

ENHANCING OUR SUPPORT SERVICES FOR MARINES & SAILORS



Attention Marine Corps Leaders,

As a part of a larger Department of Defense effort to increase coordination, achieve greater efficiencies, and consolidate shared functions among programs, the DSTRESS line, 1-877-476-7734, and supporting web presence, usmc-mccs.org/services/support/dstress-line/, will transition to Military OneSource (Military One Source) on March 21, 2022. The capability will not be removed from the USMC rather we are coordinating with Military One Source to provide similar and extended capabilities to our Marines, Veterans, and Families.

Military OneSource will provide a website and call center equipped to deliver comprehensive resources and information of interest to the military community and its service delivery partners, as well as access to coaches, counselors and consultants who can provide expert, solution-focused assistance.

Effective March 22, 2022, incoming calls to the DSTRESS hotline, 1-877-476-7734, will be answered by Military One Source in a seamless manner to ensure no disruption of service to our Marines and Families. All web traffic will be forwarded to <https://www.militaryonesource.mil/about-us>. People may also chat on line at livechat.militaryonesourceconnect.org/chat/

To augment support for Marines in crisis related to suicide, The Marine Corps is partnering with the Military Crisis Line. The crisis line can be reached at 800-273-8255, by text message to 838255, or via online chat - <https://www.militarycrisisline.net>.



Both services as available 24/7, CONUS and OCONUS. For a complete breakdown of services offered, please see the attached.

If we can answer any questions about this change and realignment of service, please contact Linda Love at linda.love@usmc.mil.



TARGET POPULATION

	MILITARY ONE SOURCE	MILITARY & VETERANS CRISIS LINE	DSTRESS
Marines (Wounded/Ill/Injured)	X	X	
Marines (Active Duty)	X	X	X
Attached Sailors	X	X	X
Naval personnel supporting Marine units	X	X	
Family members	X	X	X
Veterans	X	X	



TYPE OF ACCESS

	MILITARY ONE SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
24/7 availability	X	X	
Call Center	X	X	
Operations Center	X		
Resource Center/Information Center	X		
Toll-Free Contact Number	X	X	
Non-Medical Counseling Services.	X		
Non-Reportable.	X		
Global	X	X	
Psycho-Education	X		
Call Recording Capability	X		
Call Center is Accredited	X		

TYPE OF CONTACT

	MILITARY ONE SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
Telephone Calls	X	X	X
Text Messaging	X	X	X
Operations Center	X	X	X
Chat	X		X
Video-Telephone	X		X
Emails	X		X
Video Chat (Skype)	X		X
Voice-Over-Internet Protocol (VOIP)	X		X
Social Media	X		



CALL MANAGEMENT

	MILITARY ONE-SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
Incoming calls shall be answered immediately by a person or the Interactive Voice Response (IVR)	X	X	X
Any call that is placed in a queue should be answered within five minutes	All calls answered within 20 seconds, no queue required	X	X
Calls routed to a queue or on hold will have an announcement to notify the caller incrementally that they will be served	All calls answered within 20 seconds, no queue required		X


REFERRALS

	MILITARY ONE-SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
If the person receiving counseling requests restricted reporting pursuant to domestic abuse or sexual assault, counselors shall refer that person to his/her unit's victim advocates	X		X
In the event a caller wishes to report/discuss a sexual assault, personnel will provide support and crisis intervention, when necessary, by: defining the problem, assessing the caller for safety concerns, providing appropriate resources, and performing a warm hand-off of all Sexual Assault Crisis Center Referrals using the warm hand-off process non-crisis situation	X		X



DUTY TO WARN

	MILITARY ONE-SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
Provide immediate, actionable identifying information to appropriate local first responders when a contact indicates that he/she is a threat to self or others	X	X	X
Notify MF for appropriate notification to chain of command	X		X

NON-MEDICAL SERVICES

	MILITARY ONE-SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
Non-Medical Case Management	X		
Non-Medical Counseling, Short-Term, Solution-Focused counseling (across stress continuum)	X		X




NON-PERSONNEL SERVICES

	MILITARY ONE-SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
Support resource and call center operations and capable of serving the needs of target population	X		X
Provides non-medical case management	X		
Contractor employees performing services will be controlled, directed, and supervised at all times by management personnel of the contractor	X		



NON-MEDICAL PROFESSIONALS

			
Facilitate support for target population requiring assistance	X		
First line leadership at the call center providing support to target population during various shifts for Call Center operations	X		


PREVENTION / ADVOCACY

			
Provides resources for stress and anger management	X		
Provides resources for grief and loss	X		
Provides resources for issues with the deployment cycle	X		
Provides resources for suicide prevention	X		
Provides resources for parent-child relationships	X		
Provides resources for couples communication	X		
Provides resources for marital issues	X		X
Provides resources for relationships	X		X
Provides resources for relocations based on the needs of the community being served	X		X
Increase access to care	X		X
Decrease stigma against seeking help	X		X
Resource Identification	X		X
Information Distribution	X		X
Provide resources for education	X		
Provide resources for employment	X		
Provide resources for social media	X		
Case Management	X		X

FIELD SUPPORT REPRESENTATIVES (FSR)

	MILITARY ONE-SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
Located throughout the country to conduct face-to-face visits and telephone outreach	X		
Assist with extensive transition challenges	X		
At least ten years management experience with the federal government	X		

SUBSTITUTION OF KEY PERSONNEL

	MILITARY ONE-SOURCE	MILITARY & VETERANS CRISIS LINE 	 DSTRESS
In case of unsatisfactory contractor performance, the contractor will take appropriate corrective action within ten business days of formal notification as identified by MF	X		X
In the event that the problem remains unresolved in excess of ten working days, the contracting officer will be notified by MF so that appropriate action is taken	X		X

