

INFORMATION PAPER

SUBJECT: Military OneSource Non-Medical Counseling Program

BACKGROUND: Military OneSource (MOS) provides a Department of Defense counseling program to Active Duty, National Guard and Reserve service members and family members as an Employee Assistance Program (EAP). Non-medical counseling support is intended to expand, not replace, the variety of mental health services provided by the military branches. The MOS program does not provide clinical therapy; this program extends the provision of mental health support by working with non-clinical issues. Non-medical counseling is aimed at preventing the development or worsening of conditions that may detract from military and family readiness. The counseling approach used is psycho-educational, to empower participants to learn to anticipate and resolve challenges associated with the military lifestyle.

DISCUSSION:

- The MOS contract is managed by the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (ODASD[MC&FP]).
- MOS professionals have earned a Master or Doctorate degree in a mental health related field, are licensed to practice independently and have undergone a criminal background check.
- Counseling is confidential, with the exception of mandated reporting per established state, federal and military laws and regulations. The MOS non-medical counseling program is mandated to report situations that include harm to self or others, domestic abuse, child abuse or neglect, violence against any person which includes sexual assault, and any present or future illegal activity.
- Issues appropriate for non-medical counseling services include:
 - Partner Relational Problem; Parent-Child Relational Problem; Sibling Relational Problem; Relational Problem Not Otherwise Specified; Relational Problem Related to a Mental Disorder or General Medical Condition; Bereavement;
 - Acculturation Problem; Academic Problem; Occupational Problem;
 - Phase of Life Problem; Religious or Spiritual Problem;
 - Life skills development (decision-making, coping, communication, deployment, reintegration, stress management, grooming, etcetera).
- Issues inappropriate for non-medical counseling services include:
 - Clinical issues identified in the Diagnostic and Statistical Manual of Mental Disorders by the American Psychiatric Association, including substance related-disorders;
 - Currently in therapy with another mental health professional, is prescribed psychotropic medication or has a history of recurring in-patient mental health treatment;
 - Experiencing active suicidal ideation or homicidal thought or intent;
 - Has an open case with the Family Advocacy Program, Victim Advocate, Sexual Assault Response Coordinator or child protective services and this includes if a Duty-to-Warn or Mandated Report is indicated;
 - Is requesting a formal evaluation, assessment or treatment regarding fitness for duty, return to work recommendation, medical leave documentation/recommendation and/or court-ordered counseling.
- Up to 12 sessions may be authorized per person, per issue, at no cost to the participant.
- MOS counseling services are available via face-to-face (CONUS only), telephonically and internet instant messaging worldwide. Face-to-face support is provided within 15 miles or 30 minutes of the participant.
- MOS services may be accessed 24 hours a day, 7 days a week: CONUS: 800-342-9647, OCONUS: number available on the website at www.militaryonesource.com.

RECOMMENDATION: None. For information only.

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