

## USAR Family Program Update

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Welcome to this month's email of *The Connection-USAR Family Program Update*. This month we will be focusing on Army One Source, which is an information and referral service for Soldiers and families. Army One Source was briefly mentioned in a previous update (October); however, more information is now available.

Army One Source is always there for you; ready to help in the way that best fits your preferences, your schedule, and your needs. No matter how big or small your concern, or what point you are in life, Army One Source service is dedicated to bringing real help to real people.

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### **Army One Source. Real Help. Anytime, Anywhere.**

Doing well at your job. Caring for yourself. Caring for your family. Getting the monthly bills paid and making plans for the future. Coping with life's ups and downs.

Sometimes it's hard to juggle everything that's going on in your life. That's why the Army provides the Army One Source program—a pre-paid Soldier and family resource program to help make your life a little easier. Online or by phone, Army One Source is fast, private, and easy to use. It's at no cost to you. And best of all, it's there for you any time of the day or night, wherever you are. The program can give you information, advice, and support on a wide range of everyday issues, including:

- Parenting and child care
- Education
- Older adults
- Midlife and retirement
- Relocation
- Financial & Legal
- Deployment & Return
- Everyday issues
- International
- Work
- Managing people
- Emotional well-being
- Grief and loss
- Addiction and recovery

## What does Army One Source offer you?

- Phone and online access to experienced, professional consultants—real people to talk to when you need an answer to a question
- An award-winning Web site with online articles, workshops, locators, interactive self-assessments, and much more
- Pre-paid booklets, audio recordings, and other materials to help you get the answers you need in the format you want
- Referrals to resources, services, and support in your community
- A commitment to always being there when you have a question or need help.

You can access Army One Source 24 hours a day, 7 days a week, 365 days a year:

Online at [www.armyonesource.com](http://www.armyonesource.com) (user id: army; password: onesource) or by telephone at:

United States toll-free: 800-464-8107

International toll-free: 800-464-81077 / International collect: 484-530-5884  
(Use appropriate access codes when placing international calls dialing all digits)

TTY/TDD: 800-346-9188

In Spanish: 800-375-5971

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## What Soldiers and families say who have used Army One Source

**Choosing a Summer Camp:** “I don’t really know where to start,” the single father said when he called Army One Source. “I have custody of my two children this summer. I’ve been browsing through Army One Source Online and I read the articles on planning summer activities. I even found some specific camps that sound interesting in your Camp Locator, but I have questions, and I’d like to know more about some activities my area.”

To help him get the answers he needed, an Army One Source consultant asked about the children’s ages, their interests and personalities, the family’s budget and other relatives who lived nearby. A few days later, the consultant mailed information about local day camp programs, along with tips on what to look for when choosing an overnight camp or a day program.

**Caring for older relatives:** Caring for an aging relative whose needs are changing can be challenging and stressful. For one Soldier, Army One Source Online provided much-needed resources. “This site has helped me look into how to cope with my mom, who has been with me for a year now. She has different ailments and I can’t see anyone caring for her but myself. The site has also helped me with the stress, which I never realized I had, from dealing with her. Thanks and keep the information coming—it’s very useful.”

Another user writes, “I truly appreciate the elder care resources. I was able to find help for my mom who had a stroke two years ago without health insurance. Within hours of searching your site, I was able to provide physical therapy, occupational therapy, speech therapy, and home health aides...I am truly grateful.”

Army One Source Online provides a fast, convenient and private way to find the advice, information and resources that you need, whenever you need it.

**Plugging a Leaky Roof:** “My neighbor has been watching my house while I’m away. He just called to say there is water running down my walls after the recent storm and the roof is leaking!” a Soldier exclaimed when she called Army One Source. “What can I do? I have a meeting tomorrow and can’t just cancel and come home.”

The Army One Source consultant got right to work, and quickly identified several licensed, reputable roofers and contractors not far from the Soldier’s home—some with after-hour emergency numbers. He even located an insured, bonded individual who could stay at her house while estimates and repairs were made. Pleased, the Soldier arranged for repair work to begin immediately. And the next day, she kept her appointment with the CEO.

**Surviving the College Application Process:** The high school senior thought he already knew what he wanted—a college where he could major in architectural design. But it had to be in his home state, and he was pretty sure he’d need financial aid. Using Army One Source Online, he and his dad picked some schools on the College Locator and downloaded helpful articles on interviews and visits. Then they called for more advice.

The Army One Source consultant answered their questions about applying for financial aid and sent a guidebook to help the son plan and keep track of the entire applications process. “I was amazed at all the helpful information we received,” the father said. “Army One Source was really there for us. Every step of the way.”

**Getting Control of Debt:** The young couple earned a decent income, but they were over their heads in debt. When they finally called the Army One Source program, they owed almost \$50,000.

The Army One Source consultant reviewed the couple's income, expenses, and spending habits. Then, they worked together to establish a plan. The couple contacted their creditors, consolidated their loans, and managed to lower some of their interest charges. At the consultant's suggestion, they cancelled a cell phone, dropped their cable television service, changed long distance carriers, and cut back on dining out. Now the couple is on track to becoming debt free. "We couldn't have done it without you," the Soldier told the Army One Source consultant.

**Coping with Grief:** Few things in life are as painful as the death of a child. When the loss is sudden, it can be even more painful. So when one Soldier called Army One Source recently, she was understandably upset. "My nephew was killed in a car accident a few days ago," she began. "I saw your brochure at work; I really need to talk to someone." The caller was tearful, at times angry. "I just can't concentrate on my job anymore. Nothing seems to matter. I can barely make myself get up in the morning and go to work."

Her Army One Source telephone consultant offered reassurance and, following a thorough assessment, provided community resources to mental health professionals. The Soldier began working through her grief. In follow-up consultation, she reported feeling much improved. "I am really very appreciative of all your help," she explained. "I've decided to continue in therapy with a counselor recommended by you, and I am finding it very beneficial. And I feel like I can focus and concentrate again. Thank you, Army One Source."



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