

# U.S. ARMY RECRUITING COMMAND



## FAMILY RESOURCE GUIDE







**United States Army Recruiting Command  
Fort Knox, Kentucky 40212-2725**

USAREC Teammates:

Recruiting is a critical mission in the Army, and it is not an individual mission performed by the Soldier - it is a Family effort. We need the very best Soldiers and Families like you who are up for a challenge and truly want to make a difference at the place where the Army begins by telling your Army story to the American people.

The Army lifestyle is unique and unmatched by any other. Soldiering is a tough business and it is toughest on our Families. Being an Army Family means you have accepted the role to serve something more than yourself. You are charged with supporting and sacrificing for your Soldier, the Army's mission and the protection of freedom and the American way of life.

As leaders, we pledge daily to provide the best quality of life possible for our Families. We firmly believe helping Soldiers and their Families contributes to a successful and more resilient Army. This Family Resource Guide will assist you and your Family as you transition into this command and empower you with the knowledge and resources to keep our Army Families strong.

Thank you for all you do each and every day for our Nation and our Army. We are proud to have you as part of the USAREC team!

  
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# Table of Contents

A - USAREC	
I. Introduction.....	1
II. USAREC Mission, Vision and Values .....	1
III. Recruiting Chain of Command .....	4
B - History	
History of Army Recruiting .....	5
C - Preparation	
Recruiting and Retention School.....	8
D - Relocation	
I. Pre-Departure: Resources .....	9
A. Sponsorship Program.....	9
B. The Soldier and Family Assistance (SFA) Program Manager .....	9
C. Army OneSource.....	10
D. Military OneSource .....	10
Plan My Move .....	10
MilitaryINSTALLATIONS.....	11
II. Pre-Departure: PCS Entitlements & Benefits .....	11
A. Monetary Allowance in Lieu of Transportation (MALT) .....	11
B. ‘Plus’ Per Diem.....	11
C. Dislocation Allowance (DLA).....	12
D. Temporary Lodging Expense Allowance (TLE).....	12
E. Advance Pay and Allowances.....	12
III. Pre-Departure: Housing Options .....	12
A. Military Installation Family Housing .....	12
B. Homes.mil .....	12
C. Leased Government Housing (LGH).....	12
IV. Pre-Departure: Child/School Options .....	14
A. Military Childhood Education Coalition (MCEC) .....	14
B. SchoolQuest.org.....	14
C. Military OneSource .....	14
D. Army Fee Assistance.....	14
V. Transition: Medical and Dental Coverage En Route .....	15
A. Emergency Care .....	15
B. Urgent Care .....	15
C. Prescriptions.....	15

VI.	Arrival and Orientation: In-Processing .....	16
A.	Finances: Permanent Change of Station (PCS) Entitlements .....	16
1.	Basic Allowance for Housing (BAH)	
2.	CONUS COLA	
3.	Special Duty Assignment Pay (SDAP) for Recruiters	
4.	Recruiter Expense Allowance (REA)	
5.	Basic Allowance for Subsistence (BAS)	
6.	Base Pay	
7.	Miscellaneous Pay and Allowances	
8.	Permanent Change of Station (PCS) Travel Settlement	
9.	Servicemembers Group Life Insurance (SGLI)	
10.	Blended Retirement System	
B.	Defense Enrollment Eligibility Reporting System (DEERS) .....	18
1.	DEERS Enrollment and Update	
2.	Government ID Card	
C.	TRICARE Medical Information.....	19
1.	TRICARE Prime (TP)	
2.	TRICARE Prime Remote (TPR)	
3.	Debt Collection Assistance Officer (DCAO)	
D.	TRICARE Dental Program (TDP) .....	22
E.	TRICARE Pharmacy Benefits.....	22
1.	Military Treatment Facility Pharmacy Clinics	
2.	Pharmacy Network Providers	
3.	TRICARE Pharmacy Home Delivery	
F.	Army Fee Assistance (AFA) Program .....	23
	Child Care Resources	

E - Recruiting Command

I.	Connect With Your Community .....	26
A.	Family Readiness Groups (FRGs).....	26
B.	Army Family Team Building (AFTB).....	26
	Training	
C.	The Army Volunteer Corps Program (AVC) .....	27
1.	Volunteer Benefits	
2.	Volunteer Management Information System (VMIS)	
D.	Army Family Action Plan (AFAP).....	27
1.	USAREC AFAP Forums	
2.	AFAP Participation	



II. Military Support Services .....	29
A. The Soldier and Family Assistance (SFA) Program Manager .....	29
B. Exceptional Family Member Program Systems Navigation .....	30
C. USAREC Military Family Life Consultants (MFLCs) and Personal Financial Counselors (PFCs) .....	30
D. Unit Ministry Team (UMT).....	31
E. The Army Suicide Prevention Program (ASPP).....	32
F. Command Psychologist .....	32
G. Family Advocacy Program (FAP) .....	33
H. Sexual Harassment/Assault Response & Prevention (SHARP).....	34
I. Army Substance Abuse Program (ASAP).....	35
J. The Brigade Judge Advocate (BJA).....	36
K. Emergency Assistance Contacts.....	37
1. Army Emergency Relief (AER)	
2. American Red Cross	
L. Tax Filing Services .....	37
1. Volunteer Income Tax Assistance (VITA) Program	
2. Military OneSource Tax Filing Services	
III. Military Spouse Employment & Education .....	38
A. Employment.....	38
1. Employment Eligibility Categories	
2. Military Spouse Preference (MSP) Program	
3. Military Spouse Career Resources	
a. DOD Spouse Education and Career Opportunities (SECO)	
b. Military Spouse Employment Partnership (MSEP)	
c. The Military Spouse Career Advancement Account (MyCAA)	
B. Education.....	40
1. Military Installation Education Centers	
2. Military OneSource	
3. Post-9/11 GI Bill	
4. March 2 Success	
F—Resources	
USAREC Quick Reference Sheet .....	41
Helpful Internet Resources .....	42
Chain of Command.....	46
Military OneSource.....	48
DOD Safe Helpline.....	49
EFMP Flyer.....	50
G—Glossary of terms .....	51

# A—INTRODUCTION

## I. Introduction

The purpose of this United States Army Recruiting Command (USAREC) Family Strong Resource Guide is to provide you with relocation information and familiarize you with the Recruiting Command climate. Since a majority of USAREC Soldiers and Families live and work in civilian communities remote from military installations, it is important for all to be informed about what to expect in the Recruiting Command and to become familiar with the culture. If you have not yet been contacted, please feel free to contact your sponsor or gaining unit. Sponsorship is an important part of any move. If you need assistance, please contact your chain of command or the battalion Soldier and Family Assistance (SFA) program manager. (Hereafter referred to as an SFA.) See page 29 for more information on the SFA program.

## II. USAREC Mission, Vision, and Values

### USAREC Mission:

Recruit America's best volunteers to enable the Army to win in a complex world.

### USAREC Vision:

A team of proud professionals where all members understand the importance of sustaining the all-volunteer Army for our nation and are empowered and committed to doing their part to accomplish the recruiting mission.

### Priorities:

- Foster a positive climate that allows us to accomplish the mission while protecting and caring for our people.
- Train and develop a disciplined and effective recruiting force.
- Develop the capabilities and obtain the necessary resources to sustain and enhance recruiting accomplishment.

### Enduring Principles:

- Empowered leaders own and accomplish the mission.
- Recruiting center leaders are our center of gravity and we will enable their success.
- Every person in our organization is a valued member and we will treat them with dignity and respect.
- Every individual bears responsibility and is accountable for the success of the team.
- The reputation of our Army and the credibility of our recruiting force is built on trust reinforced by our Army values.

### USAREC Values: USAREC

The U.S. Army's trusted ambassador to the American people — exemplifying Army Values and demonstrating the Warrior Ethos: always placing the mission first, never accepting defeat, never quitting, and never leaving a fallen comrade.



# U.S. Army Recruiting Command

## 1st Brigade



1A Albany  
 1B Baltimore  
 1D New England  
 1E Harrisburg  
 1G New York City  
 1K Mid-Atlantic  
 1N Syracuse  
 1O Richmond

## 2nd Brigade



3A Atlanta  
 3D Columbia  
 3E Jacksonville  
 3G Miami  
 3H Montgomery  
 3J Raleigh  
 3N Tampa  
 3T Baton Rouge

## 3rd Brigade



5A Chicago  
 5C Cleveland  
 5D Columbus  
 5H Indianapolis  
 5I Great Lakes  
 5J Milwaukee  
 5K Minneapolis  
 5N Nashville

## 5th Brigade

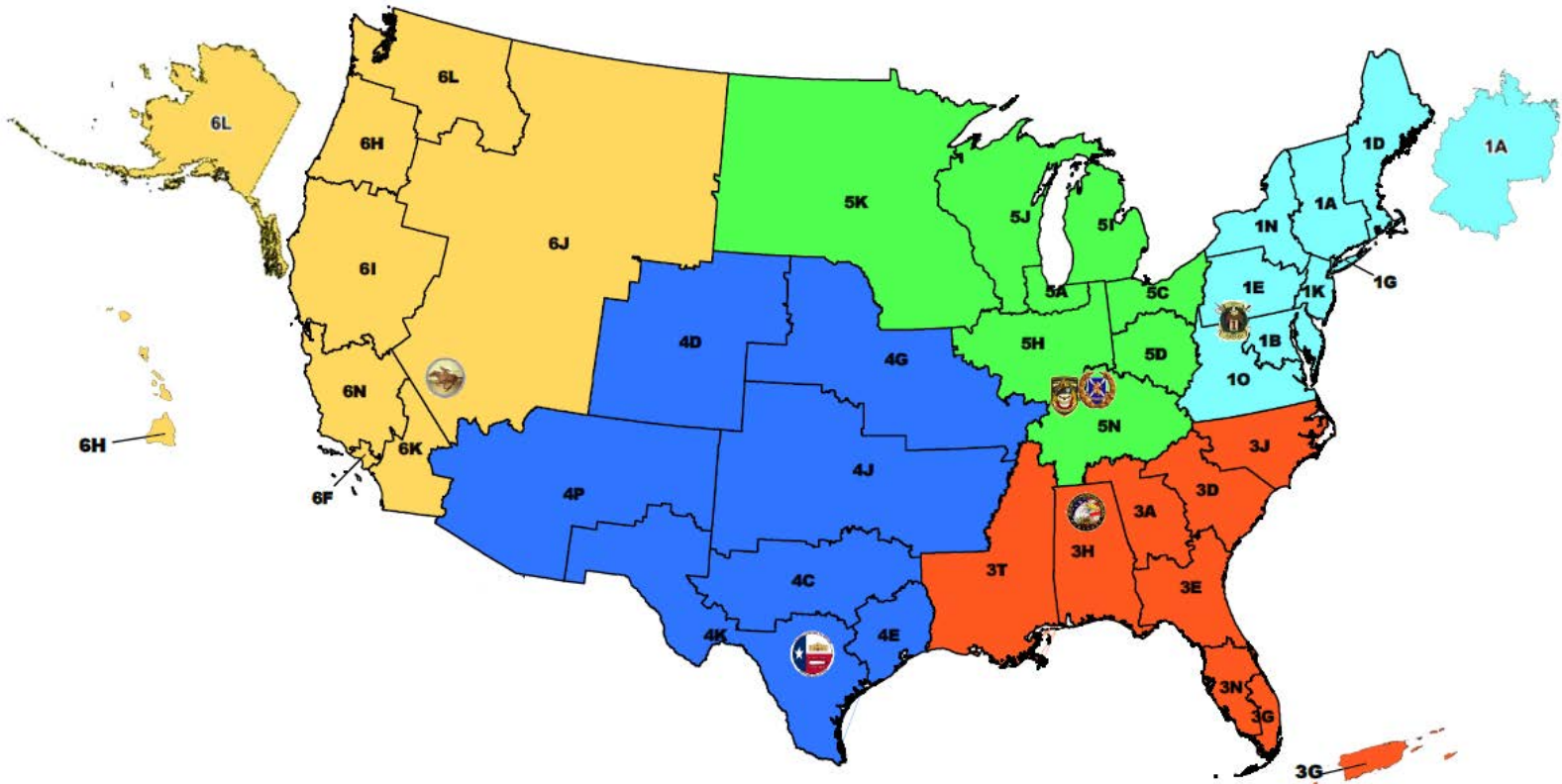


4C Dallas  
 4D Denver  
 4E Houston  
 4G Kansas City  
 4J Oklahoma City  
 4K San Antonio  
 4P Phoenix

## 6th Brigade



6F Los Angeles  
 6H Portland  
 6I NorCal  
 6J Salt Lake City  
 6K Southern Cal  
 6L Seattle  
 6N Cent Cal



## OCONUS

Alaska	Japan
Hawaii	Amer Samoa
Puerto Rico	South Korea
Virgin Islands	Guam
Germany	Panama

6 Brigades  
 44 Battalions Companies  
 1,374 Centers/Stations

# U.S. Army Medical Recruiting Brigade

**1st MRBn** ●

9A1 MDW  
9A2 Boston  
9A3 NYC  
9A4 Pittsburgh

**2nd MRBn** ●

9B1 Atlanta  
9B2 Nashville  
9B3 Orlando

**3rd MRBn** ●

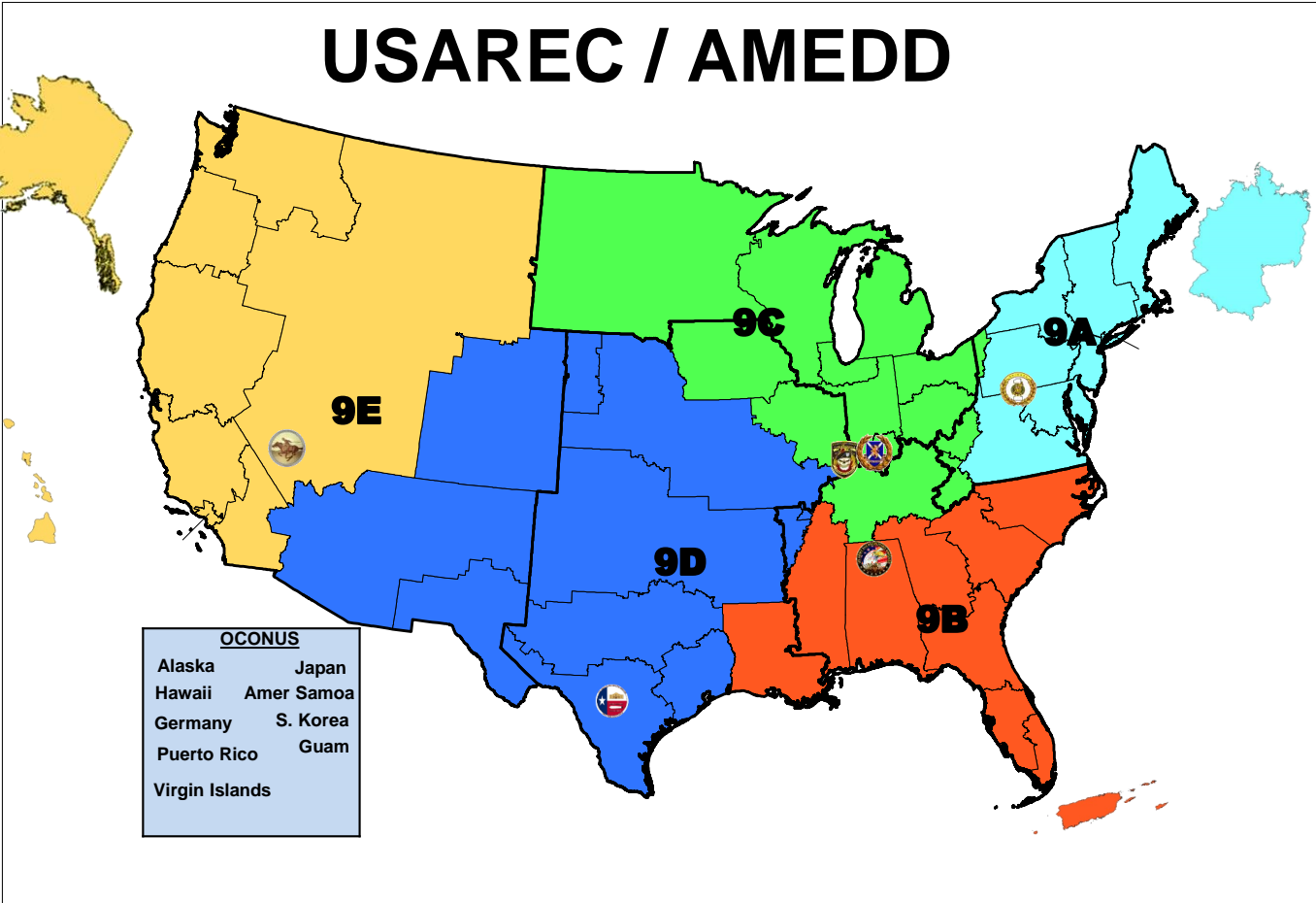
9C1 Minneapolis  
9C2 Chicago  
9C3 Columbus

**5th MRBn** ●

9D1 San Antonio  
9D2 Kansas City  
9D3 Houston

**6th MRBn** ●

9E1 Denver  
9E2 Los Angeles  
9E3 Seattle



- 1 Medical Recruiting Brigade
- 5 Medical Recruiting Battalions
- 16 Medical Recruiting Companies
- 81 Medical Recruiting Centers
- 1 Chaplain Branch
- 6 Chaplain Recruiting Teams



### III. Recruiting Chain of Command

For full definitions see pages 46-47 in Resource Section

#### Chain of Command

Center Leader  
either E6/E7



Company Commander



Battalion Commander



Brigade Commander



USAREC Commanding General



#### NCO Support Channel

Center Leader  
either E6/E7



First Sergeant



Battalion Command Sergeant Major



Brigade Command Sergeant Major



USAREC Command Sergeant Major



Some ranks may not be representative of every company, battalion or brigade

# B- History

Knowing our history helps define us and understand the importance of our actions. It honors those who came before us, recognizing their accomplishments and appreciating their sacrifices. Understanding our history shapes the way we view our future and the answers we provide to existing problems.

Studying our history prevents us from repeating the problems of the past. As George Orwell stated, “He who controls the past, controls the future.”



Maj. Gen. Jacob Jennings Brown

Recruiting for the U.S. Army began in 1776 with the raising and training of Continental Soldiers to fight in the Revolutionary War.

Colonial militia laws — and state laws after 1776 — required able-bodied men to enroll in the militia and undergo military training, all without pay. Some militiamen volunteered for short terms of service, for which they were paid. An estimated 175,000 men served under arms in some manner during the Revolutionary War.

The U.S. Army Recruiting Command traces its history back to 1822 when Maj. Gen. Jacob J. Brown, Commanding General of the Army, started the General Recruiting Service. The first recruiting stations, called “rendezvous,” were opened in New York, Baltimore and Philadelphia.

Volunteerism has been the backbone of the Army during its history, with the draft having been in effect for only about 35 years, mainly during times of war and for a period of 20 years following the Korean Conflict.

Recruiting was reestablished in August 1945 under the direction of the Army Adjutant General’s Office. In 1962, the Army transferred the recruiting, examining, induction and processing responsibilities to the United States Continental Army Command. In late 1963, the Army’s Deputy Chief of Staff for Personnel appointed a committee to analyze the recruiting process. As a result, Army Recruiting Command was formed Oct. 1, 1964, at Fort Monroe, Virginia. The new command was organized into six Recruiting Districts, which mirrored the structure of the six Continental Armies. The Recruiting Districts were the equivalent of today’s Recruiting Brigades. The Recruiting Districts were organized into Recruiting Main Stations (today’s Recruiting Battalions) and were responsible for the Armed Forces Examining Stations, Armed Forces Induction Stations, and joint U.S. Army-U.S. Air Force Joint Processing Units within their boundaries.

Recruiting Command was yet again transferred in July 1966, this time to the Deputy Chief of Staff for Personnel, Department of the Army. The command now had the responsibility of recruiting for the Regular Army in the continental United States, Alaska, Hawaii and Puerto, and running the nationwide network of Armed Forces Examining and Entrance Stations.

The last draftee entered the Army in December 1972, and in July 1973 USAREC began its mission of recruiting an All-Volunteer Army.



The headquarters completed a move from Hampton, Virginia, to Fort Sheridan, Illinois. The number of recruiting main stations increased from 40 to 64, and captains were introduced into the chain of command to improve the chain of command's structure.

In 1974, the five numbered Recruiting Districts were redesignated as Regional Recruiting Commands. The Recruiting Main Stations were redesignated as District Recruiting Commands.

The examining and entrance function was transferred to the United States Military Entrance Processing Command (MEPCOM) July 1, 1976. Since 1979, USAREC's mission has included recruiting for the Army Reserve.

In October 1983, Recruiting Command's subordinate units' designations were changed one last time. The Regional Recruiting Commands were designated as numbered Recruiting Brigades, with 1st Brigade at Fort Meade, 2d Brigade at Fort Gillem, 4th Brigade at Fort Sheridan, 5th Brigade at Fort Sam Houston, and 6th Brigade at Fort Baker. The District Recruiting Commands were redesignated as Recruiting Battalions. In 1992, USAREC headquarters was moved to Fort Knox, Kentucky, from Fort Sheridan.

In 1994, 3rd Recruiting Brigade was activated and assumed much of the territory assigned to 4th Brigade. The program Success 2000 re-engineered the mission, reducing 20 recruiting categories to only four, simplifying and stabilizing recruiters' monthly contract missions.

The Army Medical Department Officer Procurement Division transferred from the Office of the Surgeon General to USAREC in 1995. Each of the five brigades activated an Army medical recruiting detachment. The medical missions included the Army Nurse Corps, Dental Corps, Medical Service Corps, Veterinary Corps, Medical Corps and Specialist Corps for both the Regular Army and Army Reserve. In 2005, medical recruiting

detachments were re-designated as medical recruiting battalions.

In 2005, USAREC's five Medical Recruiting Detachments were redesignated as Medical Recruiting Battalions, and the Special Operations Recruiting Battalion (SORB) was formed, consolidating the recruiting of all Army special operations specialties.

In 2006, USAREC focused on teaching the force how to think versus what to think with the publishing of its first Recruiting Operations Doctrine. Targeting the station and company level environments led to adjusting boundaries and locations to better align the recruiting force to support the market.

USAREC activated two new brigades in 2007, the Medical Recruiting Brigade and the Special Missions Brigade. The Medical Recruiting Brigade, designated as Allgood's Highlanders, assumed control of the five medical recruiting battalions.

In 2008, USAREC deactivated four battalions while creating the Fresno Battalion in California, leaving USAREC at 38 battalions. In 2009, the 2nd Recruiting Brigade moved from Fort Gillem, Georgia, to Redstone Arsenal, Alabama. The Special Missions Brigade was deactivated, and the Medical Recruiting Brigade assumed operational command of the SORB.

The U.S. Army Accessions Command (USAAC), USAREC's higher headquarters, moved from Fort Monroe, Virginia, to Fort Knox in 2010. USAAC was deactivated in January 2012, and USAREC was reorganized under the U.S. Army Training and Doctrine Command.

In October 2012, the SORB was realigned as a separate battalion, and the Army Marketing and Research Group (AMRG), headquartered in Alexandria, Virginia, assumed oversight for all accessions-based marketing, advertising and market research.

By the end of 2012, the Small Unit Recruiting concept was implemented command-wide, requiring recruiting teams to act in concert to accomplish the mission: One Mission, One Team, One Fight.

In March 2014, the decision was made to relocate the Recruiting and Retention School (RRS) to Fort Knox, Kentucky from Fort Jackson, South Carolina where it has been since 1995.

The new RRS campus, with its state of the art digital classrooms, enables students to stay in temporary post student housing within walking distance to the dining facility and fitness centers.

The mission of the RRS is to train and educate military and civilian leaders and develop complementary concepts, doctrine, organization, material, and training across the spectrum of recruiting and retention to enable America's Armed Forces to fight and win the nation's wars.



# C- PREPARATION

Information for Families prior to attending the Army Recruiter Course, and what the Soldier and Family can expect.

After assignment as a recruiter, the Soldier will attend the Army Recruiter Course (ARC) at the Recruiting and Retention School (RRS), Fort Knox KY. The Soldier will attend the ARC in a TDY status. The Soldier's Family is not authorized to attend ARC with the Soldier and will remain at their assigned duty station or chosen place to live until after the Soldier graduates from ARC and receives permanent change of station (PCS) orders.

If enrolled in EFMP, Soldiers must ensure that the EFMP packet is updated prior to attending the ARC. Soldiers with a temporary profile should request a deferment of course date; otherwise, the Soldier will be sent home if they arrive on a temporary profile.

The ARC is a 6-week long course. During the course, Soldiers will be given their assignments. Soldiers will be given battalion assignments during the second week of the ARC and recruiting center assignments during the fourth week of the ARC. PCS orders will be prepared upon graduation.

Families are invited to attend the ARC graduation. The cost to attend the graduation is not reimbursable and must be paid by the Family. Because PCS orders won't be prepared until after graduation, the Family may have to return to their previous duty station to conduct the PCS move to the Soldier's USAREC assignment.

# D- RELOCATION

## I. Pre-Departure: Resources

Moving is never easy, whether it is across town or to another continent. We have compiled information on many of the subjects important to USAREC Soldiers and Families making a Permanent Change of Station (PCS) move. This is general information, meaning it should apply to almost all moves — not just moves to or from any specific area. Keep in mind that local laws, rules, etc., may change some of this information. **ALWAYS ASK** the local offices, your sponsor, the battalion S-1 or SFA for information specific to your PCS.

### A. Sponsorship Program

All transferring servicemembers are entitled to an appointed sponsor at their new command. The goal of the Total Army Sponsorship Program is to ease the transition of Soldiers, Department of Army Civilians and their Families to their new working and living environment. Having a sponsor helps reduce the anxiety associated with any PCS move and expedite the ability to transition to the new assignment.

After you receive your assignment you should receive notification of a sponsor being assigned to you. This email will include the name and contact information for your sponsor, who will contact you within seven days. The assigned sponsor will provide a welcome packet and current information about USAREC and the surrounding community.

If you do not hear from your assigned sponsor within seven days and you desire a sponsor, please contact your battalion S-1 or SFA.

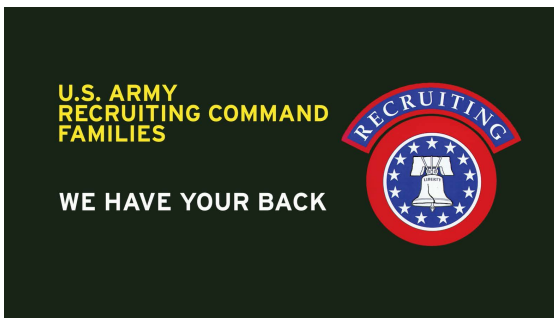
### B. The Soldier and Family Assistance (SFA) Program Manager

The SFA holds a unique position only found within USAREC. He/she is a civilian employee who provides information and resources that support Soldier and Family well-being, mobility and economic readiness. Think of the SFA as the director of an installation's Army Community Service (ACS) office. The SFA plans, directs, coordinates, trains, evaluates and organizes the following programs:

- Army Family Action Plan (AFAP)
- Army Family Team Building (AFTB)
- Exceptional Family Member Program (EFMP)
- Family Advocacy Program (FAP)
- Family Member Employment Assistance
- Family Program Funds Management
- Family Program Volunteers/Volunteer Recognition
- Information/Referral and Follow-up
- Relocation/Financial Assistance Planning
- TRICARE Beneficiary Counseling and Assistance Coordinator (BCAC)
- Volunteer Management Information System (VMIS)

Interactive Customer Evaluation (ICE)- You can provide feedback about the services provided to you by a Soldier and Family Assistance Program Manager, by visiting our ICE site. Click image to the right to open link.





A USAREC Family Program Video that provides a quick overview of USAREC Quality of Life (QOL). **Click image to the left to open the video.**

US Army Recruiting Command Soldier and Family Assistance Branch. **Click image to the right to like us on Facebook.**



For additional information and resources, please visit the HQ USAREC Soldier and Family Assistance Branch (SFAB). **Click image above to open the USAREC SFAB website.**

Refer to page 38 for more information about SFAs and the list of battalion SFA phone numbers.

### C. Army OneSource

Healthy Families make strong Soldiers. Strong Soldiers make a successful Army. That's what Army OneSource is all about. Army OneSource enhances unit readiness by providing Soldiers and their Families with information and resources to meet their needs 24/7 — regardless of location — promoting resiliency and stability. Visit [www.myarmyonesource.com](http://www.myarmyonesource.com) or call **(877) 811-ARMY**.

### D. Military OneSource

Contact Military OneSource for a free packet of information about your new community. The packet contains information about the community, housing, schools, jobs, cost of living, climate, etc., to help make the transition smoother. Plan My Move, MilitaryINSTALLATIONS and Military Youth on the Move are three of the many helpful programs available through Military OneSource.

Visit [www.militaryonesource.mil/moving](http://www.militaryonesource.mil/moving) or call **(800) 342-9647**.

#### Plan My Move

Plan My Move is an online moving tool that simplifies the moving process, breaking it down into clear, manageable steps for both experienced and first time movers. Plan My Move provides you with comprehensive moving information, details about benefits and allowances, a relocation budget planner, and links to MilitaryINSTALLATIONS and Military OneSource.

#### Handy To-Do Lists and Checklists

Choose your departure and destination locations, as well as a departure date, to create the printable calendar, to-do lists, and checklists to help you stay organized.

Visit <http://planmymove.militaryonesource.mil>.

Customizable Calendar

Use the Plan My Move planning calendar to organize your move. Select your departure date, departure location and your destination to easily customize the calendar to meet your specific needs.

- Access general and installation-specific information
- Add, modify, and remove tasks
- List key departure and arrival activities
- Modify the time frame for your move ranging from one month to two years

### MilitaryINSTALLATIONS

On MilitaryINSTALLATIONS you can select any location and find valuable information on many topics such as housing, relocation assistance, child care, household goods, education and health care. It offers a searchable directory of installation and state programs and services - for easy access to phone/fax numbers, email addresses, websites and maps. Use it to find a specific program or to create a list of programs available within a certain distance of your ZIP code.

- Download and print complete or custom installation booklets
- Read numerous articles about your installation
- Research community information and cost of living comparisons
- View photos, weather information, and maps
- View a State Resource Directory and all installations in a state

## **II. Pre-Departure: Permanent Change of Station (PCS) Entitlements and Other Benefits**

Military personnel are entitled to reimbursement for costs incurred as a result of a PCS move. These are the various allowances and entitlements associated with most Continental United States (CONUS) PCS moves. Visit [www.dfas.mil/pcstravel](http://www.dfas.mil/pcstravel) for the most current information on the below entitlements.

### A. Monetary Allowance in Lieu of Transportation (MALT)

There is an allowance for military members who drive their own vehicle to a new duty station. MALT is paid on a per mile basis for the official distance of each portion of the travel.

### B. 'Plus' (Per Diem) Allowances

There are two types of 'Plus' per diems paid during a PCS move to assist Families with paying for lodging and meals. MALT-Plus is authorized to servicemembers traveling in their personal vehicle. While MALT is paid on a per mile basis, the 'Plus' (per diem) portion is paid on a whole day calendar basis for the allowable travel time. Lodgings-Plus is used to pay for lodging costs associated with a PCS move. This per diem may be paid for any necessary overnight delay or processing time at a transportation terminal or personnel processing center related to a PCS move. Lodgings-Plus and MALT-Plus cannot both be paid on the same day.



### C. Dislocation Allowance (DLA)

DLA is a partial reimbursement for certain expenses associated with relocating a household such as deposits and other set-up costs. If the military member is not moving dependents and is assigned to government quarters at the new assignment, DLA is not authorized.

### D. Temporary Lodging Expense Allowance (TLE/TLA)

Authorized allowance to help defray the cost of meals and temporary lodging expenses incurred during the PCS relocation.

### E. Advance Pay and Allowances

Servicemembers may request up to three months advance pay up to 60 days prior to moving. Extreme caution should be utilized if you take advantage of this benefit, as it must be repaid.

## **III. Pre-Departure: Housing Options**

### A. Military Installation Family Housing

Military Installation Family Housing opportunities may be available at your new assignment. It does not have to be an Army post; it could be another military installation. You may request information about housing options at your new duty station from the housing office at your current duty station.

#### 1. Application for Family Housing

To apply for housing on an installation, you will need a completed DD Form 1746 (Application for Assignment to Housing), one copy of your orders, your most recent leave and earnings statement (LES), a copy of your DD Form 1172 (DEERS Enrollment), a copy of your DA 31 (leave form), a copy of your ERB/ORB and, if applicable, a special needs statement for an ADA accessible home and/or a doctor's statement confirming pregnancy. Contact the appropriate housing office directly for more specific information, including fax or email submission guidelines. Please note that application processes may vary from one military installation to another. Your sponsor can give you the contact information for the appropriate housing office.

### B. HOMES.mil

HOMES.mil is a DoD website designed to connect service members and their Families with community housing rental listings located near U.S. military bases. Create an account or login to begin searching for homes near your current or future installation. HOMES.mil offers a database of available rental listings, as well as contact information for your current or prospective housing office.

To find out how much your Basic Allowance for Housing (BAH) will be in your new area, visit [www.defensetravel.dod.mil/site/bah.cfm](http://www.defensetravel.dod.mil/site/bah.cfm).

### C. Leased Government Housing (LGH)

USAREC personnel and their families may be assigned to a location where the Basic Allowance for Housing (BAH) does not support the local housing cost, and military housing is not available within a reasonable commuting distance from their duty station. To improve the quality of life for USAREC families in these areas, and to prevent them from incurring excessive out-of-pocket (OOP) expenses, the Command in conjunction with the U.S. Army Corps of Engineers (USACE), established the Leased Government Housing Program (LGHP).

Under the LGHP, the USACE will try to procure leased housing in these areas on the service member's behalf. If qualified, the service member will forfeit their BAH allowances, and the LGHP will pay the rent and utilities of the leased dwelling. Below are a few program policies. For a full explanation of the program, please contact the USAREC LGHP office.

1. The program is open to all service members assigned to USAREC whether Active Duty (RA) or Active Reserve (AR), regardless of rank, or military occupational skill (MOS). Single Soldiers require a waiver to participate.
2. All eligible personnel must be receiving BAH "with dependent rate," and dependents must reside with Soldier. In cases of joint custody, service member must have the custody at least 180 days per year. Service member's are not eligible to apply for the LGHP if there is an active military installation, with housing, within a 50-mile radius or when a commute time is under 1 hour from the service member's duty station, regardless of the length of the waiting list.
3. Soldiers are required to have at least 12 months remaining at their current duty station at the time of the estimated lease start date.
4. Average application processing time is 33 days.
5. Dwellings must be decent, safe and sanitary, and located in low crime neighborhoods. School rating is not a factor.
6. Pets are authorized (2 dogs or 2 cats or 1 dog and 1 cat), please contact the LGHP office for more details and the list of restricted animal breeds.
7. Bedroom entitlements are based on number and age of dependents:
  - Service member and spouse – share bedroom
  - Children 10 or older – private bedroom
  - Dependent parent – private bedroom
  - Children of opposite gender (5 yrs and under) – share bedroom (Maximum 2 per bedroom)
  - Children with same gender (9 yrs and under) – share bedroom (Maximum 2 per bedroom)
  - Dependents 18-22 years old – private bedroom (Proof of school or college enrollment require)
  - Dependent 23 years and older – not authorized
  - Newborn – Private / share (Contact USAREC LGHP office for details)
8. USACE will provide a list of at least three (3) acceptable dwellings. Service member is responsible to identify safe neighborhoods, inspect the dwelling, and select a dwelling from the list.
9. If service member declines suitable dwellings, service member is responsible for finding their own dwelling, and cannot re-apply for the program until the receipt of new PCS orders.
10. To apply, service member must complete and submit the following forms and documents to the LGHP e-mail address:
  - a. USAREC form 700-5.6 (Application)
  - b. USAREC form 700-5.7 (Statement of Understanding)
  - c. Latest LES
  - d. Orders
  - e. DEERS verification for all dependents
  - f. Other (ie-EFMP)

11. For more information contact:

USAREC Housing Office  
(502) 624-3103

Email: [usarmy.knox.usarec.list.hq-g4-housing-office@mail.mil](mailto:usarmy.knox.usarec.list.hq-g4-housing-office@mail.mil)

Visit [www.usarec.army.mil/fhp](http://www.usarec.army.mil/fhp)

Find us on the USAREC facebook page: <https://www.facebook.com/#1/USAREC>.

#### IV. Pre-Departure: Child/School Options

If you have school-aged children, your child's educational options may be one of the deciding factors in determining where you will live. You will have public, private or home-schooling options from which to choose. Below are resources to help you make an informed decision.

##### A. Military Childhood Education Coalition (MCEC)

The work of the Military Child Education Coalition (MCEC) is focused on ensuring quality educational opportunities for all military children affected by mobility, family separation, and transition. A 501(c)(3) non-profit, world-wide organization, the MCEC performs research, develops resources, conducts professional institutes and conferences, and develops and publishes resources for all military families. The MCEC serves as a model of positive leadership and advocacy for ensuring inclusive, quality educational opportunities for all military children. For more information about the MCEC, visit [www.militarychild.org](http://www.militarychild.org) or call **(254) 953-1923**.

##### B. SchoolQuest.org

SchoolQuest is an educational resource tool designed for military students, their Families and the professionals who support them. The primary audience includes military students and their parents seeking information about schools, college and workplace readiness, transition, etc. It is meant to facilitate the search for new schools and centralize resources. But it's more than just a search site. A SchoolQuest Profile is also a secure storage site for students' educational, extra-curricular, award, volunteer and work information. It is a safe, centralized virtual "file drawer" where a student (or parent) can keep track of all the details that are so difficult to organize. SchoolQuest also offers a compilation of resources in one location for all 50 states, DODEA and Washington, D.C. It provides information about state school requirements and resources by each individual state, or you can identify a specific resource area that you wish to research in one or more states. Visit <https://www.schoolquest.org/> for more information.

##### C. Military OneSource

Military OneSource provides tools and resources that allow Soldiers and family members to research an area's educational opportunities. In addition to searching for schools and tutors, you can also learn about opportunities to get involved in your child's educational activities. Military OneSource offers information about the standardized testing requirements in the community to which you will PCS and tools to help children prepare. Visit [www.militaryonesource.com](http://www.militaryonesource.com) or call **(800) 342-9647** for more information.

##### D. Army Fee Assistance

Program information can be found on page 28.

## V. Transition: Medical and Dental Coverage En Route

TRICARE is regionally managed healthcare program for active duty and retired members of the uniformed services, their families, and survivors. TRICARE brings together the resources of the Army, Navy, and AirForce and supplants them with networks of civilian healthcare professionals to provide better access and high quality service while maintaining the capability to support military operations.

Your TRICARE coverage is completely portable, meaning it moves with you. You are covered worldwide — both in transit to your new duty location and once you arrive. Depending on where you PCS, you may use a different TRICARE health plan option.

For additional information visit the TRICARE website at <http://www.tricare.mil>.

### A. Emergency Care

If you need emergency care while en route to your new duty station, call 911 or go to the nearest emergency room. TRICARE defines emergency care as medical services provided for a sudden or unexpected medical or psychiatric condition, or the sudden worsening of a chronic (ongoing) condition that is threatening to life, limb or sight and needs immediate medical treatment, or which has painful symptoms that need immediate relief to stop suffering. If you are traveling near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are hospitalized in a civilian facility for more than 24 hours, contact your TRICARE region POC.

### B. Urgent Care

While traveling in the United States Soldiers and their Families have access to Urgent Care facilities. For a location near you, or more information call Tricare at (800)TRICARE (8742273), Option 1.

### C. Prescriptions

You should have all your prescriptions filled before you leave, but if you need a prescription filled while you are traveling in the United States, you have several options:

- If near a military treatment facility, fill the prescription at the MTF pharmacy.
- Find the closest TRICARE network pharmacy. Call **(877) 363-1303** or visit **www.tricare.mil**.
- If a network pharmacy is not available, you can visit a non-network pharmacy. You may have to pay up front for medication and file a claim with Express Scripts Inc., for reimbursement. Call **(877) 363-1303** or go to **www.tricare.mil** for more information.
- The mail-order option is not recommended for a prescription you need right away, but if you will be traveling for a long time, you can arrange for any regular prescriptions to be filled via the mail-order pharmacy by calling your primary care manager or **(877) 363-1303**.

**For more information about Tricare, please see pages Pages 19-22.**



## VI. Arrival and Orientation: In-Processing

### A. **Finance: Permanent Change of Station (PCS) Entitlements**

Finance in-processing will be done at the same time as personnel in-processing. It is very important that all documents be brought with you to receive all pay entitlements as quickly as possible. The following is a list of entitlements you may receive. Learn more about PCS entitlements, forms and settlement processing online at [www.dfas.mil/pcstravel.htm](http://www.dfas.mil/pcstravel.htm).

#### 1. Basic Allowance for Housing (BAH)

Compensation is provided to military members to adjust for housing cost in local civilian markets. Rates vary by pay grade, dependency status and geographic location. There are “with” and “without dependent” rates. BAH is intended to cover both rent and utilities.

#### 2. CONUS COLA

Continental United States cost-of-living allowance is available to military members in high cost areas as a means to provide compensation for variations in non-housing costs. There are “with” and “without dependent” rates.

#### 3. Special Duty Assignment Pay (SDAP) for recruiters

Enlisted active duty servicemembers on recruiting duty may be paid SDAP.

- **SD-6:** Field recruiters (Active & Reserve recruiting for enlisted, medical, special forces and warrant officers), station/center leaders, company 1SGs, CSM/SGMs assigned to battalions, guidance counselors and recruiter trainers.
- **SD-5:** Battalion operations NCOs
- **SD-4:** 79R assigned to brigade and USAREC HQ, Recruiting & Retention School instructors and HQDA level 79R staff

#### 4. Recruiter Expense Allowance (REA)

This allowance enables recruiters to pay document fees, provide lunch for Future Soldiers, etc. For a list of reimbursable expenses and how to apply for reimbursement, see USAREC Regulation 37-17.

#### 5. Basic Allowance for Subsistence (BAS)

Basic Allowance for Subsistence (BAS) is meant to offset the cost of the Soldier’s meals, but it is not intended to cover the cost of meals for family members.

#### 6. Base Pay

Pay charts can be found at [www.dfas.mil](http://www.dfas.mil). For a guide to help you understand your sponsor’s leave and earnings statement, visit [www.dfas.mil/militarymembers/payentitlements/aboutpay.html](http://www.dfas.mil/militarymembers/payentitlements/aboutpay.html).

#### 7. Miscellaneous Pay and Allowances

A Soldier may receive various other allowances depending on his or her job and duty location, i.e. language proficiency pay, aviation career incentive pay, health professional, hazardous duty pay and Family separation pay.

## 8. Permanent Change of Station (PCS) Travel Settlement (DD 1351-2)

Receipts under \$75 will not need to be retained for your settlement. Soldiers will receive a flat per diem rate for themselves and their dependents and mileage reimbursement. Receipts are only needed if you make a personally procured move (PPM), formerly known as a Do-It-Yourself (DITY) move, or partial DITY move. When a PPM is filed, ensure all documentation received from transportation and any advance travel pay vouchers are included. If all documentation is provided upon in-processing and is correct, then your settlement should take no more than four to six weeks and will be paid by electronic funds transfer (EFT) into the same account that your direct deposit is currently being received.

**DO NOT ASSUME you will receive any of these allowances.** Allowances change periodically, so check with the finance office at the losing/gaining battalion to determine the exact amount of your allowances and entitlements. Please visit the Defense Travel Management Office website at [www.defensetravel.dod.mil](http://www.defensetravel.dod.mil).

## 9. Servicemembers Group Life Insurance (SGLI)

SGLI is a program of low cost group life insurance for servicemembers. SGLI coverage is available in \$50,000 increments up to the maximum of \$400,000, or can be declined altogether, but these options must be elected in writing. A Soldier is automatically issued the maximum amount of \$400,000.

Spouses and dependent children of active duty servicemembers or members of the National Guard or Ready Reserve are eligible for Family Servicemembers' Group Life Insurance (FSGLI). Family coverage is available only to members insured under the SGLI program. If you are covered under SGLI, you are eligible to insure your spouse, regardless of whether your spouse is on active duty, retired, or is a civilian. Maximum spouse coverage is issued automatically, but can be declined or reduced in writing by the servicemember. FSGLI coverage is available in increments of \$10,000 and provides up to a maximum of \$100,000 of insurance coverage for spouses, not to exceed the servicemembers' SGLI coverage amount, and \$10,000 for dependent children. As the servicemember, you are always the beneficiary of FSGLI coverage.

You pay a premium for your spouse's coverage, which increases as your spouse ages. Coverage for your child is provided at no cost until the child is 18, unless the child is a full-time student or becomes permanently and totally disabled and incapable of self-support prior to age 18.

For more information and premiums, visit [www.benefits.va.gov/insurance](http://www.benefits.va.gov/insurance).

## 10. Blended Retirement System

The Fiscal Year 2016 National Defense Authorization Act created a new military retirement system that blends the traditional legacy retirement pension with a defined contribution to Service members' Thrift Savings Plan account. The new Blended Retirement System goes into effect on January 1, 2018. All members serving as of December 31, 2017, are grandfathered under the legacy retirement system. No one currently-serving will be automatically switched to the Blended Retirement System. Though they are grandfathered under the legacy retirement system, Active Component Service members with fewer than 12 years since their Pay Entry Base Date, and Reserve Component Service members who have accrued fewer than 4,320 retirement points as of December 31, 2017, will have the option to opt into the Blended Retirement System. The opt-in/election period for the Blended Retirement System begins January 1, 2018, and concludes on December 31, 2018. All Service members who enter the military on or after January 1, 2018, will automatically be enrolled in BRS.

## B. Defense Enrollment Eligibility Reporting System (DEERS)

DEERS is a computerized information service linked by an extensive voice and data communications network to Uniformed Services Installations. DEERS is used to verify and confirm the eligibility for those individuals receiving Uniformed Services Benefits. The system has many other uses as well, such as ID card issuance, locating master medical and dental records, and providing population information. Upon your arrival at your new duty station, it is very important that you change your address and provide DEERS with a copy of your PCS orders.

You should update your record in DEERS within 30 days whenever you experience any of the following life events (this list is not all-inclusive):

- Change in sponsor's status (change in service status i.e. enlisted to officer, branch change)
- Getting married or divorced
- Having a baby or adopting a child
- Moving to a new location for any reason
- Becoming entitled to Medicare (either you or a family member)

Mistakes or outdated information in the DEERS database will cause problems with TRICARE claims.

### 1. DEERS Enrollment and Update

To enroll family members or update DEERS records, sponsors must complete an Application for Department of Defense Common Access Card and DEERS Enrollment (DD Form 1172) and provide other documentation, such as marriage, birth or death certificates, Social Security cards, separation papers (DD Form 214), Medicare cards, etc. Each family member's eligibility record must be updated separately when changes occur. Note: If the sponsor is not available, DEERS can be updated by a family member with a notarized DD Form 1172 or a power of attorney.

- a. In Person: To add or delete family members, visit a local ID card office. You can search for an office near you by ZIP code, city or state by visiting [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl). Call the office first to verify location and business hours.
- b. By Phone: Call the Defense Manpower Data Center Support Office at **(800) 538-9552** to update your addresses, email address and phone numbers.
- c. By Fax: Fax address, email address or phone number changes to the Defense Manpower Data Center Support Office at **(831) 655-8317**.
- d. By Mail: Mail changes to the Defense Manpower Data Center Support Office. You must also mail supporting documentation if you are adding or deleting a family member:  
Defense Manpower Data Center Support Office  
Attn: COA, 400 Gigling Road  
Seaside, CA 93955-6771
- e. Online: Visit the DEERS website at [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect) and follow the steps to update your address, email address and phone numbers.
- f. Contact your SFA.

### 2. Government ID Card

To get or renew a government ID card, you must be registered in DEERS. The ID card will enable use of the post exchange and commissary and access services such as legal assistance or medical care. All military members, spouses and children over the age of 10 must have an ID card. You can get an ID card at any active duty military base or post (Army, Navy, Air Force or Marine) and some Reserve component and National Guard locations, Coast Guard bases and Public Health Service offices. To find a location near you visit [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl) or contact your SFA.

### C. TRICARE Medical Information

It is federal law that all active duty personnel be enrolled in TRICARE Prime or TRICARE Prime Remote. In order to enroll family members in TRICARE, DEERS must be up to date. For complete information on TRICARE coverage options, visit [www.tricare.mil](http://www.tricare.mil). National Nurse Advise Line **1-800-TRICARE (1-800-874-2273)**

Updates to Tricare are projected for January 2018. Programs effected include, but are not limited to, Tricare Prime, Tricare Standard as well as Region seperation.

**To be notified of all changes visit [www.public.govdelivery.com](http://www.public.govdelivery.com)**

**Urgent Care Pilot Program-** is a three-year pilot that lets most TRICARE Prime beneficiaries get two urgent primary care visits in the U.S. each fiscal year (Oct. 1–Sept. 30) without a referral or prior authorization. The Urgent Care Pilot started on May 23, 2016. National Nurse Advise Line **1-800-TRICARE (1-800-874-2273)**

#### 1. TRICARE Prime (TP)

For active duty Families, there is no enrollment fee for TRICARE Prime. However you must complete an enrollment form to select Prime as your coverage plan. TRICARE Prime is a managed care option offering the most affordable and comprehensive coverage.

- a. Enrollment is required to participate:
  - Active duty servicemembers must enroll (no enrollment fee)
  - Active duty family members have the option to enroll or use TRICARE Standard & Extra
- b. Receive most health care from a military treatment facility (MTF), along with the TRICARE contracted civilian medical providers called Preferred Provider Network (PPN)
- c. Other Features:
  - No balance billing
  - Guaranteed appointments (access standards)
  - Primary care manager supervises and coordinates care

#### 2. TRICARE Prime Remote (TPR)

TRICARE Prime Remote (TPR) will be used if you are not located within a prime service area. TPR is a managed care option similar to TRICARE Prime for active duty servicemembers and their eligible family members while they are assigned to remote duty stations in the United States. Remote locations are those that are 50 miles or one hour from an MTF (based on ZIP code). To find out if you live in a designated remote location, ask your SFA or go to [www.tricare.mil](http://www.tricare.mil) and enter your profile.

- a. Enrollment required to participate:
  - Active duty servicemembers must enroll (no enrollment fee)
  - Active duty family members have the option to enroll or use TRICARE Standard & Extra
- b. Receive most care from an assigned network primary care manager (PCM), who will provide referrals for specialty care. If a network PCM is not available, care is received from another TRICARE-authorized provider.
- c. Other Features:
  - Fewer out-of-pocket costs
  - Eligible for travel reimbursement if referred for necessary medical care far from home
  - Enhanced coverage for vision and clinical preventive services
  - No claims to file (in most cases)

Soldiers and their Families should check at their new location to see if the state requires address changes and or requires new residents to obtain a license in that state. [www.dmv.gov](http://www.dmv.gov)





Updates to Tricare are projected for January 2018. Programs effected include, but are not limited to, Tricare Prime, Tricare Standard, as well as Region separation.  
**To be notified of all changes visit [www.public.govdelivery.com](http://www.public.govdelivery.com)**

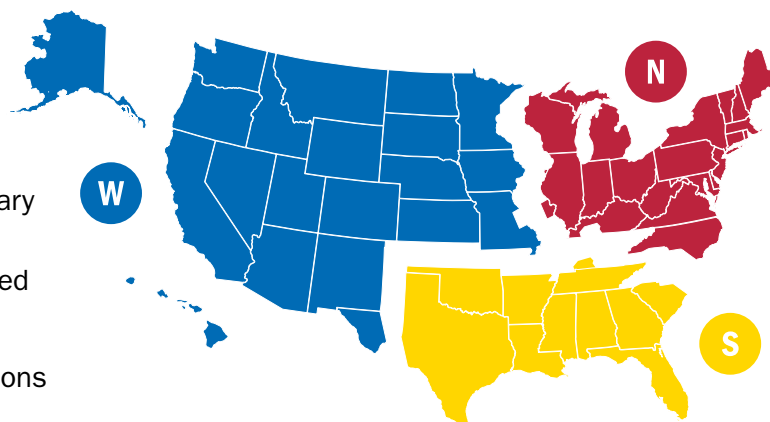
# TRICARE® Resources for Service

Get answers to your TRICARE questions using these convenient online and toll-free call center resources

Visit the “I want to ...” section at [www.tricare.mil](http://www.tricare.mil) to:

- Enroll in or Purchase a Plan
- File or Check a Claim
- View Referrals and Prior Authorizations
- Find a Health Care Provider
- Download a Form
- Change Your Primary Care Manager
- See What’s Covered
- Compare Plans
- Manage Prescriptions

...and more



## TRICARE Regional Contractors

Regional contractors work with the Department of Defense to administer the TRICARE medical benefit.

### STATESIDE



#### North Region

Health Net Federal Services, LLC  
 1-877-TRICARE (1-877-874-2273)  
[www.hnfs.com](http://www.hnfs.com)



#### South Region

Humana Military  
 1-800-444-5445  
[HumanaMilitary.com](http://HumanaMilitary.com)



#### West Region

UnitedHealthcare Military & Veterans  
 1-877-988-WEST (1-877-988-9378)  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

### OVERSEAS

#### TRICARE Overseas Program (TOP)

International SOS Government Services, Inc.  
[www.tricare-overseas.com](http://www.tricare-overseas.com)



#### TOP REGIONAL CALL CENTERS

##### Eurasia-Africa

+44-20-8762-8384 (overseas)  
 1-877-678-1207 (stateside)

##### Latin America and Canada

+1-215-942-8393 (overseas)  
 1-877-451-8659 (stateside)

##### Pacific (Singapore)

+65-6339-2676 (overseas)  
 1-877-678-1208 (stateside)

##### Pacific (Sydney)

+61-2-9273-2710 (overseas)  
 1-877-678-1209 (stateside)

### SIGN UP FOR eCORRESPONDENCE

Go to [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect) and sign up for eCorrespondence to get important information about your TRICARE benefit.

### KEEP YOUR DEERS INFORMATION UP TO DATE!

It is important to keep your information in the Defense Enrollment Eligibility Reporting System (DEERS) up to date: [www.tricare.mil/deers](http://www.tricare.mil/deers)

You have several convenient options for updating your contact information in DEERS:

- milConnect: [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect)
- 1-800-538-9552 or 1-866-363-2883 (TDD/TTY)
- 1-831-655-8317 (fax)

To add a family member, go to an ID card office. Find an office at [www.dmdc.mil/rsl](http://www.dmdc.mil/rsl).

Sign up for a DS Logon in order to log in to milConnect: <https://myaccess.dmdc.osd.mil>

### TRICARE PROGRAM COSTS

Health care costs vary depending on your TRICARE program option. Get the latest TRICARE cost information including dental and pharmacy costs:

[www.tricare.mil/costs](http://www.tricare.mil/costs)

### TRICARE COVERED SERVICES

Get details about TRICARE coverage, limitations and exclusions:

[www.tricare.mil/coveredservices](http://www.tricare.mil/coveredservices)

### GETTING CARE

Find a health care provider:

[www.tricare.mil/findaprovider](http://www.tricare.mil/findaprovider)

Make an appointment at a military hospital or clinic:

[www.tricareonline.com](http://www.tricareonline.com)

Find a military hospital or clinic:

[www.tricare.mil/mtf](http://www.tricare.mil/mtf)

## TRICARE Programs and Resources

**TRICARE Pharmacy Program** [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy)  
Express Scripts, Inc. [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)  
1-877-363-1303

**TRICARE Active Duty Dental Program** [www.tricare.mil/addp](http://www.tricare.mil/addp)  
[www.addp-uccl.com](http://www.addp-uccl.com)  
United Concordia Companies, Inc. 1-866-984-2337

**TRICARE Dental Program** [www.tricare.mil/tdp](http://www.tricare.mil/tdp)  
[www.uccitdp.com](http://www.uccitdp.com)  
United Concordia Companies, Inc. 1-844-653-4061 (CONUS)  
1-844-653-4060 (OCONUS)

**TRICARE Retiree Dental Program** [www.tricare.mil/trdp](http://www.tricare.mil/trdp)  
[www.trdp.org](http://www.trdp.org)  
Delta Dental of California 1-888-838-8737

**TRICARE For Life** [www.tricare.mil/tfl](http://www.tricare.mil/tfl)  
Wisconsin Physicians Service—Military and Veterans Health [www.TRICARE4u.com](http://www.TRICARE4u.com)  
1-866-773-0404

**Continued Health Care Benefit Program** [www.tricare.mil/chcbp](http://www.tricare.mil/chcbp)  
[HumanaMilitary.com](http://HumanaMilitary.com)  
Humana Military 1-800-444-5445

**US Family Health Plan** [www.tricare.mil/usfhp](http://www.tricare.mil/usfhp)  
[www.usfhp.com](http://www.usfhp.com)  
1-800-748-7347

**Tobacco-Cessation Resources**  
North Region Tobacco Quitline: 1-866-459-8766  
South Region Tobacco Quitline: 1-877-414-9949  
West Region Tobacco Quitline: 1-888-713-4597  
TRICARE website: [www.tricare.mil/tobacco cessation](http://www.tricare.mil/tobacco cessation)  
UCanQuit2 website: [www.ucanquit2.org](http://www.ucanquit2.org)

**New to TRICARE**  
Learn more about TRICARE—watch an overview video and take the free public TRICARE Fundamentals course online: [www.tricare.mil/new](http://www.tricare.mil/new)

**ADDITIONAL RESOURCES**  
TRICARE Contacts: [www.tricare.mil/contactus](http://www.tricare.mil/contactus)  
TRICARE Publications Site (view/download TRICARE materials): [www.tricare.mil/publications](http://www.tricare.mil/publications)  
Claims: [www.tricare.mil/claims](http://www.tricare.mil/claims)  
Enrollment: [www.tricare.mil/enroll](http://www.tricare.mil/enroll)  
Forms: [www.tricare.mil/forms](http://www.tricare.mil/forms)  
Frequently Asked Questions: [www.tricare.mil/faqs](http://www.tricare.mil/faqs)  
Mental Health Care: [www.tricare.mil/mentalhealth](http://www.tricare.mil/mentalhealth)  
Defense Health Agency—Great Lakes: 1-888-647-6676  
Customer Service Community Directory: [www.tricare.mil/bcacdcao](http://www.tricare.mil/bcacdcao)  
Nurse Advice Line: 1-800-TRICARE (1-800-874-2273), Press 1  
National Suicide Prevention Lifeline: 1-800-273-8255, Press 1  
Military OneSource: [www.militaryonesource.mil](http://www.militaryonesource.mil)  
Report Fraud and Abuse: [www.health.mil/fraud](http://www.health.mil/fraud)

### 3. Debt Collection Assistance Officer (DCAO)

TRICARE has a debt collection assistance officer assigned to the TRICARE regional offices and MTFs worldwide to help beneficiaries understand and get assistance with debt collection problems related to TRICARE. Individuals who have received a notice from a collection agency or a negative credit report because of a medical or dental bill should be referred to the nearest DCAO or the SFA Program Manager. To locate the DCAO nearest you go to [www.tricare.mil/bcacdcao](http://www.tricare.mil/bcacdcao).

Your SFA is certified as a Beneficiary Counseling and Assistance Coordinator (BCAC) and can be contacted for assistance at 1-800-790-0963.

Make sure to report your address change to your regional contractor or TRICARE area office. See page 21 for the region information.

Any questions or concerns regarding your Periodic Health Assessment (PHA) contact your BN SFA by either calling 1-800-790-0963 or their office number found on pg. 29

#### **D. TRICARE Dental Program (TDP)**

United Concordia administers the TRICARE Dental Program (TDP) to active duty family members, National Guard and Reserve members and their Families. Family member enrollment is not dependent on a sponsor's enrollment; family members may enroll in the TDP at any time. A sponsor must have at least 12 months remaining on their service commitment at the time of enrollment. The TDP is offered worldwide. To locate the nearest participating provider, call (844) 653-4061 or visit [www.tricare.mil/coveredservices/Dental/TDP.aspx](http://www.tricare.mil/coveredservices/Dental/TDP.aspx). OCONUS (844)653-4060

#### TRICARE Dental Program Eligibility

TDP eligibility is based on the sponsor's information in DEERS. The sponsor should ensure DEERS contains accurate and up-to-date information at all times. Please refer to page 22 in this booklet for DEERS verification and enrollment information.

#### **E. TRICARE Pharmacy Benefits**

1. Military Treatment Facility Pharmacy Clinics fill prescriptions free of charge.
2. Pharmacy Network Providers (civilian drug stores) fill prescriptions free or for a minimal charge.
3. The TRICARE Pharmacy Home Delivery is your least expensive option when not using the military pharmacy. You can have your prescriptions sent to any address in the U.S. and U.S. territories, including temporary and APO/FPO addresses. With home delivery, you can get up to a 90-day supply for most medications and request refills by mail, phone or online.

For additional information, call the TRICARE Mail Order Pharmacy at **(866) 363-8667** or the TRICARE Retail Pharmacy at **(866) 363-8779** or visit the TRICARE Pharmacy website at <https://www.express-scripts.com/>.

## **F. Army Fee Assistance (AFA) Program**

Army IMCOM G9 has consolidated the Army Child Care Fee Assistance (AFA) Program under Child Care Aware (CCA). CCA is your point of contact for processing all AFA related matters. For the most up to date information about the program please visit the AFA website.

**<http://armyfeeassistancenaccrra.org/>**.

An Army sponsor's responsibilities as a participant in the AFA program remains the same and fee assistance will continue to be paid to your qualifying provider, as long as you remain eligible.

1. Army Fee Assistance Program overview
  - a. The Army Fee Assistance Program will provide Army Families the opportunity to pay child care fees similar to the rates charged at the garrison for similar services.
  - b. Army CYS Services Programs are force enablers that impact Soldier readiness and retention.
  - c. Child care is a work force benefit that helps minimize the conflict between mission requirements and parental responsibilities.
  - d. Parents and providers must recertify annually by providing updated information to CCA, as requested.
  - e. Eligibility and program placement will be determined based on Army Child, Youth & School (CYS) Services guidance, as per current year school fee policy.
  
2. Who is eligible for Army Fee Assistance?
  - a. Families of active and Reserve component Soldiers (Guard and Reserve Soldiers must be activated to be eligible).
  - b. Department of the Army Civilians.
  - c. Survivors of fallen Soldiers.
  - d. Wounded warriors assigned to a Warriors in Transition Unit or Battalion (WTU/WTB) or Special Operations Command (SOCOM).
  - e. Spouses must be working a minimum of 25 hours or be enrolled in school.
  
3. How do I apply for Army Fee Assistance?

The Family must complete and submit an application and supporting documents by fax, email or U.S. mail to CCA. Please visit **<http://www.childcareaware.org>** for the application packet and instructions.

4. Parent responsibilities:
  - a. Complete the recertification process and forms required to determine the Family's continued eligibility.



- b. Continue to sign monthly attendance forms certifying your child care services have been rendered in order for AFA payments to be issued on your behalf.
  - c. Meet program guidelines and use a qualifying child care provider.
  - d. Pay the provider directly:
    - Any monthly copayment
    - Any additional charges for services the Families may incur to include field trips, non-essential supplies, late fees, etc.
  - e. Report child care changes to the provider and CCA immediately.
  - f. Ensure that the provider and CCA have current family information at all times.
  - g. Make payment arrangements for child care needed for personal reasons that are not authorized.
5. Provider responsibilities:
- a. Meet AFA's child care licensing and accreditation requirements.
  - b. Meet AFA's rules and requirements for the appropriate Fee Assistance program.
  - c. Keep complete and accurate attendance records according to licensing and accreditation regulations or contract requirements. Keep your records for future reference as needed.
  - d. Child care rates for an entire year for all groups served must be submitted to CCA in order to be approved.
  - e. Report any and all changes that affect their facility's eligibility to participate in AFA to CCA immediately.
  - f. Report any and all changes that affect the Army Family's enrollment in their program and in AFA to CCA immediately.
6. CCA responsibilities as the third party administrator:
- a. Determine a Family's eligibility for child care subsidies based upon AFA guidance.
  - b. Authorize the amount of child care needed by eligible Families for approved child care.
  - c. Pay providers for authorized and billed child care services provided to eligible Families.
  - d. Inform Families and providers of AFA updates as applicable. (e.g. Start/end date, payments, notifications of expired documents, etc.)
  - e. Assess overpayments and underpayments.
  - f. Answer questions related to eligibility, authorizations and payments
7. All providers participating in Army Fee Assistance must:
- a. Be state licensed/certified and inspected annually.
  - b. Voluntarily agree to become licensed if they hold an exemption from licensing certification in their state.
  - c. Have and provide to CCA a current inspection report with no disqualifying incidents.
  - d. Comply with state regulated background check requirements.
  - e. Be accredited by a nationally recognized accrediting body (with the exception of Operation Military Child Care (OMCC), serving deployed, wounded warriors and Gold Star Families)

Child Care Aware of America  
1515 N Courthouse Rd 11th Fl.  
Arlington, CA 22201  
Fax: 703-341-4101  
Tel: 1-800-424-2246

IMCOM G9  
Installation Management Command (IMCOM), G9  
Child Youth and School Services  
2455 Reynolds Road, 2nd FL  
Fort Sam Houston, Texas 78234-1222

Army Families with concerns or complaints about any of the programs available through Child Care Aware should call (877) 816-3877 9 a.m. to 5 p.m. Eastern Time Monday-Friday.

Army Families with concerns or complaints about any of the programs available through Child Care Aware should call **(877) 816-3877** 9 a.m. to 5 p.m. Eastern time Monday-Friday.

# E- RECRUITING COMMAND

## I. Connect With Your Community

### A. Family Readiness Groups (FRGs)

USAREC FRG structure consists of:

- a. Company Level: Typically establishes the FRG to meet the needs of its local members.
- b. Battalion Level: Advisory role to company level FRGs through direct contact and guidance from the SFA and FRG senior advisor. May establish an FRG for the battalion HQ unit.
- c. Brigade and Division Level: Advises and mentors battalion leadership on FRG structure, readiness issues and policy issues. May establish an FRG for the brigade and division HQ units.

USAREC's FRG falls under a unique structure because of our geographic dispersion and non-deployable status. The overall structure of the FRG, as designed by the Army, remains the same; however each company level FRG must adapt to their distinctive situation in order to adequately inform and support their members.

We encourage membership in the FRG to remain connected to your Army family, receive valuable information regarding programs to assist you while away from a military installation, and to support your recruiters and their mission. Many units have digital welcome packets with the FRG contact information that accompany the command team's welcome letter. Feel free to contact your FRG representative prior to your move or the command during the in-processing phase for more information. It will be our pleasure to assist you with any questions or concerns you may have.

### B. Army Family Team Building (AFTB)

The AFTB program improves the overall readiness of the force by teaching and promoting personal and Family readiness through standardized, progressive and sequential education to family members. The program can also be used to meet the needs of the individual audience. It is intended to enhance — not replace — existing programs for Family members, such as Family Readiness Groups (FRGs).

#### AFTB Training

AFTB offers online training. It is an easy way to learn about how to survive and thrive in today's Army. Lessons are available online in both English and Spanish. AFTB lessons can be downloaded and reviewed at your convenience. Go to [www.myarmyonesource.com](http://www.myarmyonesource.com) and click the online training button to access AFTB Levels I, II and III.



### C. The Army Volunteer Corps Program (AVC)

The AVC program has a mission to promote and strengthen volunteerism by uniting community volunteer efforts, supporting professional management, enhancing volunteer career mobility, and establishing volunteer partnerships to support individual personal growth and life-long volunteer commitment. Volunteerism stabilizes Army communities by contributing to community cohesion, increasing self-reliance, and enhancing the well-being of our Soldiers and their Families. This program also provides awards and recognition to volunteers.



USAREC volunteer opportunities (sample list is not all inclusive):

- √ Family Readiness Group (FRG) leader
- √ Army Family Team Building (AFTB) instructor
- √ Army Family Action Plan (AFAP) delegate
- √ Assist with FRG fundraisers
- √ Assist with holiday stockings for children
- √ FRG newsletter editor
- √ Assist with Unit Organization Day
- √ FRG secretary/recorder
- √ FRG fundraising chairperson
- √ FRG activities coordinator
- √ FRG key caller
- √ FRG hospitality chairperson

#### 1. Volunteer Benefits

Child care reimbursement, networking, resume building, training, valuable experiences, making friends and exploring new interests are just a few of the benefits for a volunteer.

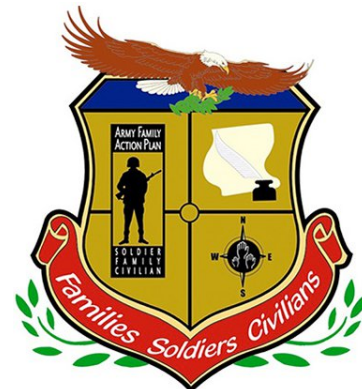
#### 2. Volunteer Management Information System (VMIS)

VMIS is the official Army volunteer hours tracking system. VMIS may be accessed through Army OneSource. Please see your SFA for information regarding registration in VMIS. This will enable you to build a resume, volunteer for positions and become eligible for volunteer recognition. Visit [www.myarmyonesource.com/FamilyProgramsandServices/Volunteering/VMIS/VMISHome.aspx](http://www.myarmyonesource.com/FamilyProgramsandServices/Volunteering/VMIS/VMISHome.aspx).

### D. Army Family Action Plan (AFAP)

AFAP provides active and Reserve component Soldiers, Army Civilians, Family members, survivors, and retirees a voice in shaping their standards of living by identifying issues and concerns for Army senior leadership resolution. Since its inception in 1983, the AFAP remains the only such partnership between a branch of the United States military and its constituents.

USAREC Soldiers, Families and Civilians may submit AFAP issues any time. AFAP issues can be submitted via the Army One Source (AOS) AFAP link; just find your USAREC brigade listed on the AOS AFAP site to submit the issue directly to your brigade SFA. You can also submit them directly via email to the battalion or brigade SFA. Most battalions offer the opportunity to submit AFAP issues at their Annual Training Conference (ATC).





AFAP is the primary tool for communicating the important issues facing our USAREC Soldiers, Army Civilians, Families, and retirees. Information provided through the AFAP process gives commanders and leaders insight into current satisfaction detractors, quality of life needs, and expectations of Army constituents. Leadership uses the information to effect changes that improve the standards of living and support programs. These changes foster a satisfied, informed, and resilient Army community. USAREC has consistently had our submitted AFAP issues selected to go before the AFAP General Officer Steering Committee (GOSC) for implementation consideration.

## 1. AFAP Forums

AFAP forums may be held at the battalion level. Active and Reserve Soldiers, retirees, surviving spouses, DA Civilians and Families identify issues to be addressed in order to maintain a good standard of living. Battalion commanders ensure the issues are addressed to work toward an appropriate resolution. About 90 percent of AFAP issues are retained and worked at local levels and have resulted in significant community improvements.

Some AFAP issues are applicable beyond the battalion level. These are sent to brigade SFAs to work during the annual AFAP video teleconference and potentially are considered to be forwarded to Training and Doctrine Command (TRADOC) for consideration to be forwarded on to the Army staff and DOD agencies. The GOSC reviews the progress of AFAP issues on a semi-annual basis. The AFAP GOSC is the final deciding authority on the status of all issues determining if an issue is resolved, unattainable, or needs to remain active until the issue's stated objectives have been met.

## 2. AFAP Participation

Although USAREC holds AFAP by video teleconference, it still requires participation by all demographics, just like a traditional garrison AFAP conference. The AFAP program grew out of the voluntary efforts of Army spouses who met to identify and document the concerns of Soldiers and Family members. Looking for the best way to communicate these issues to the highest level of command, they developed the AFAP forum.

Integral to the AFAP is the involvement of volunteers at every level. Whether working as a delegate, facilitator, recorder, transcriber, issue disposition person conference committee member, or with paid staff in the office, volunteers are essential to the heart and effectiveness of AFAP.

Please inform your battalion or brigade SFA if you would be willing to be an AFAP volunteer at your annual brigade AFAP VTC!

AFAP issues may be submitted to your SFA or FRG leader at any time of the year.  
**YOU DO NOT HAVE TO WAIT UNTIL THE ANNUAL AFAP / TRAINING CONFERENCE.**

## II. Military Support Services

### A. The Soldier and Family Assistance (SFA) Program Manager

The SFA coordinates the services normally provided by an installation Army Community Service (ACS) center. The SFA handles the Exceptional Family Member Program (EFMP), Family Advocacy Program (FAP), Army Emergency Relief (AER), financial management, Army Family Action Plan (AFAP), employment program, Army Family Team Building (AFTB), relocation issues, TRICARE concerns and issues, the Army Volunteer Program, and disaster preparedness.

To contact an SFA toll-free in the 1st, 2nd, 3rd, 5th or 6th Brigades, please call **(800) 790-0963** and enter the prompt for your corresponding brigade and battalion. MRB SFAs are not available through the 800-number. Battalion numbers are listed below.

#### **Battalion SFA Phone Numbers**

Albany — (518) 266-7456	Montgomery — (334) 551-3211
Atlanta — (770) 850-8762	Nashville — (615) 872-7519
Baltimore — (301) 677-7060	New England — (207) 438-8514
Baton Rouge — (225) 767-3079	New York City — (718) 630-4372
CentCal — (559) 492-5010	NorCal — (916) 853-1358
Chicago — (224) 538-3513	Oklahoma City — (405) 609-8789
Cleveland — (216) 802-1407	Phoenix — (602) 254-0569
Columbia — (803) 751-0943	Portland — (503) 256-9060
Columbus — (614) 405-8230	Raleigh — (919) 600-5586
Dallas — (972) 714-0561	Richmond — (804) 774-2855
Denver — (303) 863-8362	Salt Lake City — (801) 974-9521
Great Lakes — (517) 887-7460	San Antonio — (210) 295-0641
Harrisburg — (717) 614-2203	Seattle — (206) 764-6743
Houston — (713) 588-4034	So Cal — (949) 367-1858
Indianapolis — (317) 549-1780	Syracuse — (315) 479-8345
Jacksonville — (904) 309-6915	Tampa — (813) 915-8417
Kansas City — (816) 891-8744	1st MRBn — (301) 677-6695
Los Angeles — (818) 609-7468	2d MRBn — (256) 450-9670
Miami — (305) 404-8411	3d MRBn — (502) 626-0787
Mid-Atlantic — (732) 323-7441	5th MRBn — (210) 295-0813
Milwaukee — (414) 577-2527	6th MRBn — (702) 898-9842
Minneapolis — (612) 725-3120	

#### **Brigade SFA Phone Numbers**

1st Bde	<b>(301) 677-2649</b>
2nd Bde	<b>(256) 450-9532</b>
3rd Bde	<b>(502) 626-1050</b>
5th Bde	<b>(210) 221-2956</b>
6th Bde	<b>(702) 639-2010</b>
MRB	<b>(502) 626-3236</b>

## B. Exceptional Family Member Program (EFMP) Systems Navigation

Systems Navigation is a community support component of the EFMP that connects Exceptional Family Members (EFM) with the systems of care they need, both on and off an installation. All Families have the privilege of using EFMP systems navigators for any EFM needs.

Systems navigators work in conjunction with the battalion SFAs. Systems navigators provide EFMP Soldiers with information on local, state and federal resources, services providers, resources and programs that can offer assistance to their exceptional family members.

An EFMP systems navigator is able to help your Family with any EFMP needs, to include the following.

- Locate and research providers in your area- providing you with contact info, potential wait lists, and current Tricare network participation.
- Advocate for your Family's needs
- Find information on schools in relation to EFM educational requirements
- Find programs for financial assistance
- Educate on resources/support groups in the area
- Assist with ANY EFM need- collaborating with all components of the EFM Program

Brigades are assigned the following EFMP systems navigators to assist with any EFMP needs. To receive services please contact your assigned EFMP systems navigator:



- 1st, 2nd Brigades and MRB call **(502) 626-1080**.
- 3rd, 5th and 6th Brigades call **(502) 626-2015**.

Soldiers or their spouses may subscribe to the quarterly USAREC EFMP newsletter through their systems navigator. **Click image to the left for link to site with news letters and more information.**

## C. USAREC Military Family Life Consultants (MFLCs) and Personal Financial Counselors (PFCs)

MFLCs have earned at least a master's degree in a mental health-related field, are licensed by a state or territory to provide independent practice in their field, and have completed a background investigation. MFLCs provide non-medical, short term, situational, problem-solving counseling support designed to help service members and their Families cope with normal reactions to the stressful/ adverse situations associated with the military lifestyle. Long term counseling needs will be referred to a Military Medical Treatment Facility, TRICARE, or other providers of professional mental health care.

PFCs are certified as Accredited Financial Counselors (AFCs) or Certified Financial Planners (CFPs) and in some cases as both. These counselors can provide face-to-face financial counseling to servicemembers and Families on a wide variety of financial topics.

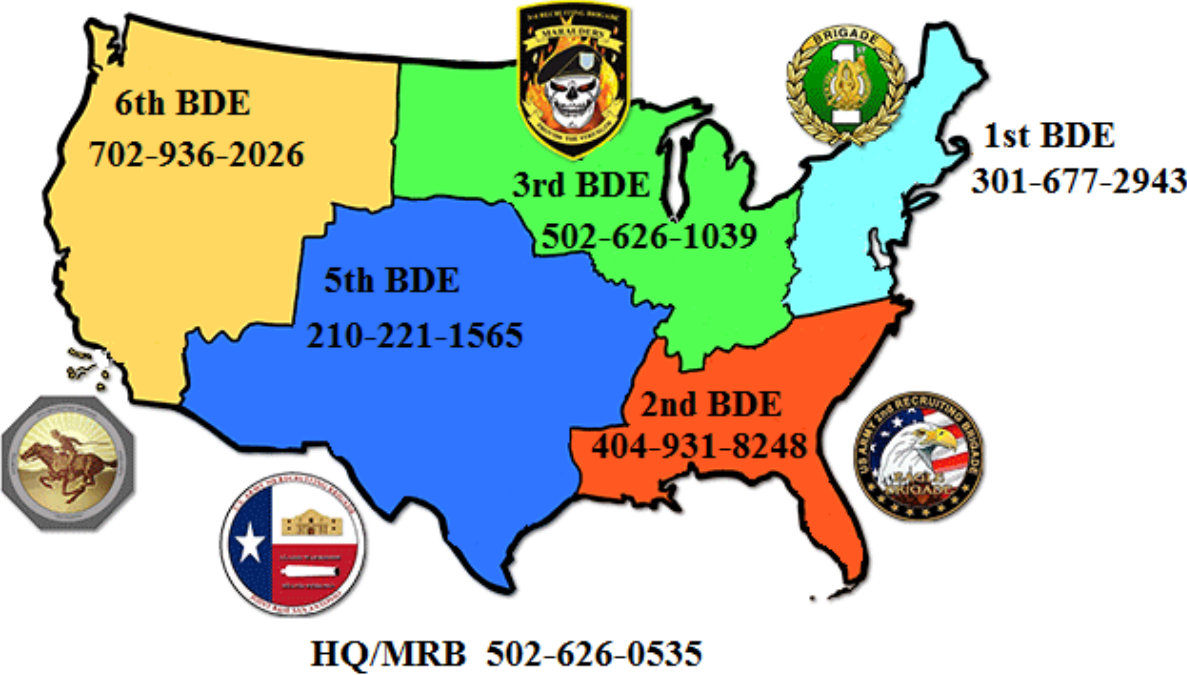
MFLCs and PFCs team up to offer support for active duty, National Guard and Reserve component Soldiers and their Families. MFLC teams provide support to individuals, couples, Families and groups.

There are two MFLC and PFC teams assigned to each brigade. They travel throughout the brigade conducting site visits in the battalion areas. MFLCs offer confidentiality, with the exception of an obligation to report to the authorities any threats to do bodily harm. PFCs offer confidentiality, as well, unless command referred.

Please consult your SFA for contact information (see page 38). For immediate after hours support, contact Military OneSource at (800) 342-9647.

**D. Unit Ministry Team (UMT)**

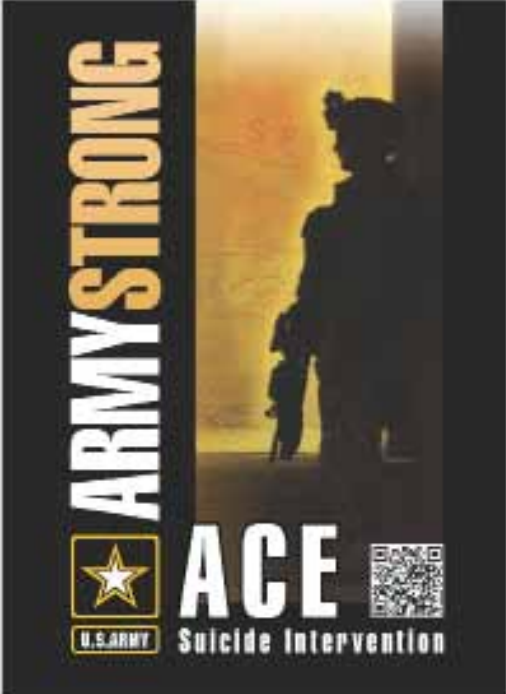
The Unit Ministry Team is a great resource within USAREC. The UMT consist of an Army chaplain and chaplain assistant who are responsible for tending to the spiritual fitness, health, and well-being of Soldiers, Civilians, and their Families. The two work together to perform and provide religious support to ensure the constitution’s free exercise of religion. The chaplain’s responsibilities include performing religious rites, conducting worship services and command ceremonies; providing Strong Bonds events and religious education for military communities; unit training (such as suicide prevention); privilege and confidential counseling services; hospital visitations and bedside ministry; and advising commanders on religious, spiritual, and moral matters that affect unit morale and command climate.



## E. The Army Suicide Prevention Program (ASPP)

The Army Suicide Prevention Program provides resources for suicide awareness, intervention skills, prevention and follow-up in an effort to reduce the occurrence of suicidal behavior across the Army. The ASPP develops initiatives to tailor and target policies, programs, and training in order to mitigate risk and behavior associated with suicide. If you are concerned about someone and believe he or she is having suicidal thoughts and is showing signs of emotional distress and potential self-harm, use the ACE card pictured below.

For more information about the Army's program, visit [www.preventsuicide.army.mil](http://www.preventsuicide.army.mil).



The ACE card features the 'ARMYSTRONG' logo in large, bold letters on the left. Below it is the U.S. Army star logo and the text 'U.S. ARMY'. In the center, the word 'ACE' is written in large white letters, with 'Suicide Intervention' written below it. To the right of 'ACE' is a QR code. The background of the card shows a silhouette of a soldier standing in a field at sunset.

**A** **Ask your buddy**

- Have the courage to ask the question, but stay calm
- Ask the question directly: Are you thinking of killing yourself?

**C** **Care for your buddy**

- Calmly control the situation; do not use force; be safe
- Actively listen to show understanding and produce relief
- Remove any means that could be used for self-injury

**E** **Escort your buddy**

- Never leave your buddy alone
- Escort to chain of command, Chaplain, behavioral health professional, or primary care provider
- Call the National Suicide Prevention Lifeline

**National Suicide Prevention Lifeline:**  
1-800-273-8255 (TALK) PRESS 1 for the Veteran's Crisis Line

USAPHC <http://phc.army.mil/>

TA - 095 - 0510

If you are depressed, lonely and are having suicidal thoughts, remember you are never alone.

National Suicide Prevention Hotline — **(800) 273-TALK (8255)**

Press **1** for Military Crisis Hotline, text to 838255 or go to [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org).

## F. Command Psychologist

The Office of the Command Psychologist (OCP) provides command and behavioral health (BH) consultation to promote a well-conditioned Soldier and Civilian force. The OCP conducts BH screenings and evaluations, participates in military medical administrative evaluations, advises in crisis intervention and management and repatriation, recommends appropriate clinical care, and consults on the disposition, assessment and selection of detailed recruiters.

Each recruiting brigade is assigned a psychologist (called a Behavioral Health Consultant or BHC) who provides consultation to leaders at all levels (company, battalion and brigade headquarters) about how to support recruiters and their Families.

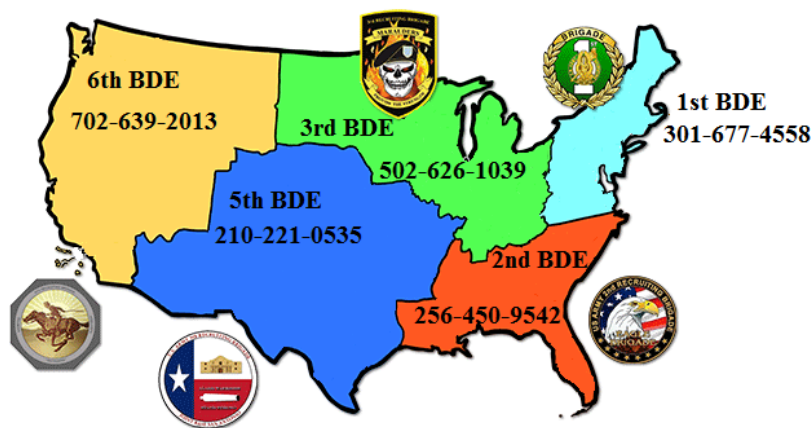


BHCs have experience as direct clinical service providers in military treatment facilities prior to joining USAREC.

As command consultants, however, they cannot be direct care providers for individual recruiters and their Families. If recruiters and their Families have questions about accessing care, the BHCs can review records and treatment recommendations to direct them to appropriate clinical services.

In addition, BHCs can offer educational group training in such areas as executive coaching for leadership performance enhancement, tactical awareness of stressful situations in the workplace and after duty hours (i.e. for stress inoculation), individual mental toughness and emotional resilience, essential communication for reducing workplace conflict, and post-deployment reintegration into USAREC and Family life.

SFAs are encouraged to contact the brigade BHC directly for individual recruiter/Family consultation and to request BHC group training through the unit's training department.

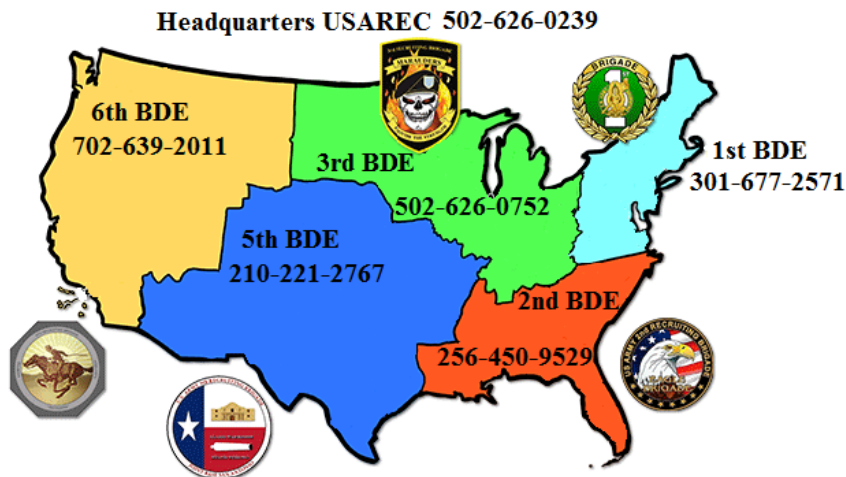


Command Psychologist 502-626-0135  
Recruiting & Retention School 502-624-2406

### G. Family Advocacy Program (FAP)

The U.S. Army Family Advocacy Program is dedicated to the prevention, education, prompt reporting, investigation, intervention and treatment of spousal and child abuse. The program provides a variety of services to Soldiers and Families to enhance their relationship skills and improve their quality of life. This mission is accomplished through a variety of groups, seminars, workshops and counseling and intervention services.

For assistance, please contact your FAP coordinator at the appropriate number.



Headquarters USAREC 502-626-0239

MRB 502-626-1208

## H. Sexual Harassment / Assault Response & Prevention (SHARP)

The SHARP program reinforces the Army's commitment to eliminate incidents of sexual assault through a comprehensive policy that centers on awareness and prevention, training and education, victim advocacy, response, reporting and accountability. Army policy promotes sensitive care and confidential reporting for victims of sexual assault and accountability for those who commit these crimes.

### The SHARP Program

**Promotes awareness** of sexual assault within the recruiting community and coordinates professional intervention at all levels within military and civilian communities.

**Strives to ensure protection** of the privacy of victims of sexual assault through restricted and unrestricted reporting options.

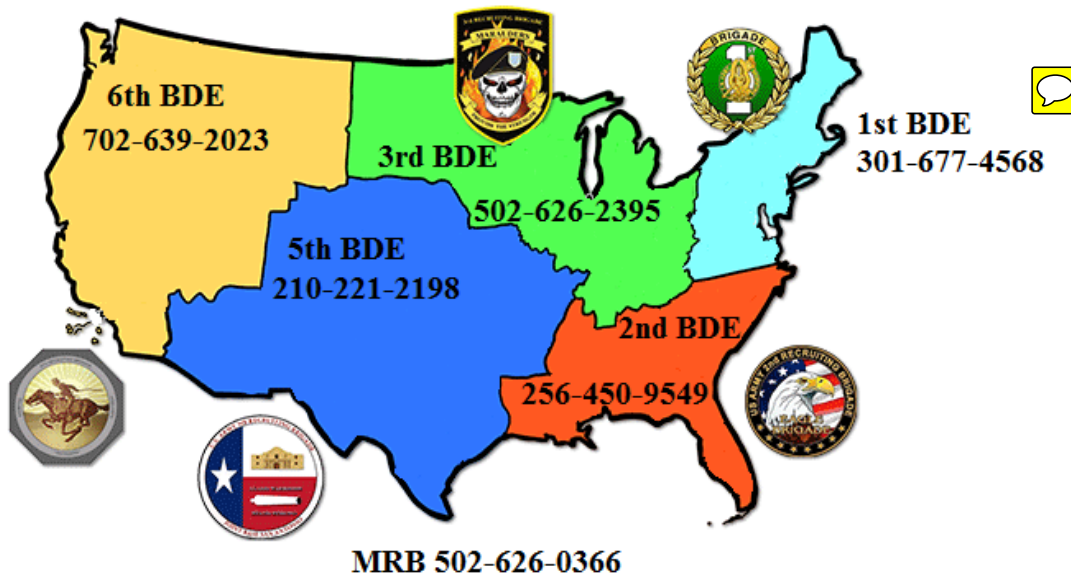
Recognizes that **incidents of sexual assault constitute violations of the law** and that a commander has authority to take disciplinary or administrative action in such cases.

For more information about the Army's SHARP program, visit [www.sexualassault.army.mil/](http://www.sexualassault.army.mil/).

The goal is to prevent sexual assault, to encourage the reporting of all instances of sexual assault, to protect victims of sexual assault, and to treat victims of sexual assault appropriately. Please contact your FAP/SHARP coordinator at the numbers provided below for more information.

Sexual Assault Response Coordinators (SARC) ensure the needs of sexual assault victims are met quickly, appropriately, and confidentially. Call your brigade SARC if you are a victim of sexual assault or just want more information about sexual assault.

**Headquarters USAREC 888-434-6209**



## **I. Army Substance Abuse Program (ASAP)**

The ASAP mission is to strengthen overall fitness and effectiveness of the Army's workforce, to preserve manpower, and enhance the combat readiness of Soldiers.

USAREC implements this mission by randomly selecting its Soldiers for drug testing through urinalysis each month. By the end of each fiscal year, each battalion will test every assigned Soldier at least once. In addition, all Active Army Soldiers, to include Active National Guard and USAR Soldiers, will receive a minimum of 4 hours of alcohol and other drug abuse awareness training per year. When in an inactive status, ARNG and USAR Soldiers will receive a minimum of 2 hours of alcohol and other drug abuse awareness training per year.

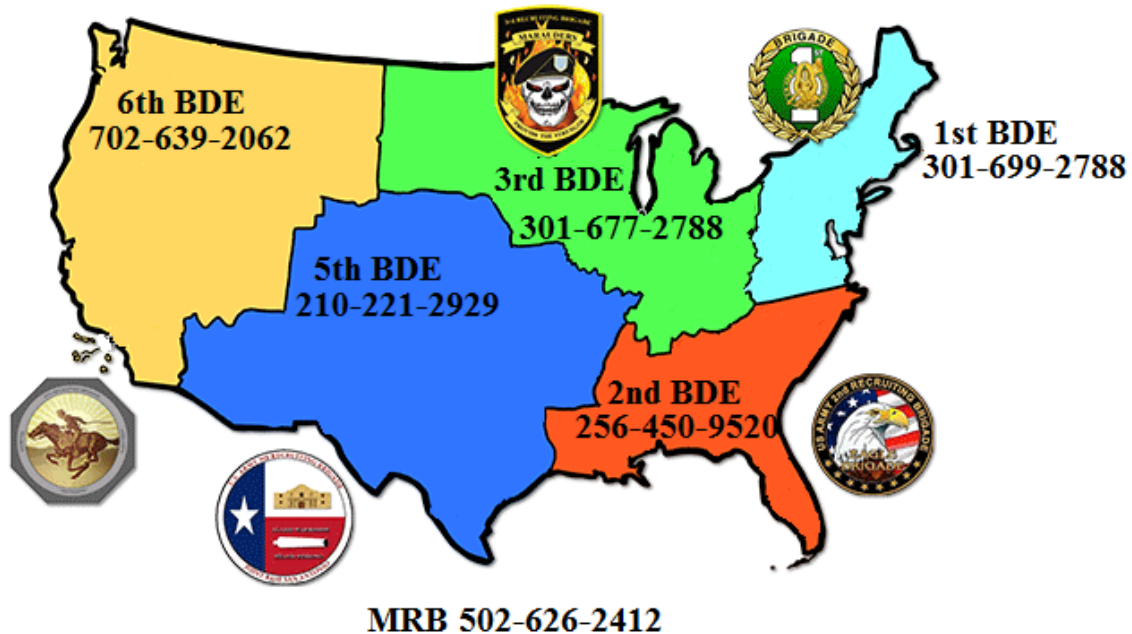
Voluntary (self) ID is the most desirable method of discovering alcohol or other drug abuse. The individual whose performance, social conduct, interpersonal relations, or health becomes impaired because of the abuse of alcohol or other drugs has the personal obligation to seek rehabilitation. The Soldier's unit commander must become involved in the evaluation process. Command policies will encourage Soldiers and civilian corps members to volunteer for assistance and will avoid actions that would discourage these individuals from seeking help. Normally Soldiers with an alcohol or other drug problem should seek help from their unit commander; however, they may initially request help from their installation ASAP, a MTF, a chaplain, or any officer or NSO in their chain of command. If a Soldier initially seeks help from an activity or individual other than his or her unit commander, the individual contacted should immediately notify the Soldier's unit commander. The Limited Use policy will apply when Soldiers seek help from any of the listed personnel or organizations, See AR 600-85, 10-12 for the Definition of Limited Use Policy.

There is also a Battle Buddy Hotline USAREC Soldiers may call for guidance: **(800) 223-3735 Ext. 0.**

Family members battling substance abuse may receive counseling and rehabilitation through the Employee Assistance Program (EAP). This is detailed in AR 600-85, 6-3. Each Army installation has an EAP representative assigned to the ASAP office. EAP representatives may, at their discretion, refer the member to a local civilian counseling and treatment facility. TRICARE will pay part or all of the cost for care, depending on the sponsor's plan. The EAP representative will explain this to the sponsor during the initial interview.

## J. The Brigade Judge Advocate (BJA)

For legal assistance, contact the Brigade Judge Advocate or the Office of the Staff Judge Advocate of the nearest military installation. To find the nearest legal assistance office, use the U.S. Armed Forces Legal Assistance Locator at <http://legalassistance.law.af.mil>. The OSJA can provide free support and assistance in several areas, to include trial defense, administrative law, personal property claims, legal assistance, tax preparation, and immigration and naturalization issues. Legal assistance also provides assistance with child or spousal support, powers of attorney, leases, affidavits, local deeds, name changes, consumer affairs, civil suits, domestic relations and family law, wills and estates, local court procedures and claims services.



## K. Emergency Assistance Contacts

### 1. Army Emergency Relief (AER) Program

AER is the Army's own financial assistance organization and is dedicated to "Helping the Army Take Care of Its Own." AER provides commanders a valuable asset in accomplishing their basic command responsibility for the morale and welfare of Soldiers. AER funds are made available to commanders having AER sections to provide financial assistance to Soldiers — active and retired — and their dependents when there is a valid need.

Contact AER at **(703) 428-0000** or **(866) 878-6378** for emergency assistance.

Additional information about AER may be found at [www.aerhq.org](http://www.aerhq.org).



### 2. American Red Cross

USAREC formally joined hands with the Red Cross to provide the highest quality of service and care for Soldiers and family members. The Red Cross assists Soldiers and Families with AER funds, recovery from disasters, notification of deployed servicemembers and many other services.

For more information, visit [www.redcross.org](http://www.redcross.org).



## L. Tax Filing Services

### 1. Volunteer Income Tax Assistance (VITA) Program

Military-based VITA sites provide free tax advice, tax preparation and assistance to military members and their Families. Agents are trained and equipped to address military specific tax issues. For more information, visit [www.irs.gov](http://www.irs.gov) or call **(800) 906-9887**.

### 2. Military OneSource Tax Filing Services

Military OneSource provides free tax filing services for the tax season around mid-January each year. Services will include free online tax filing services (both state and federal) and free telephonic tax consultations. To get access to the free tax filing services, please return to the Military OneSource website annually around mid-January.

You must enter the tax filing services via the link provided by Military OneSource. Please do not register prior to the Military OneSource tax season date by accessing a tax filing service website directly — doing so will result in a fee being charged for the use of the product.

For more information, visit [www.militaryonesource.mil/pfm/tax-planning-and-preparation](http://www.militaryonesource.mil/pfm/tax-planning-and-preparation). Also refer to [www.irs.gov/Individuals/Military](http://www.irs.gov/Individuals/Military) for tax information for military members.



### III. Military Spouse Employment & Education

#### A. Employment

As a military spouse, you are likely to move many times, which means finding a job and building a career can be a challenge. Fortunately, several programs and organizations exist to help military spouses seek employment.

##### 1. Federal Government

The Army offers numerous opportunities for challenging and rewarding civilian employment in virtually all career fields and in different parts of the world. Whether you are a military spouse, student, a recent graduate, a veteran, or a current federal employee seeking information about opportunities with the Army, please contact the nearest military installation Civilian Personnel Advisory Center (CPAC) or the Family Support Center for federal employment assistance. Your battalion SFA may also be able to assist you in your employment search. There are a few hiring authorities that are specific to military spouses.

##### a. Special hiring authorities for Military Spouses and Family Members

**Military Spouse Appointing Authority** (Executive Order 13473) allows agencies to appoint a military spouse without competition. Agencies can choose to use this authority when filling competitive service positions on a temporary (not to exceed 1 year), term (more than 1 year but not more than 4 years), or permanent basis. The authority does not entitle spouses to an appointment over any other applicant.

**Military Spouse Appointing Authority** (Executive Order 12721) enables eligible Family members to be appointed non-competitively to a career-conditional appointment in the civil service once they return to the United States from an overseas assignment. Those individuals may be hire into any federal occupation and at any grade level for which they are qualified.

**Military Spouse Preference Program (Program S)** The Military Spouse Preference program (MSP), established under the Military Family Act of 1985, offers employment placement preference in Department of Defense (DoD) civilian personnel positions to military spouses who meet certain criteria. The program applies to DoD vacancies only, and there are variations and exceptions that allow local hiring authorities to tailor their policies to meet their requirements.

##### b. Website Resources

More information about these hiring authorities and other federal government employment information can be found at:

**[www.usajobs.gov](http://www.usajobs.gov)**

The federal government's official one-stop source job announcements and employment information for most federal agencies across the nation, including the Department of the Army.

**www.opm.gov**

The OPM website contains forms, publications, and information on federal government personnel management.

## 2. Career Resources

### a. DOD Spouse Education and Career Opportunities (SECO) Program

To address their unique combination of work-life interests and priorities, DOD has established a comprehensive, holistic, spouse-centered program called SECO. It is part of DOD's commitment to overall spouse health and well-being. SECO recognizes that spouses make important decisions every day regarding home and work life. When the time is right for more education, training, licensure, employment and portable career advancement opportunities, SECO is just a call or click away.



Military OneSource provides the gateway to the SECO program and provides numerous resources related to the four pillars of service that help spouses move in and out of the workforce at various ages and stages of life: Career Exploration; Education, Training, and Licensure; Career Readiness; and Career Connections.

Visit the SECO section of Military OneSource at <https://myseco.militaryonesource.mil/Portal/Home/AboutSeco> or call Military OneSource to speak to a certified SECO career counselor at (800) 342-9647.

### b. Military Spouse Employment Partnership (MSEP)

The Department of Defense (DOD) leveraged the successful partnerships created under the former Army Spouse Employment Partnership (ASEP) by expanding the program to Navy, Marine Corps and Air Force spouses. The expanded program — the Military Spouse Employment Partnership — is part of DOD's broader SECO initiative and helps all military spouses gain the competitive edge needed for employment by providing corporate and federal partners ready-to-hire spouses.

Visit <https://msepjobs.militaryonesource.mil>.



### c. The Military Spouse Career Advancement Account (MyCAA)

The Military Spouse Career Advancement Accounts Program, a component of DOD's Spouse Education and Career Opportunities program, is a career development and employment assistance program. MyCAA helps military spouses pursue licenses, certificates, certifications or associate degrees necessary for gainful employment in high demand, high growth portable career fields and occupations.

MyCAA provides a maximum education benefit of \$4,000 with an annual fiscal year cap of \$2,000 to assist eligible military spouses who need professional credentials to meet their portable career goals.

Learn more at <https://aiportal.acc.af.mil/mycaa/default.aspx> or call **(800) 342-9647** to speak with a MyCAA career and education consultant.

## B. Education

### 1. Military Installation Education Centers

There are several education programs established by the Army to help Soldiers (and, in some locations, family members) start or continue their education. The education center provides counseling and testing services, the Army Learning Center, educational programs and scholarship or tuition assistance information. The staff will advise you on finishing high school or earning an associate, bachelor's or master's degree from an accredited college or university. Many offer courses on post, online or locally.

If you are not located near an installation, your battalion education services specialist (ESS) can guide you to your servicing education center. A list of installation education centers can also be found at [www.militaryfamily.org/get-info/spouse-education/](http://www.militaryfamily.org/get-info/spouse-education/).

### 2. Military OneSource

Call **(800) 342-9647** to request a comprehensive search and list of scholarship information for spouses. Pursuing higher education is not only admirable and exciting, it can also lead to rewarding opportunities. Although it may prove to be difficult for military spouses who relocate regularly, it is certainly not impossible. Don't feel overwhelmed or discouraged when thinking of furthering your education — in fact, it's easier than you think. Visit the SECO program online at [www.militaryonesource.mil/voluntary-education](http://www.militaryonesource.mil/voluntary-education) to find valuable resources targeted to helping you achieve your goals.

### 3. Post-9/11 GI Bill

The transferability option under the Post-9/11 GI Bill allows servicemembers to transfer unused benefits to their spouses. An eligible servicemember may transfer up to the total months of unused Post-9/11 GI Bill benefits, or the entire 36 months if the member has used none (unless DOD/DHS limits the number of months an individual may transfer). Once the benefit transfer has been approved, the spouse may begin using the benefit immediately, and can use the benefit for up to 15 years after the servicemember's last separation from active duty. For more information, visit [www.military.com/education/gibill](http://www.military.com/education/gibill).

### 4. March 2 Success

March 2 Success is an online test preparation course that provides help with taking standardized tests and improving math, language arts and science skills. The Army-sponsored curriculum is designed by Peterson's and Educational Options. It is available and free to anyone. Visit [www.march2success.com](http://www.march2success.com).

# F- RESOURCES

## USAREC - Quick Reference Sheet

Resources	Telephone Numbers
Battalion Soldier & Family Assistance (SFA) Program Managers	1st, 2nd, 3rd, 5th and 6th Brigade (800) 790-0963 for direct numbers on page 38
Brigade SFAs	1st Brigade: (301) 677-2571 2nd Brigade: (256) 450-9529 3rd Brigade: (502) 626-0752 5th Brigade: (210) 221-2767 6th Brigade: (702) 639-2011 Medical Recruiting Brigade: (502) 626-1208
Family Advocacy Program Coordinators (FAPCs)	1st Brigade: (301) 677-2571 2nd Brigade: (256) 450-9529 3rd Brigade: (502) 626-0752 5th Brigade: (210) 221-2767 6th Brigade: (702) 639-2011 Medical Recruiting Brigade: (502) 626-1208
Army Suicide Prevention Program	National Suicide Prevention Lifeline (800) 273-TALK (8255)
SHARP	1st Brigade: (301) 677-2571 2nd Brigade: (256) 450-9529 3rd Brigade: (502) 626-0752 5th Brigade: (210) 221-2767 6th Brigade: (702) 639-2011 Medical Recruiting Brigade: (502) 626-1208
USAREC Chaplain/Unit Ministry Team	USAREC HQs Chaplain: (270) 304-9153 1st Brigade: (573) 590-1383 2nd Brigade: (404) 931-4248 3rd Brigade: (888) 390-5749 5th Brigade: (888) 301-1761 6th Brigade: (702) 875-6102 Medical Recruiting Brigade: (270) 304-9153
Military OneSource (www.militaryonesource.mil)	(800) 342-9647

USAREC Soldier & Family Assistance Branch: [www.usarec.army.mil/hq/HRD/SFA/index.shtml](http://www.usarec.army.mil/hq/HRD/SFA/index.shtml)

## Helpful Internet Resources

Note: These websites are provided for informational purposes only. Appearance in this guide does not indicate endorsement by USAREC or the Army.

### USAREC

U.S. Army Recruiting Command.....	<a href="http://www.usarec.army.mil">http://www.usarec.army.mil</a>
USAREC SFAB Facebook.....	<a href="http://www.facebook.com/usarecsfab">http://www.facebook.com/usarecsfab</a>
USAREC SFAB Website.....	<a href="http://www.usarec.army.mil/hq/hrd/sfa">http://www.usarec.army.mil/hq/hrd/sfa</a>
Interactive Customer Evaluation.....	<a href="http://ice.disa.mil">http://ice.disa.mil</a>
Soldier and Family Assistance Video.....	<a href="http://www.youtube.com">http://www.youtube.com</a>

### GENERAL

U.S. Army.....	<a href="http://www.army.mil">http://www.army.mil</a>
Human Resources Command.....	<a href="http://www.hrc.army.mil">http://www.hrc.army.mil</a>
American Red Cross.....	<a href="http://www.redcross.org">http://www.redcross.org</a>
USO.....	<a href="http://www.uso.org">http://www.uso.org</a>
Military OneSource.....	<a href="http://www.militaryonesource.com">http://www.militaryonesource.com</a>
National Resource Directory.....	<a href="http://www.nrd.gov">http://www.nrd.gov</a>
Army A-Z.....	<a href="http://www.army.mil/info/a-z/">http://www.army.mil/info/a-z/</a>

### BENEFITS & FINANCE

Military Pay & Entitlements.....	<a href="http://www.dfas.mil/militarymembers.html">http://www.dfas.mil/militarymembers.html</a>
Military Benefits.....	<a href="http://www.military.com/benefits">http://www.military.com/benefits</a>
MyPay.....	<a href="http://mypay.dfas.mil">http://mypay.dfas.mil</a>
Thrift Savings Plan.....	<a href="http://www.tsp.gov">http://www.tsp.gov</a>
Social Security Benefit Calculators.....	<a href="http://www.socialsecurity.gov/estimator">http://www.socialsecurity.gov/estimator</a>
TSP Retirement Planner.....	<a href="http://www.tsp.gov/planningtools/retirementplanning/howMuchToSave.shtml">http://www.tsp.gov/planningtools/retirementplanning/howMuchToSave.shtml</a>
BAH Calculator.....	<a href="http://www.defensetravel.dod.mil/site/bahCalc.cfm">http://www.defensetravel.dod.mil/site/bahCalc.cfm</a>
Army Emergency Relief.....	<a href="http://www.aerhq.org">http://www.aerhq.org</a>
Federal Employee Education and Assistance Fund (FEEA).....	<a href="http://www.feea.org">http://www.feea.org</a>
Military Money Magazine.....	<a href="http://www.incharge.org/military-money">http://www.incharge.org/military-money</a>
Defense Finance & Accounting Services.....	<a href="http://www.dfas.mil">http://www.dfas.mil</a>
Consumer Sentinel - Military.....	<a href="http://www.ftc.gov/sentinel/military">http://www.ftc.gov/sentinel/military</a>

### EDUCATION

College Board.....	<a href="http://www.collegeboard.com">http://www.collegeboard.com</a>
Federal Employee Education & Assistance Fund Scholarships.....	<a href="http://www.feea.org/scholarships">http://www.feea.org/scholarships</a>
U.S. Department of Education.....	<a href="http://www.ed.gov">http://www.ed.gov</a>
GI Bill Information.....	<a href="http://www.gibill.va.gov">http://www.gibill.va.gov</a>
Princeton Review.....	<a href="http://www.princetonreview.com">http://www.princetonreview.com</a>
Federal Student Aid.....	<a href="http://studentaid.ed.gov/">http://studentaid.ed.gov/</a>
March 2 Success.....	<a href="http://www.march2success.com">http://www.march2success.com</a>
Scholarships for Military Children.....	<a href="http://www.militaryscholar.org">http://www.militaryscholar.org</a>
Free Tutoring.....	<a href="http://military.tutor.com">http://military.tutor.com</a>

### FAMILY

Army Family Team Building Courses Online.....	<a href="https://www.myarmyonesource.com">https://www.myarmyonesource.com</a>
Tragedy Assistance Program.....	<a href="http://www.taps.org/">http://www.taps.org/</a>
The Military Coalition.....	<a href="http://www.themilitarycoalition.org">http://www.themilitarycoalition.org</a>
National Military Family Association.....	<a href="http://www.militaryfamily.org">http://www.militaryfamily.org</a>



EFMP.....	<a href="http://www.usarec.army.mil/hq/hrd/sfa/efmp">http://www.usarec.army.mil/hq/hrd/sfa/efmp</a>
Military Family Learning Network.....	<a href="http://militaryfamilies.extension.org">http://militaryfamilies.extension.org</a>
Army Family and Morale, Welfare & Recreation .....	<a href="http://www.armymwr.com">http://www.armymwr.com</a>
Armed Forces YMCA.....	<a href="http://www.asymca.com">http://www.asymca.com</a>
Military Family Association .....	<a href="http://www.nmfa.org/">http://www.nmfa.org/</a>
Military Family Research Institute.....	<a href="https://www.mfri.purdue.edu/">https://www.mfri.purdue.edu/</a>
Military Parenting.....	<a href="http://www.militaryparenting.org">http://www.militaryparenting.org</a>
Military Child.....	<a href="http://www.militarychild.org">http://www.militarychild.org</a>

## **EMPLOYEMENT**

Military Spouse Career Site (Department of Labor) .....	<a href="http://www.careeronestop.org/militaryspouse/">http://www.careeronestop.org/militaryspouse/</a>
Military Spouse Preference Eligibility .....	<a href="http://wu.acpol.army.mil/eur/employment/msp/index.asp?Try=Yes">http://wu.acpol.army.mil/eur/employment/msp/index.asp?Try=Yes</a>
EEOC's Quick Start for Employees .....	<a href="http://www.eeoc.gov">http://www.eeoc.gov</a>
Federal Employee Education and Assistance Fund (FEEA) .....	<a href="http://www.feea.org">http://www.feea.org</a>
Social Security Retirement Planner .....	<a href="http://www.ssa.gov/retire2">http://www.ssa.gov/retire2</a>
Department of Labor .....	<a href="http://www.dol.gov/vets">http://www.dol.gov/vets</a>
Thrift Savings Plan .....	<a href="http://www.tsp.gov">http://www.tsp.gov</a>
Army Benefits Center.....	<a href="https://www.abc.army.mil">https://www.abc.army.mil</a>
DCPDS Portal for MyBiz.....	<a href="https://compo.dcpds.cpms.osd.mil">https://compo.dcpds.cpms.osd.mil</a>
SECO .....	<a href="https://myseco.militaryonesource.mil/">https://myseco.militaryonesource.mil/</a>
MSEP .....	<a href="https://mseppjobs.militaryonesource.mil/">https://mseppjobs.militaryonesource.mil/</a>
Military Spouse Career Advancement Accounts (MyCAA) .....	<a href="http://militarybenefits.info">http://militarybenefits.info</a>
Defense Civilian Personnel Advisory Service .....	<a href="http://www.cpms.osd.mil">http://www.cpms.osd.mil</a>

## **HEALTH CARE**

My TRICARE Claims Processing Service.....	<a href="http://www.mytricare.com">http://www.mytricare.com</a>
TRICARE Dental .....	<a href="http://www.tricare.mil/dental">http://www.tricare.mil/dental</a>
TRICARE.....	<a href="http://www.tricare.mil">http://www.tricare.mil</a>
TRICARE Online.....	<a href="https://www.tricareonline.com">https://www.tricareonline.com</a>
EFMP.....	<a href="http://efmp.amedd.army.mil">http://efmp.amedd.army.mil</a>
RelayHealth.....	<a href="http://www.relayhealth.com">http://www.relayhealth.com</a>

## **ID CARDS/DEERS**

RAPIDS Site Locator .....	<a href="https://www.dmdc.osd.mil/rsl">https://www.dmdc.osd.mil/rsl</a>
DEERS- MilConnect.....	<a href="https://www.dmdc.osd.mil/milconnect">https://www.dmdc.osd.mil/milconnect</a>

## **INSURANCE**

Servicemembers Group Life Insurance (SGLI).....	<a href="http://www.benefits.va.gov/insurance/sgli.asp">http://www.benefits.va.gov/insurance/sgli.asp</a>
Life Insurance Needs Calculator .....	<a href="http://www.benefits.va.gov/INSURANCE/introCalc.asp">http://www.benefits.va.gov/INSURANCE/introCalc.asp</a>

## LEGISLATIVE AND GOVERNMENT AGENCIES

Federal Emergency Management Agency (FEMA)	<a href="http://www.fema.gov">http://www.fema.gov</a>
Housing & Urban Development (HUD)	<a href="http://portal.hud.gov/hudportal/HUD">http://portal.hud.gov/hudportal/HUD</a>
The White House	<a href="http://www.whitehouse.gov">http://www.whitehouse.gov</a>
U.S. Senate	<a href="http://www.senate.gov">http://www.senate.gov</a>
U.S. State Department	<a href="http://www.state.gov">http://www.state.gov</a>
U.S. Department of Labor	<a href="http://www.dol.gov">http://www.dol.gov</a>
Tax Information	<a href="http://www.irs.gov">http://www.irs.gov</a>
The Library of Congress	<a href="http://www.loc.gov">http://www.loc.gov</a>
U.S. Federal Government Agencies Directory	<a href="http://www.usa.gov/Agencies.shtml">http://www.usa.gov/Agencies.shtml</a>
U.S. House of Representatives	<a href="http://www.house.gov">http://www.house.gov</a>
U.S. Postal Service	<a href="http://www.usps.com">http://www.usps.com</a>

## MILITARY

Department of Defense (DOD)	<a href="http://www.defense.gov">http://www.defense.gov</a>
U.S. Navy	<a href="http://www.navy.mil">http://www.navy.mil</a>
U.S. Marine Corps	<a href="http://www.marines.mil">http://www.marines.mil</a>
U.S. Air Force	<a href="http://www.af.mil">http://www.af.mil</a>
U.S. Coast Guard	<a href="http://www.uscg.mil">http://www.uscg.mil</a>
U.S. Army Reserve	<a href="http://www.usar.army.mil">http://www.usar.army.mil</a>
Army National Guard	<a href="http://www.nationalguard.mil">www.nationalguard.mil</a>
Air National Guard	<a href="http://www.ang.af.mil">http://www.ang.af.mil</a>
Coast Guard Reserve	<a href="http://www.uscg.mil/reserve">http://www.uscg.mil/reserve</a>
Navy Personnel Command	<a href="https://www.navyreserve.navy.mil/Pages/default.aspx">https://www.navyreserve.navy.mil/Pages/default.aspx</a>
Air Force Reserve	<a href="http://www.afrc.af.mil">http://www.afrc.af.mil</a>
U.S. Marine Corps Forces Reserve	<a href="https://www.marforres.marines.mil">https://www.marforres.marines.mil</a>
National Guard Bureau	<a href="http://www.nationalguard.mil">http://www.nationalguard.mil</a>
National Guard Family Program	<a href="http://www.jointservicesupport.org/FP/Default.aspx">http://www.jointservicesupport.org/FP/Default.aspx</a>
Employer Support of the Guard & Reserve (ESGR)	<a href="http://www.esgr.mil">http://www.esgr.mil</a>
Reserve Affairs	<a href="http://ra.defense.gov">http://ra.defense.gov</a>

## MILITARY ASSOCIATIONS

Association of the United States Army (AUSA)	<a href="http://www.ausa.org">http://www.ausa.org</a>
National Guard Association of the United States (NGAUS)	<a href="http://www.ngaus.org">http://www.ngaus.org</a>
Noncommissioned Officers Association (NCOA)	<a href="http://www.ncoausa.org">http://www.ncoausa.org</a>
Reserve Officers Association (ROA)	<a href="http://www.roa.org">http://www.roa.org</a>
Military Officers Association of America	<a href="http://www.moaa.org">http://www.moaa.org</a>

## MILITARY SHOPPING

Defense Commissary Agency (DECA)	<a href="http://www.commissaries.com">http://www.commissaries.com</a>
Navy Exchange	<a href="https://www.mynavyexchange.com">https://www.mynavyexchange.com</a>
Army & Air Force Exchange Service (AAFES)	<a href="http://www.shopmyexchange.com">http://www.shopmyexchange.com</a>

## **RELOCATION**

Military Youth on the Move .....<http://apps.militaryonesource.mil/myom>  
Plan My Move .....<http://planmymove.militaryonesource.mil>  
Homes.mil.....<http://www.homes.mil>  
Automated Housing Referral Network.....<http://www.ahrn.com>  
Military By Owner.....<http://www.militarybywoner.com>

## **TRAVEL**

Army FMWR Travel Resources ..... <http://www.armymwr.com/travel/>  
National Park Service ..... <http://nps.gov>  
Armed Forces Vacation Club.....<http://www.afvclub.com>

## **VETERAN/RETIREE**

Arlington National Cemetery .....<http://www.arlingtoncemetery.mil>  
Veterans of Foreign Wars (VFW) .....<http://www.vfw.org>  
Homes for Our Troops..... [www.hfotusa.org](http://www.hfotusa.org)  
Military Handbook ..... <http://www.militaryhandbooks.com/militaryhandbooks.htm>  
National Cemetery Administration..... <http://www.cem.va.gov>  
Department of Veterans Affairs ..... <http://www.va.gov>  
DOL Veterans' Employment and Training Service (VETS)..... <http://www.dol.gov/vets>  
American Legion .....<http://www.legion.org>  
Veterans Group Life Insurance.....<http://benefits.va.gov/INSURANCE/index.asp>  
DisablesAmericanVeterans.....<http://www.dav.org>

## **VOLUNTEER**

Corporation for National and Community Service .....<http://www.nationalservice.gov>  
Joining Forces..... <https://www.whitehouse.gov/joiningforces>

## **VOTER INFORMATION**

U.S. Election Assistance Commission .....<http://www.eac.gov>

# Recruiting Chain of Command

## Chain of Command

- a. Center Leader
- b. Company Commander
- c. Battalion Commander
- d. Brigade Commander
- e. USAREC Commanding General

## NCO Support Channel

- a. Center Leader
- b. First Sergeant
- c. Battalion Command Sergeant Major
- d. Brigade Command Sergeant Major
- e. USAREC Command Sergeant Major

The chain of command/NCO support channel should normally be the first step whenever you need help or information. The leaders are genuinely concerned about your welfare and will do whatever is necessary to help you resolve a situation or obtain information.

## Chain of Command

**Center Leader:** The center leader is a senior NCO who directs, leads and trains an Army recruiting center. He/she supervises NCOs and is responsible for their professional development, morale, health and welfare. The recruiting center commander is responsible for all of the center's equipment and for the center accomplishing its assigned mission.

**Company Commander:** The company commander leads an Army recruiting company by supporting recruiting operations and reducing mission distractions. He/she makes and communicates decisions to positively influence and motivate the force. The company commander must establish a strong working relationship with the first sergeant and leverage his/her technical expertise and practical recruiting experience. The commander balances mission success with a positive command climate and a genuine care for Soldiers, Civilians and their Family Members as evidenced by the implementation and growth of a Family Readiness Group. Typically, FRGs are established at the company level.

**Battalion Commander:** The battalion commander commands a recruiting battalion of recruiting companies and centers often dispersed across multiple states. He/she manages all functions of command and is responsible for the health and welfare of the unit's Soldiers, Families and Civilians. These leaders care for the battalion's Families by overseeing family readiness programs to sustain a high quality of life.

**Brigade Commander:** The brigade commander commands a recruiting brigade composed of a headquarters unit, battalions, companies and recruiting centers dispersed across multiple states. He/she is responsible for the training, health, welfare, discipline, morale, safety and mission accomplishment of Soldiers, Civilians and their Families. Brigade commanders must accomplish the mission with honor and integrity while taking exceptional care of Soldiers, Civilians and Families.

**USAREC Commanding General (CG):** The CG commands the U.S. Army Recruiting Command. He/she is responsible for training and sustaining more than 12,000 Soldiers and Civilians to accomplish the command's recruiting mission in the United States, its territories and OCONUS. The USAREC CG also works to assure the health, welfare and safety of all Soldiers, Civilians, and Families of USAREC through effective quality of life programs.

## **NCO Support Channel**

First Sergeant (1SG): The company 1SG leads, trains and supervises an Army recruiting company and is responsible for the health, safety, morale and training of all NCOs in that company. The 1SG sets and enforces high standards on conduct, training, professional development and operations. Additionally, he/she assists the commander in planning, coordinating and supervising all activities that support the unit's mission while simultaneously promoting community awareness and support for the Army and its mission.

Battalion Command Sergeant Major (CSM): The battalion CSM serves as the senior enlisted adviser to the recruiting battalion commander and is responsible for the implementation of tactics, techniques and procedures that focus on the shaping and sustainment of the recruiting force and mission. The battalion CSM establishes the tone for the NCO Corps throughout the battalion and trains and mentors NCOs toward successful mission accomplishment. Additionally, the battalion CSM assists in the training of company commanders, oversees all enlisted personnel actions, ensures the battalion sponsorship program is viable, and enforces Soldier and organizational standards.

Brigade Command Sergeant Major: The brigade CSM provides leadership, training and guidance for the Soldiers, Civilians and contractors assigned to the brigade. The brigade CSM oversees the professional development, management and welfare of all enlisted personnel and serves as the senior enlisted adviser to the brigade commander on all facets of recruiting operations and personnel issues.

USAREC Command Sergeant Major: The USAREC CSM is senior noncommissioned officer. He/she serves as the senior enlisted adviser to the commanding general on policy matters pertaining to USAREC Soldiers, Families and Civilians. The USAREC CSM also provides advice and oversight on individual Soldier skills and training.



*Military OneSource* is a Department of Defense funded program providing information, referral, nonmedical counseling, website, specialty consultations, educational materials, and many other services. Military OneSource services are provided through the call center 800-342-9647 and website at [www.militaryonesource.mil](http://www.militaryonesource.mil) to service members and the families of the active duty, National Guard and reserve regardless of activation status, Coast Guard and their families when activated for the Navy, and members of the Civilian Expeditionary

Workforce and their families. Services and support are available worldwide 24 hours a day, seven days a week.

*Military OneSource* provides the following support to service members and their families:

**Confidential comprehensive information and assistance** on every aspect of military life. Information includes, but is not limited to deployment, reintegration, financial, relationship issues, grief, spouse employment and education, and parenting and life skills.

**Confidential and no cost non-medical counseling.** Non-medical counselors are master's or PhD level, licensed, and credentialed clinical providers. Non-medical counseling is available for up to 12 sessions, per person, per issue and is intended to prevent the development or exacerbation of lifestyle conditions that may compromise military and family readiness. Non-medical counseling is available via face-to-face, secure online chat or video, and telephonic non-medical counseling modalities.

**Wounded, ill and injured resources,** accessed through the call center, are available 24/7/365 to provide immediate assistance to service members or families with issues related to health care, health facilities, and benefits for the wounded.

**Special needs, adult and elder care** consultations provide assessment of the family's needs and provide information such as, but not limited to education, finances, and support groups.

**NEW- Peer-to-Peer consultations** from consultants who are either a veteran or current member of the National Guard or reserves or a military spouse who can relate to a service member through their shared experience. Peer support consultants possess the experience, knowledge, training, tools and resources to assist them with referrals tailored to their needs.

Online and telephonic personalized **health coaching** to both service members and families.

**Education consultations** provide information such as, but not limited to college admissions process, financial aid applications, and tutoring.

**Tax consultation and electronic filing** is available for service members and their families.

**Adoption consultations, document translation, and simultaneous interpretation** services are also available. Educational materials are available in a variety of topics and formats.





**Live 1-on-1 Help** Confidential Worldwide 24/7

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*After a sexual assault, you are not alone...  
someone is there to help.*

*Contact Safe Helpline to connect with a trained  
professional and get needed support.*



**Click** [www.SafeHelpline.org](http://www.SafeHelpline.org)

**Call** 877-995-5247

**Text\*** 55-247 (INSIDE THE U.S.)

202-470-5546 (OUTSIDE THE U.S.)

\*Text your location for the nearest support resources



Want to go mobile? To download the free  
DoD Safe Helpline app, visit the App Store or Google Play.

# USAREC EFMP Systems Navigation

- EFMP is critical in geo-dispersed environment
- Same services are available that are accessible thru ACS: community support that connects Families with the systems of care they need.

***The most important thing to remember is that support exists!***

***Your EFMP Systems Navigator is able to assist your Family with the following:***

- Locate providers
- Find information on schools
- Locate support in the area
- Find programs for financial assistance
- Advocate for the Family
- Educate on resources
- Assist in finding housing
- Help with **ANY** Exceptional Family Member need

And more . . . ***So put your Systems Navigator to work for you!***

Contact your system navigator:

1<sup>st</sup> BDE, 2<sup>nd</sup> BDE & MRB

Laura Voyles

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***Our USAREC  
EFMP families  
are important  
and help is  
readily available.***



***“What  
is an  
EFMP  
Systems  
Navigator?”***

***“What  
can  
they do  
for me  
and my  
EFM?”***



# G- GLOSSARY OF TERMS

## A

<b>AAFES</b>	Army and Air Force Exchange Service
<b>AAR</b>	After Action Review
<b>Accession</b>	An individual who has enlisted and shipped to initial entry training
<b>AC</b>	Active Component: a military organization which is on continuous active duty, unlike the Reserve component, which is usually only on active duty during training
<b>ACC</b>	Assistant Center Commander
<b>ACE</b>	Army Career Explorer, part of the <a href="http://www.goarmy.com">www.goarmy.com</a> website
<b>ACL</b>	Assistant Center Leader
<b>ACS</b>	Army Community Service
<b>AD</b>	Active Duty
<b>ADOS-RC</b>	Active Duty for Operational Support - Reserve Component
<b>AER</b>	Army Emergency Relief
<b>AFAP</b>	Army Family Action Plan
<b>AFQT</b>	Armed Forces Qualification Test
<b>AFTB</b>	Army Family Team Building: A program designed to enhance personal and Family preparedness
<b>AGR</b>	Active Guard Reserve: A Reserve component Soldier on active duty for a period of three or more years
<b>AHRN</b>	Automated Housing Referral Network
<b>AIT</b>	Advanced Individual Training: Training given to Soldiers, usually immediately following Basic Combat Training, that teaches them and qualifies them in a particular skill or occupational specialty
<b>ALC</b>	Advanced Leader Course (formerly known as BNCOB)
<b>Applicant</b>	A person who has begun processing for enlistment
<b>AMEDD</b>	Army Medical Department
<b>AO</b>	Area of Operations
<b>APA</b>	Advertising and Public Affairs
<b>APF</b>	Appropriated Funds
<b>AR</b>	Army Reserve or Army Regulation
<b>ARC</b>	Army Recruiter Course
<b>ARCA</b>	Army Recruiting Compensation Advantage
<b>ARNG</b>	Army National Guard
<b>ASB</b>	Accessions Support Brigade
<b>ASPP</b>	Army Suicide Prevention Program
<b>ASVAB</b>	Armed Services Vocational Aptitude Battery
<b>ATC</b>	Annual Training Conference
<b>ATP</b>	Advanced Training Program: Part of the Recruiter Development Program
<b>AVC</b>	Army Volunteer Corps Program
<b>AVCC</b>	Army Volunteer Corps Coordinator

## B

<b>BAH</b>	Basic Allowance for Housing
<b>BCAC</b>	Beneficiary Counseling and Assistance Coordinator — In USAREC this position is filled by the Battalion Soldier and Family Assistance (SFA) Program Manager.
<b>BAS</b>	Basic Allowance for Subsistence
<b>BCT</b>	Brigade Combat Team or Basic Combat Training
<b>BDE</b>	Brigade
<b>BJA</b>	Brigade Judge Advocate
<b>BN</b>	Battalion
<b>BRS</b>	Blended Retirement System

## C

<b>Career Day</b>	A prescribed day in a high school, college or vocational school to give students an opportunity to discuss employment and educational opportunities with military and civilian businesses
<b>CAST</b>	Computer Adaptive Screening Test
<b>CDR</b>	Commander
<b>Center Leader</b>	A noncommissioned officer who leads a recruiting center/station
<b>CG</b>	Commanding General
<b>CIP</b>	Command Inspection Program
<b>COA</b>	Course of Action
<b>COE</b>	U.S. Army Corps of Engineers
<b>COI</b>	Centers of Influence
<b>Contact</b>	Personal or telephonic contact with an individual by the recruiter for the purposes of establishing interest in an appointment to discuss Army opportunities.
<b>CONUS</b>	Continental United States
<b>COS</b>	Chief of Staff
<b>CSM</b>	Command Sergeant Major
<b>COLA</b>	Cost of Living Allowance

## D

<b>DA</b>	Department of the Army
<b>DACH</b>	Department of the Army, Chaplains
<b>DCAO</b>	Debt Collection Assistance Officer
<b>DCG</b>	Deputy Commanding General
<b>DCO</b>	Deputy Commanding Officer
<b>DECA</b>	Defense Commissary Agency
<b>DEERS</b>	Defense Enrollment Eligibility Reporting System: the organization that registers spouses and children, certifying them for ID cards, medical care and other military privileges

<b>Deployment</b>	The relocation of forces and material to operational areas. Deployment encompasses all activities from home station through destination, including intercontinental, inter-theater and intra-theater movement, staging, and holding areas
<b>Detailed Recruiter</b>	A Soldier who has been selected for recruiting duty and will go back to his/her primary MOS at the end of the recruiting tour
<b>DFAS</b>	Defense Finance and Accounting Service — the organization that pays Soldiers and civilian employees, keeps track of allotments, and leave time
<b>DLA</b>	Dislocation Allowance
<b>DoD</b>	Department of Defense

## E

<b>EFMP</b>	Exceptional Family Member Program provides support and resources to Soldiers' Family members with disabilities
<b>ENTNAC</b>	Entrance National Agency Check — A personal background check conducted by the Defense Security Service
<b>ERM</b>	Electronic Records Management
<b>ESS</b>	Education Services Specialist
<b>EST</b>	Enlistment Screening Test
<b>ETS</b>	End Term of Service, the date when a Soldier's commitment to the Army ends, unless he/she reenlists

## F

<b>FAP</b>	Family Advocacy Program
<b>FMWR</b>	Family and Morale, Welfare and Recreation - a collection of facilities (such as fitness centers and bowling alleys) and services (such as travel agencies and tours) available on post for Soldiers and their Families
<b>FRG</b>	Family Readiness Group
<b>FSTP</b>	Future Soldier Training Program
<b>Future Soldier</b>	Someone who has enlisted but has not shipped for Basic Combat Training

## G

<b>GA</b>	Grad Alpha - non prior service high school graduate who scores above 50 on the ASVAB
<b>GED</b>	General Educational Development test, also called High School Equivalency
<b>Geo Bachelor</b>	Married Soldier who does not have his/her Family at a duty station
<b>GOV</b>	Government Owned Vehicle
<b>GOVCC</b>	Government Charge Card
<b>GSA</b>	General Services Administration

## H

<b>HRAP</b>	Hometown Recruiter Assistance Program
<b>HQs</b>	Headquarters

## I

<b>IG</b>	Inspector General
<b>IM</b>	Information Management
<b>IMCOM</b>	Installation Management Command
<b>IMT</b>	Initial Military Training
<b>ITO</b>	Invitational Travel Order

## J

<b>JAG</b>	Judge Advocate General - the Army's legal branch
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## L

<b>LEADS</b>	Lead Evaluation and Distribution System
<b>LES</b>	Leave and Earnings Statement - the Soldier's pay stub
<b>LGH</b>	Leased Government Housing
<b>LTO</b>	Leisure Travel Office
<b>LZ</b>	Leader Zone or Landing Zone

## M

<b>MALT</b>	Monetary Allowance in Lieu of Transportation
<b>MAP</b>	Mission Accomplishment Plan
<b>MEDDAC</b>	Medical Department Activity
<b>MEPCOM</b>	Military Entrance Processing Command
<b>MEPS</b>	Military Entrance Processing Station
<b>MET</b>	Mobile Examining Team
<b>MFLC</b>	Military Family Life Consultants
<b>MOS</b>	Military Occupational Specialty
<b>MRB</b>	Medical Recruiting Brigade
<b>MSP</b>	Military Spouse Preference
<b>MT</b>	Master Trainer



## N

<b>NAF</b>	Non-Appropriated Funds
<b>NCO</b>	Noncommissioned Officer
<b>NCOER</b>	Noncommissioned Officer Evaluation Report
<b>NCOIC</b>	Noncommissioned Officer in Charge

## O

<b>OCONUS</b>	Outside the Continental United States
<b>OER</b>	Officer Evaluation Report
<b>OIC</b>	Officer in Charge
<b>Other</b>	Anyone other than a grad alpha or an senior alpha
<b>OSD</b>	Office of the Secretary of Defense

## P

<b>P1</b>	Telephone prospecting
<b>P2</b>	Referral prospecting
<b>P3</b>	Face to face prospecting
<b>PCM</b>	Primary Care Manager
<b>PCS</b>	Permanent Change of Station (i.e., moving)
<b>PDQ</b>	Permanently Disqualified
<b>PFC</b>	Personal Finance Counselors
<b>POA</b>	Power Of Attorney
<b>POC</b>	Point Of Contact
<b>POV</b>	Personally Owned Vehicle
<b>PT</b>	Physical Training

## Q

<b>Quarters</b>	The place where Soldiers and Families live
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## R

<b>RA</b>	Regular Army - Active Duty
<b>RC</b>	Recruiting Center
<b>RCI</b>	Residential Community Initiative
<b>Rctg Bde</b>	Recruiting Brigade
<b>Rctg Bn</b>	Recruiting Battalion
<b>Rctg Co</b>	Recruiting Company
<b>Recruiter Zone</b>	Computer Program used for time management and processing

<b>Reintegration</b>	The process of transitioning Soldiers from deployment to their regular duties and home station life.
<b>REA</b>	Recruiter Expense Allowance
<b>REQUEST</b>	Recruit Quota System
<b>RI</b>	Recruiting Impropriety
<b>Ringer</b>	An individual who attempts to test and/or process under a false name to qualify another individual for enlistment
<b>RM</b>	Resource Management
<b>RMZ</b>	Report Management Zone
<b>ROP</b>	Recruiting Operation Plan
<b>RPI</b>	Recruiting Publicity Item
<b>RRS</b>	Recruiting and Retention School
<b>RST</b>	Recruiting Support Team

## S

<b>SA</b>	Senior Alpha - a high school senior who scores above 50 on the ASVAB
<b>SDAP</b>	Special Duty Assignment Pay
<b>SFA</b>	Soldier and Family Assistance Program Manager
<b>SFL-TAP</b>	Soldier for Life Transition Assistance Program (formerly career ACAP)
<b>SGLI</b>	Servicemembers Group Life Insurance
<b>SLC</b>	Senior Leader Course
<b>SLO</b>	School Liaison Officer
<b>SMT</b>	Senior Master Trainer
<b>SRP</b>	School Recruiting Program
<b>SZ</b>	School Zone

## T

<b>TAIR</b>	Total Army Involvement in Recruiting
<b>TDP</b>	TRICARE Dental Program
<b>TDY</b>	Temporary Duty — the military equivalent to a business trip
<b>TLE</b>	Temporary Lodging Expense
<b>TRADOC</b>	U.S. Army Training and Doctrine Command
<b>TRICARE</b>	The Department of Defense managed health care program
<b>TSP</b>	Thrift Savings Plan

## U

<b>UMT</b>	Unit Ministry Team — the brigade chaplain and chaplain assistant
<b>USACC</b>	United States Army Cadet Command
<b>USAR</b>	United States Army Reserve
<b>USAREC</b>	United States Army Recruiting Command

## **V**

<b>VHA</b>	Variable Housing Allowance - amount differs depending on location
<b>VMIS</b>	Volunteer Management Information System

## **W**

<b>Walk-In</b>	A potential enlistee who walks into a recruiting station without prior contact from a recruiter
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## **X**

<b>XO</b>	Executive Officer
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## **Other**

<b>79R</b>	MOS for a career recruiter
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We want to recognize the USAREC Senior Spouses for all of their hard work and dedication toward creating this resource guide. Their efforts will provide the quality of life information needed to allow our Soldiers and their Families to make a smooth transition into USAREC. This is also a valuable resource tool for all Soldiers and Families assigned to USAREC.

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