

DSTRESS Transition FREQUENTLY ASKED QUESTIONS

As a part of a larger Department of Defense effort to increase coordination, achieve greater efficiencies, and consolidate shared functions among programs, services provided by the DSTRESS program will be transferred to Military OneSource. The DSTRESS HOTLINE, 1-877-476-7734, will begin to forward phone calls to Military OneSource, 800-342-9647, on March 22, 2022.

While the DSTRESS brand has been discontinued, the Marine Corps is partnering with Military OneSource to continue to provide support services to Marines and their families. All of the same services provided by the DSTRESS program can now be accessed confidentially through Military OneSource.

Q: Why did this change happen?

A: This change is part of a larger Department of Defense effort to achieve greater service member satisfaction, while allowing services to share and operate similar program functions more efficiently by working together. The Marine Corps has partnered with Military OneSource to maintain the existing DSTRESS services. The partnership also brings additional services to the Marine Corps community.

Q: What services will DSTRESS continue to provide during the transition?

A: All DSTRESS services will continue to be provided during the transition period. In addition, DSTRESS will be working with Military OneSource conducting warm handoffs to ensure the seamless continuation of services. All callers to the DSTRESS line will be assured of continued connection.

Q: What is the new number or do I still call the DSTRESS line?

A: You may continue to use the existing hotline number. The hotline will automatically forward incoming calls to Military OneSource, 800-342-9647, on March 22, 2022. You can also call the Military OneSource number directly at 800-342-9647.

Q: I am currently skyping with a counselor from DSTRESS, what happens to my information?

A: If you are actively engaged in non-medical counseling prior to the contract ending, you will be offered a warm hand-off to Military OneSource. All DSTRESS services will be supported by Military OneSource beginning March 22, 2022. If you are not actively engaged in non-medical counseling prior to the contract ending, all information previously collected through the DSTRESS program will be destroyed.

Q: What if I want to chat and not call?

The DSTRESS online chat service at <https://www.usmc-mccs.org/services/support/dstress-line/> will not automatically redirect users to the new chat service on 22 March 2022, please instruct callers to use the link <https://livechat.militaryonesourceconnect.org/chat/>

Q. I don't want to move to Military OneSource, can I continue seeing the DSTRESS counselor after the contract is done?

A: No, the Marine Corps contract to operate the DSTRESS program ends on March 21, 2022. Moving forward, all DSTRESS services will be provided through our new partnership with Military OneSource. Those engaged in active counseling activities will be provided a warm handoff to a counselor at Military OneSource.

Q. What happens if I don't want to give them my name or phone number?

A: Military OneSource operates with an understanding of "Assumed Eligibility" and takes all callers. A caller's unwillingness to provide demographic information is never a barrier to support. Military OneSource provides support to the extent possible given the limitations of information provided. Call operators listen, build rapport, assess for risk and reviews the limits of confidentiality. Ultimately, if someone wishes to remain completely anonymous, it is not possible to set up counseling for them through Military OneSource, but an attempt is made to assist in problem solving and overcoming some of the challenges a caller may be experiencing.

Military OneSource will:

1. Provide alternate phone numbers to external telephonic support lines (only done with consultation with a supervisor)
2. Provide alternate resources for counseling
3. Determine, in high risk situations, the participant's location and sending support
4. With the caller's permission, triage consultants will provide a warm handoff

Q. What happens if I get disconnected?

A: When a call appears to be disconnected unexpectedly, Military OneSource will attempt to reconnect to ensure they've received the resource or support they were seeking.

Q: Is Military OneSource familiar with the Marine Corps?

A: Yes. Military OneSource consultants have comprehensive knowledge of their respective disciplines, military culture and life training, and current issues affecting service members and their families. Consultants receive standardized cultural training and guidance on each branch of service to include the Marine Corps. Additionally, more than 60% of Military OneSource staff have a military affiliation.

Q: I heard that Military OneSource just refers me out and does not do the counseling, is this true?

A: Military OneSource provides tailored options to meet an individual's counseling or coaching needs. Non-medical counseling services are scheduled with a licensed counselor within 15 miles or a 30-minute drive of the desired appointment location. Military OneSource peer support consultations use a coaching approach, and are provided by a master's-level consultant on the Military OneSource staff. Depending on the specific need or request, Military OneSource can facilitate connections to installation- and community-based counseling services, or other providers of mental health care.

Q: When will this transition take place?

A: The transition will place on March 21, 2022. DSTRESS hotline calls will be forwarded to Military OneSource, 800-342-9647, without any interruption in service.

Q: What DSTRESS services has Military OneSource taken on?

A: Military OneSource provides services similar to DSTRESS including 24/7 availability, confidentiality, access to information and resources, and access to crisis/ hotline. Military OneSource also provides access to counseling services, chat, and services to the deaf and persons with partial hearing loss.

Q: What DSTRESS services are available through Military One Source?

A: Military OneSource will provide the same services as DSTRESS.

Q: Will the DSTRESS website go away?

A: Yes, existing webpages providing information and links on the DSTRESS program have been redirected to web pages with updated information about our new partnership with Military OneSource at www.usmc-mccs.org/military-onesource/

Q: We currently have the DSTRESS logo and contact information on lots of material and our website. What do we do with this and will there be a Military OneSource logo to replace it?

A: HQMC and field programs should begin removing the DSTRESS logo and contact information from your materials. On February 15, 2022, a marketing tool kit that provides updated logos, language, and web graphics will be available at <http://thegearlocker.org>, through your local MCCS Marketing shop, or from your HQMC suicide prevention program staff.

Q: Will there be a formal announcement regarding the transition to Military OneSource?

A: There will not be a formal announcement. Phone and internet services will be automatically forwarded to the different Military OneSource service systems to ensure a seamless transition of support services. We have worked with Military OneSource call center staff and they have been provided Marine Corps approved responses to frequently asked questions that they may receive.

Q: How long will the DSTRESS line calls be automatically forwarded to Military OneSource?

A: The plan is to maintain the DSTRESS number and have it forward all incoming calls to Military OneSource. This will ensure that all calls are handled immediately without a disruption of services offered.