



**Introduction:  
Military OneSource Program**



**Talking Points — Updated March 2016**

Military OneSource logo. Call. 800-342-9647, Click. [www.militaryonesource.mil](http://www.militaryonesource.mil), Connect. 24/7

Military OneSource is a Department of Defense-funded program that's both a call center and a website, providing comprehensive information on every aspect of military life for free to active duty, National Guard and Reserve Component service members (regardless of activation status), their families and survivors. Information includes, but is not limited to, deployment, reunion and reintegration, relationship, grief, spouse employment and education, parenting, child care and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers call center and online support for consultations on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support and resources.

# General eligibility

## › Eligible

- Active duty, National Guard and Reserve Component service members (regardless of activation status)
- Immediate family members
- Coast Guard (when activated with the Navy)
- Civilian expeditionary workforce (when deployed)
- Retired or honorably discharged (180 days past separation)
- Survivors (non-remarried spouses and children)



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**Eligible**

Eligibility begins on the initial entrance date (that is, official entrance date into the military or date of delayed enlistment).

Military OneSource provides support to the total force, which includes active duty, National Guard and Reserve Component service members and their immediate family members, including spouses, children or anyone legally responsible for a service member’s children during a time of separation or deployment are eligible, regardless of activation.

Members of the Coast Guard are eligible when activated as part of the Department of the Navy under Title 10 authority.

Civilian expeditionary workforce members and their families are eligible while deployed and 90 days prior

and 180 days post-deployment.

A person transitioning out of the military by way of honorable discharge or retirement is eligible up to 180 days past their separation date.

Individual Ready Reserve personnel are eligible.

Extended program eligibility reaches anyone who is Defense Enrollment Eligibility Reporting System eligible — more commonly known as DEERS — including survivors (non-remarried spouses and children) of active duty, National Guard and Reserve Component service members regardless of activation status and lifetime eligibility through the wounded warrior resources.

### **Briefer notes**

Keep the talk positive. For your reference, here are the specifics for ineligibility:

Coast Guard members don't qualify because they are under the Department of Homeland Security, not DoD.

In general, extended family is not eligible.

- As a parent, extended family member or friend of a service member, you may have questions on how you can best support your service member.
- You can access Military OneSource online for information and articles for many of the challenges you may be experiencing.
- You can also access MilitaryINSTALLATIONS, which is a database of information, resources and contact phone numbers for all active duty military installations.
- If you have elected to take care of your service member's affairs while they are deployed or mobilized and questions arise, you can contact the call center and request assistance. This includes assistance and resources for the children of the service members.

# Private and confidential

› Privacy protections ensure your personal information will not be:

- Provided to the military or chain of command
- Shared with family or friends
- Released to other agencies



› Privacy exceptions include the following:

- Duty to warn
- Suspected family maltreatment (domestic violence, child or elder abuse or neglect)
- Harm to self or others
- Illegal activity



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Contacts with Military OneSource, whether by in-person, telephone, online or video, are private.

Military OneSource ensures that personal information is secure and each user is treated confidentially and with respect, regardless of rank.

Neither service members nor their commanders are advised when a family member seeks Military OneSource confidential non-medical counseling.

Privacy exceptions include suspected family maltreatment (for example, domestic violence, child or elder abuse or neglect), threats to harm self or others and illegal activities. In these cases, Military OneSource consultants have a duty to report to the appropriate military and civilian authorities. Face-to-face counselors are an extension of Military OneSource, so these reporting requirements apply to them as well.

### **Briefer notes**

Substance or alcohol abuse is disclosed only when:

- The service member self-reports drug abuse violating DoD regulations
- The family member reports alcohol abuse related to domestic violence perpetrated by the service member or abuse or neglect of a child or special needs family member
- Illegal activity has occurred (anything that breaks local, state or federal law will be reported under duty to warn, including illegal drug use, operating a vehicle under the influence, underage drinking, etc.)

Air Force personnel are read the following additional statement regarding the Personnel Reliability Program self-reporting requirement: “As a Personnel Reliability Program certified or administrative qualified member, you are responsible to self-notify your Certifying Official of any behavior or circumstances that may or could reduce effectiveness or capability in your job performance, safety or personal reliability. This includes your physical and mental wellness, dependability, or financial or legal concerns. You are also required to self-notify prior to any health care evaluation or treatment, whether military or private that you are a Personnel Reliability Program individual. Failure to make notification may cast doubt on your reliability and violates DoD and United States Air Force policy in DoD Regulation 5210.42.”