



Non-medical counseling is good for:

- Marital or relationship issues
- Child social skills
- Communication
- Effectively dealing with children
- Stress management
- Parent-child relationship issues
- Anger management
- Grief or loss
- Deployment or reintegration
- Academic problems

Situations outside the scope of non-medical counseling include:

- Active suicidal or homicidal thoughts
- Crisis situations
- Post-traumatic stress disorder
- Traumatic brain injury
- Substance abuse and addiction
- Domestic abuse and child abuse
- Fitness-for-duty evaluations
- Depression
- Long-term counseling

Situations involving these issues should be referred to military treatment facilities, TRICARE or other providers of mental health services.

Non-medical Counseling Commander's Quick Reference

Non-medical counseling is confidential, short-term counseling that addresses common emotional and interpersonal concerns that may detract from military and family readiness. Counseling services are available worldwide, up to 12 sessions per person, per issue, through two Department of Defense-funded programs — Military OneSource and Military and Family Life Counseling.

Confidentiality

Non-medical counseling is confidential; however, counselors are required to report situations that include harm to self or others, domestic abuse, child abuse or neglect, sexual assault against any person, and any present or future illegal activity.

Importance of referrals

A good referral connects someone who needs help with the right source of support from the start. Inappropriate referrals can complicate things by:

1. Putting strain on those seeking support

Referring someone to a different provider after initial contact can force that person to retell a potentially traumatic story. This can cause frustration and make someone reconsider seeking support.

2. Diminishing the credibility of non-medical counseling programs

Counselors may be perceived as less helpful when they refer out-of-scope situations to other providers.

When faced with an inappropriate referral, triage consultants use a warm handoff to connect the person seeking support with the right provider.



Program eligibility

Services are available to:

- All active-duty, National Guard and reserve service members, regardless of activation status
- Department of Defense expeditionary civilians, 90 days pre-deployment and 180 days post-deployment
- Service members transitioning post separation or retirement, including all Coast Guard veterans (from separation date up to 365 days for Military OneSource and up to 180 days for Military and Family Life Counseling).
- Survivors, which include non-remarried spouses and their children
- Coast Guard, when activated with the Navy
- Immediate family members



Top five reasons for seeking non-medical counseling

- Marital or relationship issue
- Job stress
- Child social skills
- Communication
- Effectively dealing with children

Contact us

Military Community
Support Programs
571-372-4530

Current as of August 2021

Accessing services

Counselors provide services on and off military installations.

Military OneSource counselors provide counseling services face-to-face, over the phone, via secure online chat and live video sessions. Those eligible can schedule an appointment by calling 800-342-9647 or starting a live chat at www.MilitaryOneSource.mil.

Military and family life counselors, also known as MFLCs, and **child and youth behavioral counselors** provide face-to-face non-medical counseling. Counselors also offer briefings and presentations as requested by leaders and can assist with programs at various locations including but not limited to:

- Installation family centers
- Child and youth programs
- Schools and summer programs

Counselors can also be embedded with military units. They're also available upon request for shorter-term assignments — surge for up to 90 days and on-demand for up to three days. Rotational support is provided by counselors at National Guard and reserve locations for six months.

Counselor credentials

All non-medical counselors are masters or doctorate-level professionals with experience in a mental health-related field and have a license or certification to practice independently. All counselors have undergone a background check and have focused training on military culture and military life.

Learn more about non-medical counseling and other resources available to you and those you lead at www.MilitaryOneSource.mil.

**MILITARY
ONE SOURCE**

 **MILITARY & FAMILY
LIFE COUNSELING**

