

# BRIEFING CARD

March 24, 2020

## Military OneSource, Family Readiness, Spouse Programs Available During COVID-19

The Department of Defense is closely monitoring the impacts of the coronavirus disease outbreak on service members, their families and survivors. Resources and services offered through Military OneSource, the Military and Family Life Counseling program, and the Spouse Education and Career Opportunities program will continue to serve the military community.

“We are working hard to provide timely and accurate updates and helpful resources for our service members and their families,” said Kim Joiner, deputy assistant secretary of defense for military community and family policy. “Our families can feel confident about finding official information and guidance on our websites and social media platforms. While we have made necessary changes in response to this pandemic, one thing remains the same – our commitment to serving our military community.”

### What's New

- A [dedicated section](#) is available on Military OneSource to keep service members and their families informed about the impacts of COVID-19 on the military community.
- Beginning March 24, Military OneSource will offer [non-medical counseling video sessions for children and youth](#) who may feel overwhelmed by the COVID-19 outbreak.
- Military OneSource will be live on [Facebook](#) Monday through Friday at noon Eastern Time to highlight available resources. All videos will be available for on-demand viewing.

### What's the Same

- [Military OneSource](#) is available 24/7/365 to help service members and their families with stress management and challenges related to COVID-19, as well as provide non-medical counseling and support. Call 800-342-9647 or connect [through live chat](#). OCONUS? [Click here for calling options](#).
- [Military OneSource specialty consultations](#), such as relationship support, new MilParent support, health and wellness coaching and more
- [Financial counseling](#) and [MilTax services](#)
- [Language services](#), including real-time interpretation and translation services
- Access to [Resilience Tools](#), including CoachHub, Moodhacker and Love Every Day

- Access to the [MWR Digital Library](#) including many education and entertainment resources
- [SECO career coaches](#) remain available. Call 800-342-9647 or connect [through live chat](#) to schedule an appointment. OCONUS? [Click here for calling options](#).
- Online [SECO tools and resources remain available](#) including [My Individual Career Plan, or MyICP](#), the [Research Occupations Tool](#), the [Scholarship Finder](#), the [College Scorecard Tool](#), [MySECO Resume Builder](#), and more.
- [SECO online events and webinars](#) are still active, including the Military Spouse Employment Partnership (MSEP) Partner Connect discussion and the [Virtual Military Spouse Symposium](#).

### What's Changed

- [Non-medical Counseling](#): While Military OneSource continues to offer non-medical counseling by [telephone](#) and online via secure chat and video, in-person counseling may be affected or unavailable depending on state and local policies. We encourage families to check with their local providers to confirm.

[Military OneSource](#) is a DOD-funded program that is both a call center and website that provides comprehensive information, support, and resources on every aspect of military life. Service members and the immediate family of active duty, National Guard and reserve (regardless of activation status), survivors and DOD expeditionary civilians are eligible for Military OneSource. Veterans and their immediate family members are eligible for Military OneSource up to 365 days post-separation or retirement. All services are available at no cost.