

## INFORMATION PAPER

SFIM-EU-MWR  
25 Aug 03

SUBJECT: Army One Source (AOS)

1. Purpose. To provide information on the Army One Source Program

2. Facts.

a. The Army has contracted with the Ceredian Corporation to provide an Employee Assistance Program (EAP) for the Army Family.

b. The program is similar to employee assistance programs and work-life programs used by many of nation's leading major corporations as a proven HR strategy to help their people balance work and life, reduce stress, and improve on-the-job productivity.

c. Everyone in the Army Family has the opportunity to use Army One Source anywhere, anytime and the qualifications of the staff focuses on confidentiality and the ability of the service to respond to everyone's needs regardless of the primary language, cultural background or any physical challenges such as limited hearing or vision. This is an adjunct to the already established programs, such as Army Community Service, the Chaplaincy, etc. The concept of a 'soft hand-off' or referral to community agencies is central to AOS.

d. Assistance is available to those who wish to remain anonymous and the service is confidential within certain limits. Army One Source provides each user with an approved confidentiality statement defining the limits of confidentiality. Army One Source telephonic consultants and Army PSD and QoL staff are mandated reporters. Federal, state, and Army regulations require reporting in the following circumstances: when a user of the service is in imminent danger of harming himself or others, when there is reported child abuse, elder abuse, or spouse abuse.

e. Army One Source Staff include multilingual, multicultural staff. The staff is supported by a simultaneous language translation service that allows soldiers or family members to speak in the preferred language to the consultants while the translator is on the line.

f. Educational materials are available in a wide array of multi-media formats such as CDs, audio tapes, booklets, and one-page tip sheets called Life Articles. Many materials are available in Spanish and some are even available in Braille. For those with low vision using assistive technologies to go on line, the web site is fully accessible and meets federal requirements. The toll free lines and collect call lines are TTY-TTD equipped for the hearing impaired. Using the Army One Source program does not cost soldiers and/or family members – it is prepaid by the Department of the Army.

g. Users can call the service, they can e-mail a consultant or they can go on line whenever it is convenient for them. Qualified consultants answer the phones live and users never get an automated phone tree. Telephonic access is at no cost to users. A masters' level staff provides assistance and a research team is available to provide users with customized information for their unique needs.

h. However the convenience of getting information and assistance anytime anywhere is always available over the phone or by e-mail to save time and help with the demands on trying to balance military job, civilian work and family needs. On-line Army One Source resources allow soldiers and family members to get information and resources on their own while offering access to staff standing by around the clock to provide personalized assistance.

Michael Andrews/370-7865  
Approved by: Ricky Gibbons