefits | Commissary & Exchanges | [Login](#) | [Not a member? Join Now](#) | [Contact Us](#) | [Help](#) | [Login](#) | [Registration](#) | [Home](#) | [Cart: 0 Items](#)

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

Search    
Powered by Google

[English](#) | [Español](#) | Theme: ■ ■ ■ ■

**Categories**

-  [Body](#)
-  [Career](#)
-  [Crisis](#)
-  [Deployment](#)
-  [Education](#)
-  [Elder Care](#)
-  [Guard/Reserve](#)
-  [Legal](#)
-  [Mind](#)
-  [Money](#)
-  [Moving](#)
-  [Parenting](#)
-  [Recreation](#)
-  [Relationships](#)
-  [Special Needs](#)
-  [Transition](#)
-  [Wounded Warrior](#)

**News & Community**

- [Podcasts](#)
- [Webinars](#)
- [Discussion Boards](#)
- [Library](#)
- [News Feeds](#)

**Announcements**

- [YMCA Memberships](#)

  
**Counseling Options**

Military OneSource offers three kinds of short-term, nonmedical counseling services to active-duty, Guard, and Reserve members (regardless of activation status) and their families ([eligibility chart](#)).



**TYPES OF COUNSELING**

<a href="#">Face-to-Face Counseling</a>	<a href="#">Telephone Consultations</a>	<a href="#">Online Consultations</a>
Military OneSource arranges for you to meet face-to-face with a professional counselor in your community.	For those unable to attend face-to-face counseling (because of their location or other circumstances), Military OneSource arranges telephone consultations.	For those who prefer communicating online, this option uses instant-messaging, with the consultant and participant communicating online in real time.

**AVAILABILITY**

Available to those in the continental U.S., Alaska, Hawaii, Puerto Rico, and the Virgin Islands.	Available to those who are located outside of this area or are unable to attend in-person counseling.	Available to those located anywhere. You must have a computer to access the session.
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**FIND OUT MORE**

<ul style="list-style-type: none"> <li>• To learn more about face-to-face counseling, see our <a href="#">FAQs</a>.</li> <li>• Access this option by <a href="#">calling</a> or <a href="#">e-mailing</a> a consultant.</li> </ul>	<ul style="list-style-type: none"> <li>• To learn more about telephone consultations, see our <a href="#">FAQs</a>.</li> <li>• Access this option by <a href="#">calling</a> or <a href="#">e-mailing</a> a consultant.</li> </ul>	<ul style="list-style-type: none"> <li>• To learn more about online consultations, see our <a href="#">FAQs</a>.</li> <li>• <a href="#">Access this option by registering online.</a></li> </ul>
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**CONTACT US**

 Contact Military OneSource by [phone](#) or [e-mail](#).

[Limitations](#) | [Privacy](#) | [Additional Resources](#)



# Calling From Overseas

Military OneSource - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address http://www.militaryonesource.com/skins/MOS/display.aspx?moduleId=e91b5716-3f8e-4117-a614-ef6cea14ef54&action=dialing\_instructions&Mode=User&country=83d52cbf-87cc-458c-9111-f2fefe1f3e1f

MySTATE | Military Health System | Military Benefits | Commissary & Exchanges | [Login](#) | [Not a member? Join Now](#) | [Contact Us](#) | [Help](#) | [Login](#) | [Registration](#) | [Home](#) | [Cart: 0 Items](#)

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

Search   Powered by Google

[English](#) | [Español](#) | Theme:

**Categories**

- Body
- Career
- Crisis
- Deployment
- Education
- Elder Care
- Guard/Reserve
- Legal
- Mind
- Money
- Moving
- Parenting
- Recreation
- Relationships
- Special Needs
- Transition
- Wounded Warrior

**News & Community**

- Podcasts
- Webinars
- Discussion Boards
- Library
- News Feeds

**Announcements**

- YMCA Memberships
- Military Star Rewards MasterCard

**Calling from International Locations**

What country are you calling from?

Select your country above and we'll provide you a list of calling options specific to your location.

**Calling Options**

Telecom Carrier	Dialing Instructions	Restrictions	Number
IDC	Dial the number and wait for prompt. Follow the instructions to make a toll free call to the US. Dial 800-342-9647 for your US toll free number.		0066-55-877
Japan Telecom	Dial the number and wait for prompt. Follow the instructions to make a toll free call to the US. Dial 800-342-9647 for your US toll free number.	Before dialing the number, customers are required insert a 100 yen coin or telephone card with more than 1- unit remaining. The coin will be returned after the call and the card will not be charged.	0044-11-131
KDD	Dial the number and wait for prompt. Follow the instructions to make a toll free call to the US. Dial 800-342-9647 for your US toll free number.		00539-131
IDC	Dial number exactly as shown		122-001-010-800-3429-6477
ITJ	Dial number exactly as shown		122-001-010-800-3429-6477
KDD	Dial number exactly as shown		010-800-3429-6477
NTT	Dial number exactly as shown		122-001-010-800-3429-6477
Any	Follow local instructions for placing a collect call		484-530-5908

**24/7 Help Center**

- Call Now: 1-800-342-9647 More Numbers
- Email A Consultant
- Counseling
- Discussion Boards

**About Military OneSource**

**Search & Decision Tools**

- Financial Calculators
- Child Care Locator
- Relocation Tool
- Military OneSource Toolkits [More >](#)

**Self Assessment Tools**

- Do You Give It Your Best?
- Do You Have Debt Problems?
- Is a Traumatic Event Causing You Stress?
- Whats Your Communication Style? [More >](#)

**Military Installations**

Choose Branch:

Choose Installation:

**Free Newsletters**

- Spouse Employment and Education
- Guard and Reserve

Done

Start | | 11:40 AM





# How to Get Counseling for Your Troops and Families?

- **Military and Family Life Consultant (MFLC)**
- Licensed Master's and PhD level mental health professionals
  - Flexible service delivery on and off the installation
    - Rotational (attend Family Readiness Groups) Request from your respective Service HQ POC
    - On-demand (Reunion ceremonies and pre-deployment meetings)  
<http://jfsap.mhf.dod.mil/request>
    - Full-time (Located off the installation)
- Additional information about the MFLC program may be found at  
[www.militaryhomefront.dod.mil/service/counseling](http://www.militaryhomefront.dod.mil/service/counseling)





## Requesting Counseling Support through your Service POC

- **Submit request through chain of command to Service headquarters (HQ) point of contact (POC)**
- **Service HQ POCs:**
  - Air Force: Ms. Lorraine Neuser (703-604-0195; [lorraine.neuser@pentagon.af.mil](mailto:lorraine.neuser@pentagon.af.mil))
  - Army: Mr. Rich Stagliano (703-681-0644; [rich.stagliano@us.army.mil](mailto:rich.stagliano@us.army.mil))
  - Navy: Ms. Kathy Robertson (202-433-4620; [katherine.robertson@navy.mil](mailto:katherine.robertson@navy.mil))
  - USMC: Major John Krause (703-784-9592; [john.krause@usmc.mil](mailto:john.krause@usmc.mil))





# Requesting Counseling Support for Guard and Reserve

- **National Guard and Reserve Components:**
  - Requests submitted through the Joint Family Resource Center (JFRC)
  - <http://jfsap.mhf.dod.mil/request>
  - 1-888-256-9920
  - Submit request form a minimum of 30 days prior to event





# Special Counseling Initiatives

- DoDEA/CYP Summer Camps
- DoDEA Schools
- United States Special Operations Command, Care Coalition
- National Military Family Association Purple Camps
- Joint Family Support Assistance Program
- Child and Youth Behavioral (CYB)-MFLCs for CYP's
- Telephonic
- Web-based counseling

