

## ELIGIBILITY

Confidential non-medical counseling services are free and available to the following groups through Military OneSource:

- Active-duty service members and their immediate family members (enrolled in DEERS)
- National Guard and reserve service members (regardless of activation status) and their immediate family members (enrolled in DEERS)
- Designated Department of Defense expeditionary civilians and their immediate family members
- Honorably discharged veterans and retirees for 365 days post separation.
- Survivors spouses that have not remarried and children (under the age of 23)

## CHILDREN AND YOUTH SERVICES

Children younger than age 17 are eligible for counseling with a Child and Youth Behavioral Military and Family Life Counselor with parental consent. All military and family life counseling with children occurs in-person and within the line of sight of another adult.

- Children ages 12 and younger may attend face-to-face sessions through Military OneSource with a parent or guardian, but not on their own
- Youth ages 13 through 17 are eligible for individual face-to-face counseling through Military OneSource and a parent or guardian must attend no less than the first session

## CONFIDENTIAL NON-MEDICAL COUNSELING CAN ADDRESS

- Adjustments and transitions
- Communication
- Decision-making
- Grief and loss
- Marital issues
- Parenting skills
- Stress management

## NON-MEDICAL COUNSELING IS NOT SUITABLE FOR INDIVIDUALS

- Prescribed psychoactive medication
- Already receiving therapy with another practitioner
- Involved in Family Advocacy Program cases
- Undergoing fitness-for-duty evaluations
- Undergoing court/command-ordered counseling
- With active and open sexual assault cases
- Requiring a behavioral, emotional or mental health diagnosis

## ACCESSING SERVICE (800-342-9647)

- In-person
- Secure Video Chat
- Telephonic
- Secure Online Chat

## CONFIDENTIALITY

The non-medical counseling services through Military OneSource are 99% confidential.

- A family member can receive counseling without the service member's knowledge
- A service member can receive counseling without a family member's knowledge
- 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

## CONFIDENTIALITY EXCEPTIONS TO PRIVACY INCLUDE

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