

MILITARY ONESOURCE MONTHLY PROGRESS STATUS REPORT

September 2008

(September 1 – September 30)

1. Program Director's Comments: **redacted**

2. Contract Fund Status: **redacted**

3. Summary of work accomplished during the reporting period:

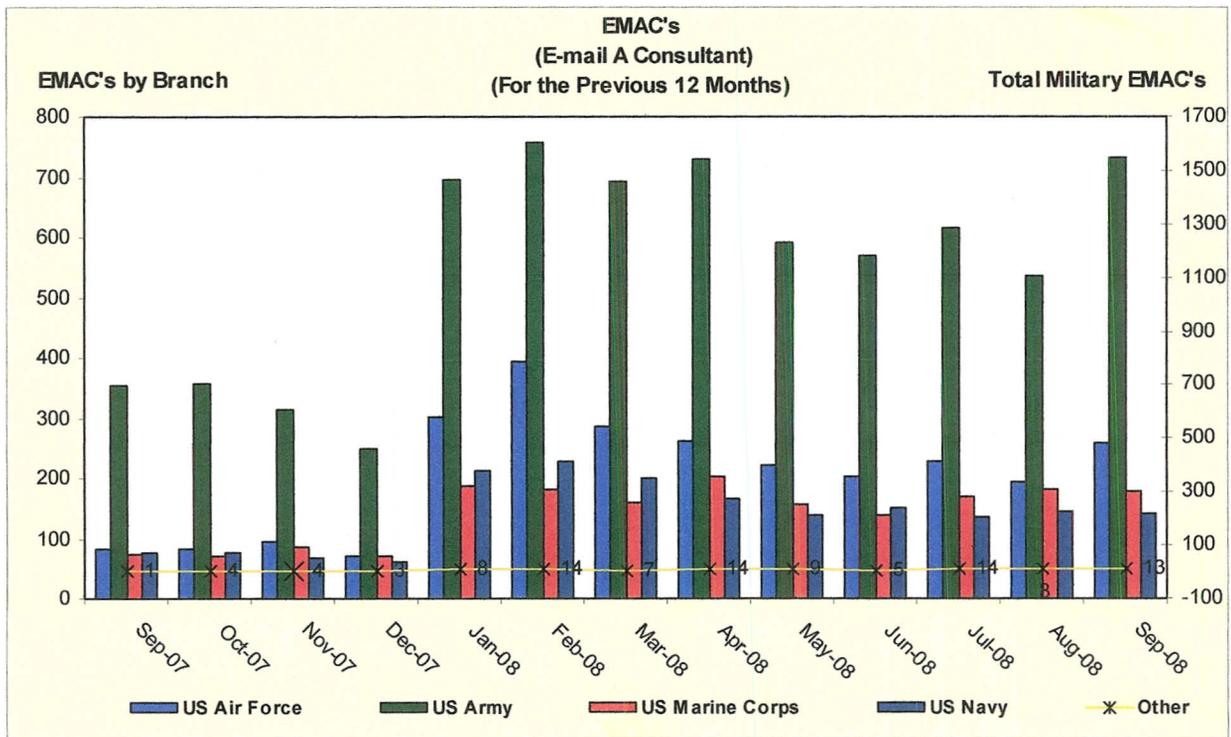
a. Service Delivery

Military OneSource Phone Metrics

The Military call's handled volume in September was 30,841, an increase of 4,485 calls from August. **redacted**

Additional Improvements: **redacted**

Email a Consultant:



Military Content and Communications

Content

Materials Activity

- Received partial shipment of DoD Library Playaway books into the warehouse. Distribution will begin when more items are received.
- Military articles:
 - *Army DIMHRS*
 - *Applying for Citizenship*
 - *Child Care Handbook*
 - *How Service Members Can Stay Connected with Younger Siblings*
 - *Military Child Care Programs*

Web Pages

- Released the following Web pages:
 - *Army DIMHRS 9/4/2008*
 - *Applying for Citizenship 9/13/2008*
 - *Counseling- Limitations 9/15/2008*
 - *Counseling- Privacy 9/15/2008*
 - *Counseling- main page revision 9/15/2008*
 - *Counseling-Additional Resources 9/15/2008*
 - *Visibility Kit Content (information for Service Providers) 9/13/2008*
 - *Service Provider Events Information Paper 9/13/2008*
 - *YMCA 9/15/2008*
 - *Library- Main Landing Page 9/15/2008*
 - *Online Consultation*
 - *Casualty Survivor Benefits 9/25/2008*

Podcasts

- Released the following podcasts:
 - *9/9/2008 Healthy Lunches*
 - *9/9/2008 Healthy Dinners*
 - *9/22/2008 Healthy Snacks*

Web links

- Released the following web links:
 - *9/9/2008 Army Suicide Prevention Program*
 - *9/9/2008 Enable America*
 - *9/9/2008 Folds of Honor*
 - *9/9/2008 Helping a Hero*
 - *9/9/2008 Hire a Hero*
 - *9/9/2008 I-CAN! E-file*
 - *9/9/2008 National Suicide Prevention Lifeline*
 - *9/9/2008 Navy and Marine Corps Suicide Prevention*
 - *9/9/2008 Preventing Suicide Network*
 - *9/9/2008 Recruit Military*
 - *9/9/2008 MilitaryPetsFOSTER Project*

Webinars **redacted**

Electronic Newsletters **redacted**

Educational Materials Online Activity **under review by Ceridian**

Marketing/Communications **redacted**

Online Advertising

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- *Yahoo September Ad Clicks: 5,268*
- *Google September Ad Clicks: 13,070*
- *MSN September Ad Clicks: 4,156*
- *FoxNews.com (Text & Banner) September Ad Clicks: 20,709*
- **CNN.com September Ad Clicks: 93,357 (High number of clicks due to the sponsorship of the Homepage Market Box on CNN.com during the weeks of 9/5 & 9/12)*
- *AOL.com September Ad Clicks: : 1,315*
- *ESPN.com September Ad Clicks: 18,638*
- *Facebook September Ad Clicks: 2,934*

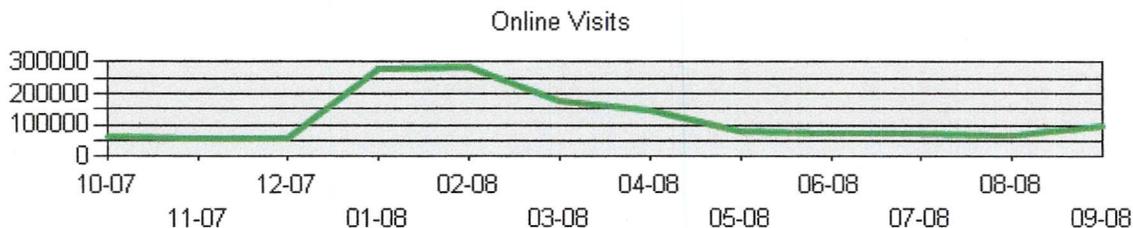
Outreach Newsletters

- MOS newsletter has 5602 subscriptions

Relationship Management **redacted**

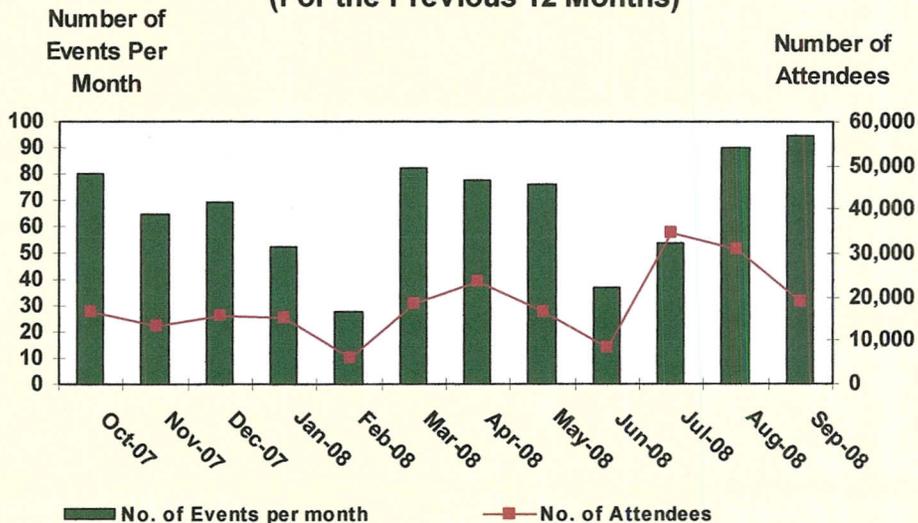
Military OneSource Online

Usage:

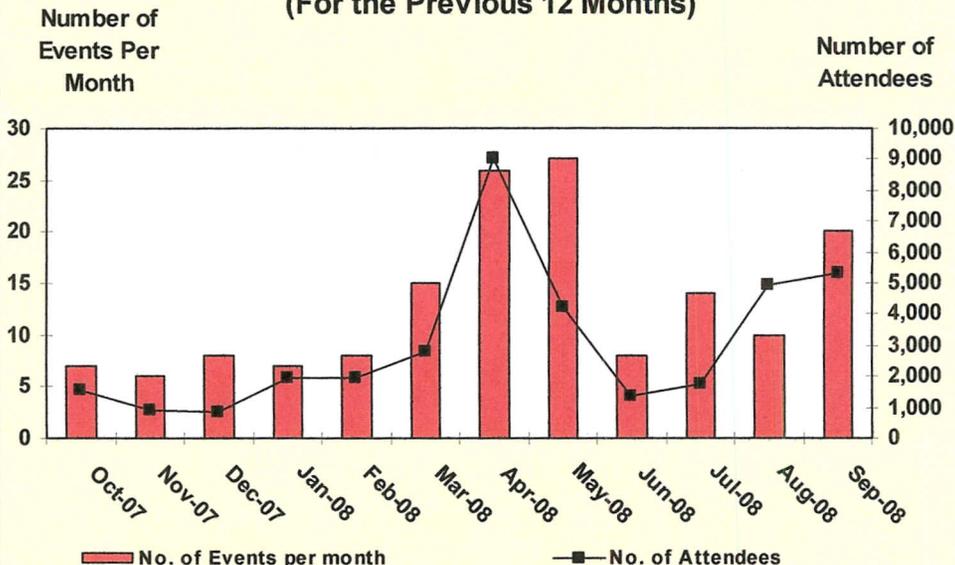


Military Briefing Detail

Total Briefings & Attendees Army (For the Previous 12 Months)



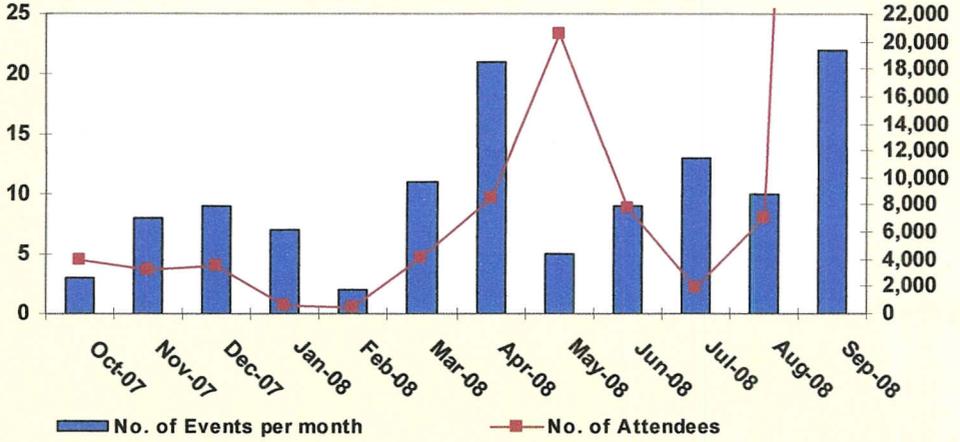
Total Briefings & Attendees Marine Corps (For the Previous 12 Months)



Total Briefings & Attendees Air Force (For the Previous 12 Months)

Number of
Events Per
Month

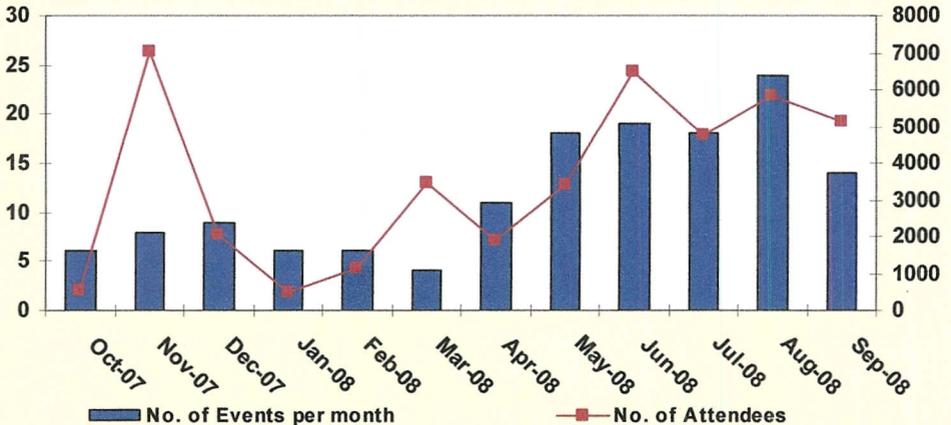
Number of
Attendees



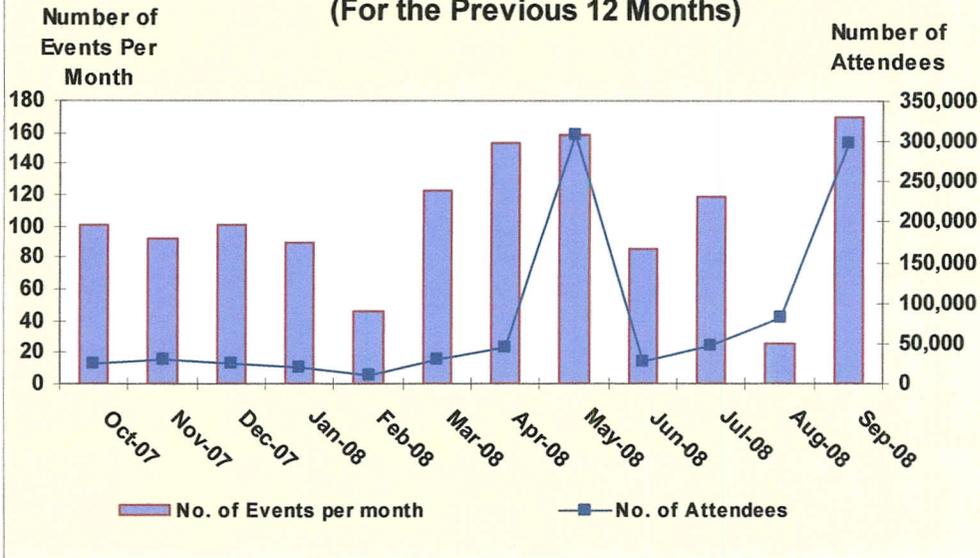
Total Briefings & Attendees Navy (For the Previous 12 Months)

Number of
Events Per
Month

Number of
Attendees



Total Briefings & Attendees (All Branches Combined) (For the Previous 12 Months)



d. Clinical Services **redacted**

4. Problem areas or issues that have been identified during the period and resolution action taken, if any: **redacted**

5. Cumulative Hours expended throughout the reporting period by job category. **redacted**

6. Key Metrics Report: **redacted**

7. Copies of any informal reports that have been provided to any DoD organization during the period.

MSI Case Monthly Data (Sept 2008)

Cases*: 4 Army, 18 USMC, 0 Navy, 0 Air Force

* Number of Cases includes duplications due to weekly case reporting

New Cases: 0
Existing Cases: 22

Specific Issues:

Calls included more than 1 issue in some instances

Issue	Sept 08 cumulative	YTD (beginning 01-01-08)

Financial/Relief Societies (debt mgt, budgeting, bills, Mil to VA gap, medical co-pay expenses etc.)	11	111
Education	4	52
Employment	3	50
VA	14	160
Accommodations: CAP, electronics, computers, etc.	10	106
Military/Community Living	3	26
TSGLI	1	9
Travel, TSA, Transportation	2	15
Mental Health: Counseling, emotional support	13	106
Medical	4	81
Military issues (pay, orders, awards, promotions)	1	6
MEB/PEB, SSDI, Disability issues	4	66
Heroes to Hometowns (added 4/9/07)	1	15
Service Program	1	8
Coordination/Follow up	21	427
Total # of issues	93	1238

- See Attached Files: **redacted**

Military OneSource Key Metrics Report

September 2008

Military OneSource Utilization		YTD
Branch	Count for Current Month	YTD
US Army	57,575	756,963
Active Duty	23,415	317,003
National Guard	6,760	105,938
Reserve	3,162	41,857
Online Visits - Branch	24,238	292,165
US Navy	17,267	311,666
Active Duty	7,127	171,258
Reserve	765	14,726
Online Visits - Branch	9,375	125,682
US Marine Corps	12,947	167,627
Active Duty	6,579	87,474
Reserve	495	7,509
Online Visits - Branch	5,873	72,644
US Air Force	39,368	510,497
Active Duty	10,501	276,720
National Guard	1,154	25,545
Reserve	651	22,721
Online Visits - Branch	27,062	185,511
DoD (Non-Branch) Civilians	6,637	60,753
Unable to Identify	3,662	33,623
Online Visits - Branch	2,975	27,130

Report Run: 10/22/2008

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