

**January 2009 - Projected
Military OneSource Key Metrics**

- Potential offerors are to use the projected key metrics below for planning purposes along with the requirements identified in the solicitation in the preparation of their proposal.
- Attachment 1 is to be completed in accordance with the pricing instructions provided in the solicitation.
- All services shall be available 24 hours day/7 days week for CONUS and OCONUS eligible Service members and their families as identified in the solicitation.
- Growth is projected at a minimum of 30% per year.
- Generally, holidays and tax season bring surges, and the number of weekend calls average around half the number of weekday calls. However, surges can occur at any given time (weekday, weekend, holidays) based on the multitude of high stress, unpredictable issues the military faces daily. It is imperative that the successful offeror be positioned to handle surges at any given time.

Military OneSource Activity	Monthly Usage
Online Visits (Average Time On-Line - 20 minutes) Top 10 presenting issues on-line: <ol style="list-style-type: none"> 1. Deployment and Return 2. Parenting Skills 3. Staying Healthy 4. Relationships 5. Military Benefits 6. Child Care 7. Other Emotional Well-Being Issues 8. Midlife Issues 9. Personal Issues 10. Children's Mental Health 	400,000
Telephone Calls (Average call 25 – 45 minutes) General Information and Referral Calls – 25,000 Calls resulting in a Case Opened for follow-up services – 10,000 Calls requiring speciality consultation (i.e., education and medical resources for autistic child) – 300 Top 10 presenting issues on call: <ol style="list-style-type: none"> 1. Relationship Issues 2. Depression/Adjustment 3. Stress Management 4. Family Relationships/Parenting/Blended Family 5. Anxiety 6. Deployment Adjustment 7. Money 	35,300

8. Education 9. Recreation 10. Careers	
Email Requests	2000
Face-to-Face Counseling Sessions-1 hour each session Top 10 Referral Issues for Non-Medical and Financial Counseling 1. Relationships / Couples 2. Depression 3. Stress Management 4. Family Relationships 5. Anger Management 6. Anxiety 7. Divorce/Separation Emotional Aspects 8. Personal Growth 9. Returning from Deployment Issues 10. Other Emotional Issues	13000
Telephonic Counseling Sessions– 1 hour each session Top 5 Issues for Non-Medical and Financial Counseling 1. Relationships 2. Adjustments 3. Stress Management 4. Blended Family Issues 5. Adjustment to Deployments	3000
Outbound Calls	1000
Webinars/Podcasts	20
Translation Services (telephonic and document)	150 languages
Military Spouse Career Counseling Contacts – telephonic counseling sessions, approximately one hour each session.	5000
Educational Materials Shipped	70,000
Newsletters	20 monthly
Key Metrics	Number
MOS Website in English	100%
MOS Website in Spanish	100%
Number of call centers	3 minimum. Government desires to retain Arlington, VA site – other sites are at the offeror’s discretion.

- Licenses: Licensed/certified mental health professionals by a state to provide independent practice in their field that is compliant with industry accepted standards for the

performance of non-medical counseling services. Financial counselors shall maintain a national certification as an Accredited Financial Counselor.

- Wounded Warrior Resource Center – this is a developing program that is currently responsible for responding to over 25,000 Service members being discharged every year. In addition, it will over 30,000 Service members facing medical issues.
- Military Spouse Career Counseling – this is a recently (2008) authorized and funded DoD program and is expected to grow dramatically.