

FAMILY RESOURCE GUIDE





**UNITED STATES ARMY RECRUITING COMMAND
FORT KNOX, KENTUCKY 40121-2725**

USAREC Teammates:

Recruiting is a priority mission for the Army, but 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 serve with honor and live the Army values daily.

While the Army lifestyle is unmatched by any other, recruiting is a unique and difficult mission that can often create stress among our Soldiers and their Families. Soldiering is a tough business and it is toughest on our Families. Being an Army Family means you have volunteered to serve, too. You support and sacrifice for your Soldier, the 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 Soldiers and their Families because we believe supporting Soldiers and their Families is the key to success – and your success determines the success of the Army. This Family Resource Guide will assist you and your Family as you transition into this command and provides you with the necessary knowledge and resources.

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!

TABITHA A. GAVIA
CSM, USA
Command Sergeant Major

FRANK M. MUTH
Major General, USA
Commanding

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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 28 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:

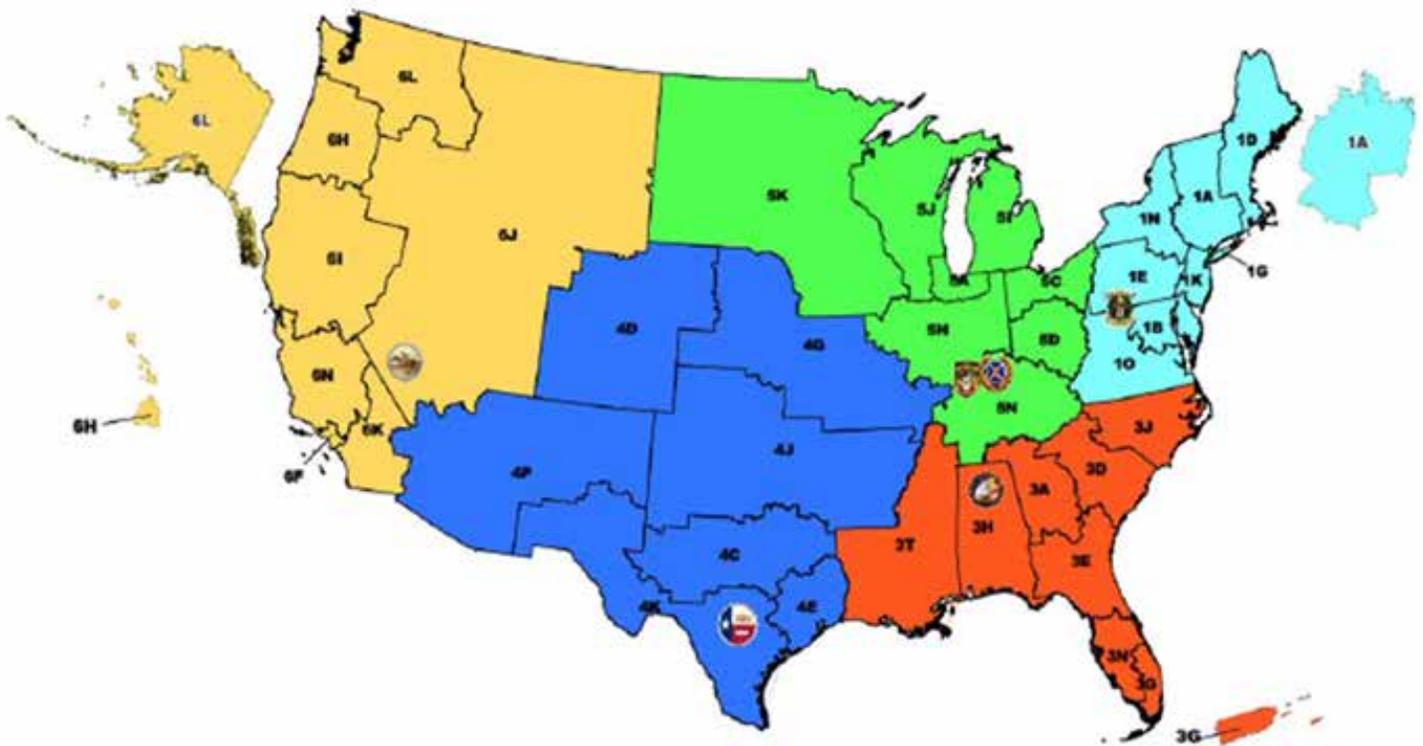
- Empowered leaders own and accomplish the mission.
- Recruiting center leaders are our center of gravity and we will enable their success.
- Every person in our organization is a valued member and we will treat them with dignity and respect.
- Every individual bears responsibility and is accountable 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:

The U.S. Army's trusted ambassador to the America 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
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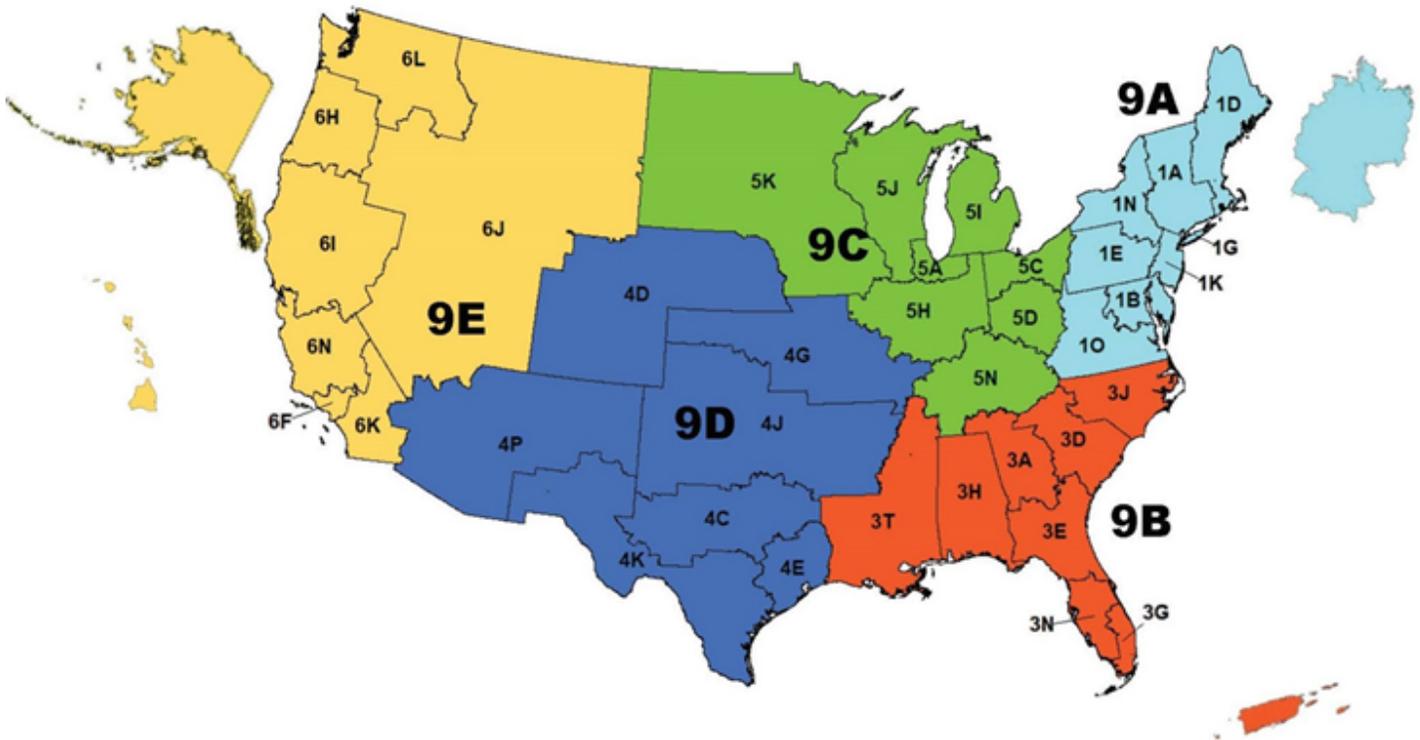
OCONUS	
Alaska	Japan
Hawaii	Amer Samoa
Puerto Rico	South Korea
Virgin Islands	Guam
Germany	Panama

7 Brigades
45 Battalions
263 Companies
1,463 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
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USAREC / AMEDD



OCONUS

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

1	Medical Recruiting Brigade
6	Medical Recruiting Battalions
25	Medical Recruiting Companies
104	Medical Recruiting Stations
1	Chaplain Branch
6	Chaplain Recruiting Teams

III. Recruiting Chain of Command

Station Commander
Either E6/E7

Chain of Command



Station Commander
Either E6/E7

Chain of Command



Company Commander



First Sergeant



Battalion Commander



Battalion Command Sergeant Major



Brigade Commander



Brigade Command Sergeant Major



USAREC Commanding General



USAREC Command Sergeant Major



For full descriptions see page 42 in the Resource Section
Some ranks may not be representative of every company, battalion or brigade

B - HISTORY

History of Army Recruiting

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."

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.



Maj. Gen. Jacob Jennings Brown

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 to improve the chain of command's structure.

In 1974, the five numbered Recruiting Districts were re-designated as Regional Recruiting Commands. The Recruiting Main Stations were re-designated 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, Maryland, 2d Brigade at Fort Gillem, Georgia, 4th Brigade at

Fort Sheridan, Illinois, 5th Brigade at Fort Sam Houston, Texas, and 6th Brigade at Fort Baker, California. The District Recruiting Commands were re-designated as Recruiting Battalions. In 1992, USAREC headquarters was moved to Fort Knox, Kentucky, from Fort Sheridan, Illinois.

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 re-designated 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 (now CentCal) 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, Kentucky

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 College (RRC) to Fort Knox, Kentucky from Fort Jackson, South Carolina where it had been since 1995.

The new RRC 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 RRC 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.

In October 2018, Secretary of the Army appointed the TRADOC Commander as the Senior Responsible Officer (SRO) for all accessions. Additionally, under Army General Orders NO. 2018-28, US Army Recruiting Command assumed responsibility of the Marketing Engagement Brigade (MEB) and all its components to include, the United States Army Parachute Team, the United States Army Accessions Mission Support Battalion, and the United States Army Marksmanship Unit, as an assigned subordinate element to the Commanding General, US Army Recruiting Command in order to facilitate improved execution of the United States Army accessions objectives.

In November 2018, US Army Cadet Command and US Army Recruiting Command signed a Memorandum of Understanding with the purpose of supporting Total Army Recruiting and Accessions mission, enabling unity of effort across the entire Army's accessions enterprise. As a result, US Army Cadet Command will provide office space for USAREC Recruiters at all colleges and universities where Army ROTC is present. Each command will assist in providing leads in support of each command's mission.

C - PREPARATION

Army Recruiter Course 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 College (RRC), 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 – WHAT TO EXPECT

Transitioning to USAREC

Transitioning from a line unit in to USAREC can be a challenging adjustment for military families. However, this transition also presents a unique opportunity for Families to step out of their comfort zone and experience something entirely new. It is not always easy, but in the end it's totally worth it.

The most valuable piece of advice for a USAREC Family is quite simple. Be realistic and flexible with expectations. Recruiter work hours vary and some days can certainly be long. Rather than waiting for the recruiter to get home take this opportunity to explore the community and connect with other families. Get involved. Volunteer at a local church or school, or join a local gym. These are great ways to build relationships with other families and create lifelong friendships. Don't be afraid to put yourself out there. It is okay to make connections with civilian families. Often times they are a breath of fresh air, reminding us that there is life outside of a military community.

While some duty stations are near military installations, most USAREC Soldiers will receive orders for cities located away from a military installation. Meaning, most USAREC Families will likely live off post. This can seem like a daunting adjustment as you scan the rental market for housing and check schools for ratings. Just breathe. As your recruiter receives their new location, reach out to the center directly prior to your arrival. Reaching out to the new center will help with any questions or concerns your Family has with your new location. Within most communities there is far more support than what's on the surface. Call the schools. Speak with realtors. Let them help you put your mind at ease. Oftentimes communities are excited to welcome Soldiers and their Families, and they are eager to hear your unique story. Lastly, your Soldier Family Assistance (SFA) plays an important role to help assist each Family with various situations in each brigade and battalion. When your Family receives a location, do not hesitate to contact your SFA for assistance at 1-800-790-0963. **You can also find direct SFA contact information on page 28 within this Family Guide.**

Spouses of recruiters pick up a lot of the slack while their Soldier is on recruiting duty. Oftentimes, they are not only responsible for getting the kids going in the morning, but they also are responsible for their bedtime routine. For those Families who experience longer work hours remember, it won't be like this forever. Just as much as you miss having your Soldier home by 1600 every day, your Soldier misses being home at that time too. They're not trying to skip out on dinner time and family time. It's the nature of this job. Most of the people they are recruiting also have day time work hours, meaning the best recruiting is done after normal business hours. While this is important to understand, it is also important for spouses ask for help when they need it. Practice self-care on a frequent basis. Whether you find a trusted friend to take the kids, or you leave the kids with your spouse to partake in a little "me time", do it! Self-care is the most important part of this job for both you and your Soldier. It's okay to take time for self-care. Remember, it also gives your Soldier time to bond and maintain their relationship with their kids.



Join the Spouses of USAREC Support Group

Click on the image to find us on Facebook.



E – 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 most 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, or SFA for information specific to your PCS.

A. Sponsorship Program

All transferring service members 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. E7 and above can choose to opt out of the Sponsorship Program.

If you do not hear from your assigned sponsor within seven days and you desire a sponsor, please contact your 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 (SFA) Program Manager, by visiting our ICE site. Click the image to open link.



LIKE US ON
facebook

US Army Recruiting Command Soldier and Family Assistance Branch Facebook page. Click on the image to Like Us on Facebook.

U.S. ARMY
RECRUITING COMMAND
FAMILIES



WE HAVE YOUR BACK

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

Refer to page 28 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 resilience and stability. Visit www.myarmyonesource.com.

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 and Military INSTALLATIONS are just two of the many helpful programs available through Military OneSource.

Visit www.militaryonesource.mil/moving or call (800) 342-9647.

1. Plan My Move

Plan My Move is an online tool to help service members, family members and loved ones take some of the stress out of moving. The site offers information, resources and a customizable check list to help users create a unique personal moving plan.

Choose your departure and destination locations to create printable checklists and calendars to help you stay organized. Visit <http://planmymove.militaryonesource.mil>

2. MilitaryINSTALLATIONS

Military INSTALLATIONS is an online tool that allows service members, family members and loved ones to find out more about their next duty station. 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.

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 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 service members 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 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. Personally Procured Moves (PPM)/ Do It Yourself Move (DITY)

Authorized allowance for moving your belongings yourself in conjunction with a Permanent Change of Station (PCS), Temporary Duty (TDY), or Temporary Additional Duty (TAD) move, or separate, retire and move to or from government quarters under orders.

F. Advance Pay and Allowances

Advance travel payments may be authorized for MALT, DLA, and PPM if the service member is not a Government Travel Charge Card (GTCC) holder or an advance is not specifically prohibited in the orders. Service members may request up to

three months advance pay up to 45 days prior to moving depending upon the entitlement. Extreme caution should be utilized if you take advantage of this benefit, as it must be repaid.

Advance Pay is similar to Advance Basic Allowance for Housing (BAH), except that Advance BAH funds must be requested in conjunction with a Permanent Change of Station (PCS) move.

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

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 members 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. The application processing time is 35 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 years and under) – share bedroom (Maximum 2 per bedroom)
 - Children with same gender (9 years and under) – share bedroom (Maximum 2 per bedroom)
 - Dependents 18-22 years old – private bedroom *Verification of school or college enrollment required.
 - Dependent 23 years and older – not authorized
 - Newborn – Private / share bedroom (Contact USAREC LGHP office for details)
8. USACE will provide a list of at least three (3) acceptable dwellings (when available). Service member is responsible to inspect the dwelling, ensure the dwelling safe, decent and sanitary, and located in a safe neighborhood.
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 email address:
 - a. USAREC form 700-5.6 (Application)
 - b. USAREC form 700-5.7 (Statement of Understanding)
 - c. Latest LES
 - d. DD Form 1172-2
This form must be obtained from the following site:
https://www.dmdc.osd.mil/self_service/rapids/Form DD 1172-2
 - e. Other documents when requested by the LGHP office.
11. For more information contact:
 - USAREC Housing Office (502) 624-3103
 - Email: usarmy.knox.usarec.list.hg-g4-housing-office@mail.mil

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 or call (254) 953-1923.

B. Military OneSource

Military OneSource provides tools, resources, and consultations 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 or call (800) 342-9647 for more information.

C. Military Interstate Children's Compact

Developed in 2006, the Military Interstate Children's Compact was adapted by all 50 states, the District of Columbia and the Department of Defense Education Activity. The compact eases the educational challenges that military children encounter, and supports uniform treatment as they transfer between school districts. Visit www.mic3.net for more information.

D. School Liaison Officers

The Army has an active School Liaison Officer program on each of its installations. School Liaison Officers serve as the primary point of contact for school-related matters. The program goals are to identify barriers to academic success and develop solutions; promote parental involvement and educate local

communities and schools regarding the needs of military children; develop and coordinate partnerships in education; and provide parents with the tools they need to overcome obstacles to education that stem from the military lifestyle. The Army School Liaison Officer Directory can be downloaded at www.dodea.edu/Partnership/schoolLiasionOfficers.cfm

E. Army Fee Assistance

Program information can be found on **page 23**.

V. Transition: Medical and Dental Coverage En Route

Tricare is a 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 Air Force and supplements 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 family members may utilize Urgent Care facilities. For a location near you, or more information call the Tricare Nurse Advice Line at (800) TRICARE (874-2273), Option 1. Soldiers enrolled to a MTF must call the

Tricare Nurse Advice Line at (800) TRICARE (874-2273), Option 1 for preauthorization before utilizing Urgent Care facilities.

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 20-23.

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.

1. Basic allowance for Housing (BAH)

Compensation is provided to military members to adjust for housing costs 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.

BAH Advance – Service members may request up to three months advance BAH to pay rent, security deposits, or initial expenses due to occupying housing other

than Government housing. Advance BAH cannot be used by those purchasing a home; it is only available for expenses related to rental properties. Advance BAH does not have to be requested in conjunction with a Permanent Change of Station (PCS) move, but it must be requested within 30 days, before or after, of an eligible move. Other frequent uses include newly married service members moving from the barracks, or service members who have promoted and are no longer required to live on base. The advance amount is determined by the service member's current BAH. Advance BAH is typically repaid over 12 months, though repayment may be extended up to 24 months or the projected end of the current tour. For additional information see Joint Travel Regulation (JTR) Chapter 10, 100402, BAH Advances.

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 service members on recruiting duty may be paid SDAP.

- **SD-6:** Field Recruiters (Active & Reserve recruiting for enlisted, medical, special forces and warrant officers), station commanders, 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 College 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. Basis Allowance for Subsistence (BAS)

Basic Allowance for Subsistence (BAH) 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. For a guide to help you understand your sponsor's Leave and Earnings Statement (LES), visit 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.

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. Military families facing the loss of a child before birth may be eligible to file a claim based on fetal weight or gestational duration. For more information and premiums, visit 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 (TSP) account. The new Blended Retirement System went into effect on January 1, 2018. All service members who enter the military on or after January 1, 2018, will automatically be enrolled in BRS. Contact your SFA for financial management information and resources.

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.

- **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. Call the office first to verify location and business hours.
- **By Phone:** Call the Defense Manpower Data Center Support Office at (800) 538-9552 to update your addresses, email address and phone numbers.
- **By Fax:** Fax address, email address or phone number changes to the Defense Manpower Data Center Support Office at (831) 655-8317.
- **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
- **Online:** Visit the DEERS website at www.dmdc.osd.mil/milconnect and follow the steps to update your address, email address and phone numbers.
- 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 or contact your SFA.

C. TRICARE Program Information

The TRICARE Program consists of two health plans: TRICARE Prime (or TRICARE Prime Remote) and TRICARE Select.

Federal law mandates that all active duty personnel must be enrolled in TRICARE Prime or TRICARE Prime Remote. Active Duty Service Members (ADSMs) are eligible to enroll in TRICARE Prime Remote (TPR) if they work and live more than 50 miles (or an hour drive) from the closest Military Treatment Facility (MTF). Families living with ADSMs enrolled in TPR are also eligible to enroll in TPR. TRICARE Prime Remote is the equivalent to TRICARE Prime and ADSMs should have no out of pocket expenses for authorized care.

The Defense Health Agency-Great lakes Military Medical Support Office (DHA-GLMMSO) bears primary responsibility for managing access to healthcare services for Active Duty Service Members (ADSMs) in TPR locations. The Military Medical Support Office (MMSO) assists ADSMS with healthcare needs in collaboration with the respective TRICARE Regional Contractor. For more detailed information on MMSO visit <https://www.health.mil/greatlakes>.

1. TRICARE Prime (TP)

For ADSMs and their Families, there is no enrollment fee for TRICARE Prime. However you must complete an enrollment form either online or at the local MTF during in-processing to select Prime as your coverage plan and be assigned a Primary Care Manager (PCM). TRICARE Prime is a managed care option offering the most affordable and comprehensive coverage. Enrollment is required to participate:

- Active duty Service Members are automatically enrolled if assigned within 50 miles of an MTF. Active duty family members have the option to enroll in TRICARE Prime or TRICARE Select.
- Receive most health care from a military treatment facility (MTF), along with the TRICARE contracted civilian medical providers called Preferred Provider network (PPn). TRICARE Prime enrollees must seek care from TRICARE network providers, or receive authorization to seek care from non-network providers. TRICARE Prime beneficiaries incur point of service (POS) charges, if they access care from non-network providers without prior authorization. Veterans Administration healthcare facilities are considered TRICARE network facilities and Prime beneficiaries must have a referral to seek care from a VA health facility.
- Other Features:
 - » No balance billing
 - » Guaranteed appointments (access standards)
 - » Primary care manager supervises, authorizes, and coordinates care

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.

2. TRICARE Select

TRICARE Select is a fee-for-service plan available in the United States. You must show eligible for TRICARE in the Defense Enrollment Eligibility Reporting System (DEERS), a database of information on uniformed services members (sponsors), U.S. sponsored foreign military, DoD and uniformed services civilians, other personnel as directed by the DoD, and their family members. You need to register in DEERS to get TRICARE. Enrollment is required.

Who Can Participate?

- Active duty family members
- Retired service members and their families
- Family members of activated reservists ordered to active duty service for more than 30 days in a row.
- Non-activated Guard/Reserve members and their families who qualify for care under the Transitional Assistance Management Program
- Retired Guard/Reserve members at age 60 and their families

- Survivors
- Medal of Honor recipients and their families
- Qualified former spouses
- Other:
 - » Family members may be on different programs to fit specific needs.

For more information on TRICARE Select, visit www.tricare.mil/select

3. Urgent Care Clinics (UCC)

Active Duty Service Members (ADSMs) and eligible family members enrolled in TRICARE Prime Remote (TPR) locations can access care at UCC without authorization. ADSMs enrolled to an MTF must have a referral/authorization to access UCCs.

4. Military Health System National Nurse Advise Line (MHS-NAL) 1-800-TRICARE (1-800-874-2273)

- Available 24/7 by phone, web chat, and video chat.
- Contact the MHS Nurse Advice Line 24/7 to:
 - » Get evidence-based health care advice from a registered nurse
 - » Find an urgent care or emergency care facility
 - » Receive recommendations for the most appropriate level of care
 - » Schedule same or next day appointments when recommended by a registered nurse and enrolled to a military hospital or clinic
 - » Get an online "absence excuse" or "sick slip" when medically appropriate--subject to service command requirements

For more information on the MHS-NAL, visit <https://mhsnurseadvice.com>

5. Travel Benefit for Non-Active Duty Enrolled in TRICARE Prime & Prime Remote

Once you have a referral for specialty care that qualifies for the Prime and Prime Remote Travel Benefit, follow these steps:

Step 1: Call Your Prime Travel Office

- East: 1-800-444-5445
- West: 1-800-449-6408

Step 2: Make Your Travel Arrangements and Go to Your Appointment

Book the least expensive travel option. You can

choose any mode of transportation you want, but you'll only be reimbursed up to the most cost effective amount to the government.

Step 3: Submit Your Travel Documents

Select your region (<https://tricare.mil/About/Regions>) for specific travel forms and instructions:

- East Region (<https://www.humanamilitary.com/beneficiary/claims/>)
- West Region (<https://www.tricare-west.com/content/hnfs/home/tw/bene/claims.html>)

Your invoices and receipts must:

- Be in the name of the person submitting the travel claim (patient or non-medical attendant)
- Show valid inclusive dates, billing itemization (e.g. room and tax rate per day), and payment in full (zero balance)
- Show form of payment (cash, check, credit/debit card, etc.)

Your claims must have all the necessary documentation, including:

- Itemized receipts
- Proof of appointment attendance
- Non-medical attendant letter, when necessary
- Active duty or civilian organizational memos, when necessary
- Signed and completed claim form (DD 1351-2/3)
- If your claim doesn't have all the necessary documentation, we will consider it incomplete and hold it until you provide it.

6. 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. OCONUS (844) 653-4060

TRICARE Dental Program 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 20 in this booklet for DEERS verification and enrollment information.**

7. TRICARE Pharmacy Benefits

- Military Treatment Facility Pharmacy Clinics fill prescriptions free of charge.
- Pharmacy network Providers (civilian drug stores) fill prescriptions free or for a minimal charge.
- 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/>

8. Federal Employees Dental and Vision Insurance Program (FEDVIP)

FEDVIP is a voluntary, enrollee-pay-all dental and vision program available to Federal employees and annuitants and certain uniformed service members. It is sponsored by the U.S. Office of Personnel Management (OPM) and offers eligible participants a choice between ten dental and four vision carriers.

Eligibility for the Federal Employees Dental and Vision Insurance Program (FEDVIP), offered by the U.S. Office of Personnel Management (OPM), expanded to include certain retired uniformed service members, active duty family members, and survivors. You should enroll in FEDVIP during the annual Federal Benefits Open Season. You may still be able to enroll in FEDVIP if you experienced extenuating circumstances during open season that prevented you from enrolling at that time. To review your enrollment options, go to www.BENEFEDS.com.

About BENEFEDS

BENEFEDS is the government-authorized and OPM-sponsored enrollment portal that eligible participants use to enroll in and manage their FEDVIP coverage. BENEFEDS also manages the billing systems and customer service functions

necessary for the collection of FEDVIP premiums.

Beneficiary Counselor and Assistance Coordinator (BCAC)/Debt Collection Assistance Officer (DCAO). TRICARE has a debt collection assistance officers and Beneficiary Counselor and Assistance Coordinator (BCAC) assigned to the TRICARE regional offices, now known as DHA J10 and MTFs worldwide to help beneficiaries understand and get assistance with claims payment, debt collection and access to care concerns related to the military health benefit including the TRICARE program. 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.

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

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. Army Fee Assistance (AFA) Program

Army IMCOM G9 has consolidated the Army Child Care Fee Assistance (AFA) Program under Child Care Aware of America (CCAoA). CCAoA 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: Army - Child Care Aware of America

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 CCAoA, 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 to apply 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 may apply through Feb. 28, 2019. Per ARMY Directive (AD) 2018-27, effective March 1, 2019 DA Civilians will no longer be eligible to apply for AFA.
- 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 16 hours for Part Time AFA and a minimum of 25 hours for Fulltime AFA.

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 CCAoA. Please visit [Army - Child Care Aware of America](#) 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, nonessential supplies, late fees, etc.
- e. Report child care changes to the provider and CCAoA immediately.
- f. Ensure that the provider and CCAoA 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 CCAoA in order to be approved.
- e. Report any and all changes that affect their facility's eligibility to participate in AFA to CCAoA immediately.
- f. Report any and all changes that affect the Army Family's enrollment in their program and in AFA to CCAoA immediately.

6. CCAoA 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 CCAoA 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 3rd FL Arlington, VA 22201

Fax: 703-341-4101

Tel: 800-424-2246

Army - Child Care Aware of America

IMCOM G9

Installation Management Command (IMCOM), G9 Child Youth and School Services

2455 Reynolds Road, 2nd FL

Fort Sam Houston, Texas 78234-1222

usarmy.jbsa.imcom-fmwrc.mbx.army-fee-assistance@mail.mil

Army Families with concerns or complaints about any of the programs available through Child Care Aware of America should call (844) 658-1747 9 a.m. to 5 p.m. Eastern Time Monday-Friday.

Child care questions and concerns can also be directed to your SFA

F - RECRUITING COMMAND

VII. Connect With Your Community

Throughout history, volunteers have played an integral role in the life of Soldiers and their Families. In the early years of our country volunteers mended uniforms, cared for the sick and wounded, and comforted Families of fallen Soldiers. Today our volunteers are found throughout the military community. Soldiers, civilians, retirees, spouses and youth are providing service in schools, in hospitals, on sports fields, and in many other organizations and offices. Through their dedicated service, volunteers transform the military into communities. Communities which are only built through a Family effort mentality.

Contact your SFA to see how you can make a difference today.

A. 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. 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.

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

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

1. 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.

B. Family Readiness Groups (FRGs)

USAREC FRG structure consists of:

- **Company Level:** Typically establishes the FRG to meet the needs of its local members.
- **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.
- **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 or SFA 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.

C. 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 and click the online training button to access AFTB levels I, II and III.

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; <https://www.myarmyonesource.com/skins/aos2/display.aspx?ModuleID=a10586da-73a1-4402-9107-58b7bf046a21> 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.

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 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.

The AFAP program was established 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.

AFAP issues may be submitted to your SFA or FRG leader at any time of the year.

VIII. 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 a Battalion SFA toll-free in the 1st, 2nd, 3rd, 5th or 6th Brigades, please call (800) 790-0963 and enter the prompt for your corresponding battalion. Medical Battalion SFAs can be contacted through the 800-number using option #9. Brigade SFAs are not available through the toll free number.

B. Exceptional Family Member Program (EFMP) System 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

BATTALION SFA PHONE NUMBERS

Albany - (518) 266-7452	Montgomery - (334) 551-3211
Atlanta - (770) 917-3152	Nashville - (615) 872-7519
Baltimore - (301) 677-7060	New England - (207) 438-8514
Baton Rouge - (225) 767-3079	New York City - (718) 630-4372
Cent Cal - (559) 817-3149	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) 416-8944
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) 372-3202	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) 401-2774	2d MRBn - (256) 450-9670
Miami - (305) 403-8411	3d MRBn - (502) 626-0788
Mid-Atlantic - (732) 408-4425	5th MRBn - (210) 295-0813
Milwaukee - (414) 577-2527	6th MRBn - (702) 898-9842
Minneapolis - (612) 725-3120	

BRIGADE SFA PHONE NUMBERS

1st Bde (301) 677-4342	5th Bde (210) 221-2956
2nd Bde (256) 450-9553	6th Bde (702) 639-2044
3rd Bde (502) 626-1049	MRB (502) 626-3236

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**

Please note: If you meet the criteria, EFMP enrollment is mandatory. Additionally, EFMP enrollments must be updated every 3 years or as any changes occur. Your SFA can assist with enrollment/updates.



Soldiers and their spouses may connect with the USAREC EMFP Systems Navigators on their Facebook page. Click image for link.

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

1. Military Family Life Counselors (MFLCs)

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.

MFLC support may be provided through **On-Demand** or **Surge Support**

On-demand support

Counselors may be requested to support events, such as Yellow Ribbon Reintegration Program events and family events, during weekdays, weekends and on drill weekends. These events, typically lasting **one to three days**, are held primarily in the United States and U.S. territories. Unit representatives or event points of contact may request support using the online Business Operations Support System at; <https://supportrequest.militaryonesource.mil>.

- All requests for on-demand resources must be submitted at least **15 business days** (three weeks) before the event occurs.
- Short notice requests with less than 15 business days are for special circumstance situations that may include crisis situation, natural disaster, casualty assistance and or wounded warrior that need Non-Medical counseling support.
- The Program Offices must have a City and State to begin processing requests. Points of contact (POC) must provide event address 10 business days prior to the event.
- Requests may not be submitted earlier than 180 calendar days prior to the event.
- If all request details are not provided, and additional questions addressed, support may be delayed or disapproved.

Short-term surge support

Surge support is designed for emerging issues such as military contingencies, natural disasters, crises and deployment related situations. Surge requestors should work through their designated Military Service headquarters POC to coordinate surge support. Unit representatives or event points of contact may request surge support for counseling services for 30 to 90 days using the online Business Operations Support System at; <https://supportrequest.militaryonesource.mil>.

- Submit the request at least 45 days before the requested assignment start date.
- Surge extensions should be submitted with at least 15 working days before the end of the current surge.
- Surge requests will require Headquarters concurrence prior to review by Military Community Support Programs Office (OSD).
- If all request details are not provided, and additional questions addressed, support may be delayed or disapproved.

The completeness of the request form minimizes multiple telephone calls and expedites the approval process. Requests cannot be approved until all information is received. Requests that are incomplete will not be processed. OSD is the only office authorized to make changes to the submitted request, therefore, it is of utmost importance that all address changes, date changes or cancellations are submitted through Military Community Support Programs.

For questions about On-Demand Military OneSource support or On-Demand and/or Surge MFLC or CYB MFLC support please call Military Community Support Programs ODASD(MCFP); osd.pentagon.ousd-p-r.mbx.mcfp-nmc@mail.mil, (571)372-4530.

2. Personal Financial Counselors (PFCs)

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 service members and Families on a wide variety of financial topics.

MFLCs and PFCs offer support for active duty, National Guard and Reserve component Soldiers and their Families. MFLC teams provide support to individuals, couples, Families and groups. MFLCs offer confidentiality, with the exception of an obligation to report to the authorities any threats to do bodily harm.

There is a PFC team assigned to each brigade who travels throughout the brigade conducting site visits in the battalion areas. PFCs offer confidentiality, as well, unless command referred.

Please consult your SFA for contact information (see page 28). To request face-to-face counseling with a provider in your

area or to receive telephonic or web based counseling, contact Military OneSource at (800) 342-9647 (see information on page 43).

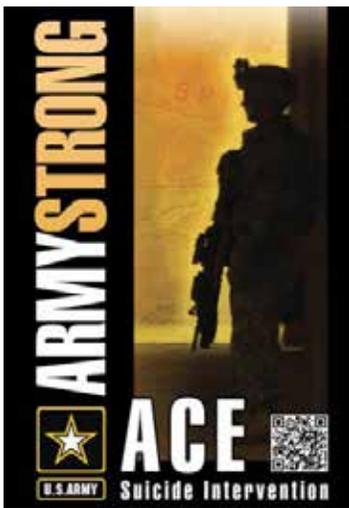
D. Unit Ministry Team (UMT)

The Unit Ministry Team is a great resource within USAREC. The UMT consists 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.

Strong Bonds is fully-funded and UMT-led with the support of the Commanding Officer. Soldiers and their Families can attend. During the retreat, Soldiers and Families participate in small group activities that reveal common bonds and nurture friendships. This shores up spousal support at home, which can be vitally important. In addition, Soldiers and Families gain awareness of community resources that can assist with concerns about health and wellness, even crisis intervention. The core mission of the Strong Bonds program is to strengthen families.

UNIT MINISTRY TEAM (UMT)

BRIGADE	OFFICE PHONE
1st Brigade	301-677-5361 301-677-2943 / 301-677-5307
2nd Brigade	256-450-9544
3rd Brigade	502-626-4052 502-626-1039
5th Brigade	210-485-9639 210-221-9688 / 210-221-1112
6th Brigade	702-639-2026 702-639-2025
MRB	502-626-1791 502-626-1917 / 502-626-1332
Headquarters	502-626-0535



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

USAREC
http://pic.usarec.army.mil/

TA - 095 - 0910

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

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.

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. The BHC leads the Wellness Team which includes a Licensed Clinical Psychologist, a Registered Nurse, SFA, and a Behavioral Health NCO.

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.

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.

Family Advocacy Program Coordinators serve as the point of contact for providing training and coordinating care for victims of domestic violence and child abuse. Please call your Brigade FAPC if you would like more information or assistance.

USAREC FAPC ROSTER

	POSITION	OFFICE PHONE
USAREC, HQ	Program Manager	502-626-0239
1st Brigade	Brigade FAPC	301-677-5121
2nd Brigade	Brigade FAPC	256-450-9529
3rd Brigade	Brigade FAPC	502-626-0752
5th Brigade	Brigade FAPC	210-221-2767
6th Brigade	Brigade FAPC	702-639-2011
	MRB	Brigade FAPC 502-626-1208

USAREC FAPC ROSTER

COMMAND PSYCHOLOGIST 502-626-0135

1st Brigade 301-677-4558

2nd Brigade 256-450-9542

3rd Brigade 502-626-3214

5th Brigade 210-221-0535

6th Brigade 702-639-2011

MRB 502-626-1309

Headquarters 502-626-0535

Recruiting & Retention 502-624-2391

SORB 502-235-4587

To contact a Brigade FAP Coordinator toll-free in the 1st, 2nd, 3rd, 5th or 6th Brigades, please call (800) 255-2769 and enter the prompt for your corresponding brigade. Medical Brigade FAP can be contacted through the 800-number using option #9.

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

Our Mission

Enhance Army readiness through the prevention of sexual assault, sexual harassment, and associated retaliatory behaviors while providing comprehensive response capabilities.

Our Vision

An Army free of sexual assault, sexual harassment, and associated retaliatory behaviors.

Overview

The Army's SHARP Program:

- Is an integrated, proactive effort by the Army to send sexual harassment and sexual assault within its ranks
- Is extended to adult dependents of Soldiers
- Permeates the Army structure from the Pentagon down to the individual Soldier level
- Has full-time staff at brigade level
- Promotes cultural change across the Army with a vision toward a culture discipline and respect in which Soldiers intervene in sexual harassment and sexual assault to protect one another
- Includes a comprehensive effort to educate leaders and Soldiers about sexual harassment and sexual assault
- Employs a concrete training program that teaches Soldiers to be alert to serial offender tactics, to intervene to stop incidents and disrupt offenders, and where and how to seek help
- Provides commanders with the essential resources, education and training they need to succeed in bringing an end to sexual harassment and sexual assault in the Army

As part of the Army's SHARP Program, commanders have the ultimate responsibility for command climate and culture, safety, prevention and response efforts, accountability, assessment, and safe reporting.

Sexual Assault Response Coordinators (SARC) serve as the single point of contact for coordinating appropriate and responsive care for sexual assault victims. Call your Brigade SARC if you are a victim of sexual assault or want more information about sexual assault.

Victim Advocates (VA) provide non-clinical crisis intervention and on-going support, in addition to referrals for adult sexual assault victims. Support includes providing information on available options and resources for victims.

Through the SHARP Program, the Secretary of the Army and the Chief of Staff of the

USAREC SARC/VA ROSTER

SECTION	POSITION	OFFICE PHONE
USAREC	24/7 Hotline	502-626-5284
	Program Manager	502-626-5539
1st Brigade	Brigade SARC Brigade VA	301-677-4568 301-677-2571
2nd Brigade	Brigade SARC Brigade VA	256-876-0755
3rd Brigade	Brigade SARC Brigade VA	502-626-2395 502-626-4074
5th Brigade	Brigade SARC Brigade VA	210-221-2198 210-295-0546
6th Brigade	Brigade SARC Brigade VA	702-639-2023 702-639-2920
MRB	Brigade SARC Brigade VA	502-626-0366 502-626-0379

Army implement guidance from the Office of the Secretary of Defense and changes in law via policies and procedures applied across the force. The SHARP Program's sexual harassment prevention efforts are complemented by the Army's Equal Employment Opportunity Program, which provides a sexual harassment complaint process for Civilian employees.

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. Alcohol and drug abuse by Soldiers and civilian corps members can seriously damage their physical and behavioral health, jeopardize their safety and the safety of those around them, and can lead to criminal and administrative disciplinary actions. Alcohol and drug abuse is determined to a unit's operational readiness and command climate and is inconsistent with Army Values and the Warrior Ethos.

They army strives to be free of all effects of alcohol and drug abuse.

All members of the Regular Army, the Army National Guard/Army National Guard of the United States, the U.S. Army Reserve, and the Department of the Army Civilians will receive annual face to face alcohol and drug abuse prevention training.

Voluntary (self) identification 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 of 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.

Soldiers, DA Civilians and family members have multiple resources available should an individual find themselves or a loved one in need of assistance when dealing with substance abuse. Listed below are a few of the programs designed to assist if needed.

**MHS Nurse Advice Line (Available 24/7):
1-800-TRICARE (874-2273), Option 1**

**Military Crisis Line (Available 24/7):
1-800-273-8255, Press 1**

Substance Abuse and Mental Health Services Administration National Mental Health Information Center offers a Behavioral Health Treatment Services Locator to assist persons seeking treatment facilities in the U.S. or U.S. Territories for substance disorders, addiction and mental health problems. Call 800-798-2647.

If the individual is in need of immediate assistance, please call 9-1-1.

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.

USAREC BJA ROSTER	
POSITION	OFFICE PHONE
1st Brigade	301-699-2788
2nd Brigade	256-450-9520
3rd Brigade	502-626-1395
5th Brigade	210-221-2929
6th Brigade	702-639-2062
MRB	502-626-2412

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 (866) 878-6378 for emergency assistance. Additional information about AER may be found at 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 service members and many other services.



For more information, visit 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 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 (federal and up to three state tax returns) 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 <https://www.militaryonesource.mil/financial-legal/tax-resource-center>. Also refer to www.irs.gov/Individuals/Military for tax information for military members.

IX. 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 Army Community Service 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

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

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 website at <https://myseco.militaryonesource.mil/portal/> or call Military OneSource to speak to a SECO



career coach 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 military spouses in all services. 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://myseco.militaryonesource.mil/portal/msep/jobsearch> to access the MSEP job search on MySECO.

c. The Military Spouse Career Advancement Account (MyCAA)

The My Career Advancement Account Scholarship, a component of DOD's Spouse Education and Career Opportunities program, is a workforce development



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. The program is open to spouses of service members in pay grades E1-E5, W1-W2, or O1-O2.

Learn more at <https://mycaamilitaryonesource.mil/mycaa/> or call (800) 342-9647 to speak with a SECO career coach.

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/.

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 <https://myseco.militaryonesource.mil/portal> 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 service members to transfer unused benefits to their spouses. An eligible service member 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 service member's last separation from active duty. An additional service obligation may be required. For more information, contact your Retention NCO, SFA or visit <http://www.military.com/education/gi-bill>

4. March 2 Success

The transferability option under the Post-9/11 GI Bill allows service members to transfer unused benefits to their spouses. An eligible service member 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 service member's last separation from active duty. An additional service obligation may be required. For more information, contact your Retention NCO, SFA or visit <http://www.military.com/education/gi-bill>

G - RESOURCES

X. Resources

A. USAREC – Quick Reference Sheet

Resources Numbers

Telephone

Battalion Soldier & Family
Assistance (SFA) Program Managers

1st, 2nd, 3rd, 5th and 6th Brigade
(800) 790-0963
for direct numbers on **page 28**

Brigade SFAs

1st Brigade: (301) 677-4342

2nd Brigade: (256) 450-9553

3rd Brigade: (502) 626-1049

5th Brigade: (210) 221-2956

6th Brigade: (702) 639-2044

Medical Recruiting Brigade: (502) 626-3236

Family Advocacy Program Coordinators (FAPCs)

1st Brigade: (301) 677-5121

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)

Sexual Harassment / Assault Response & Prevention SHARP

24/7 HOTLINE (502) 626-5284

1st Brigade: SARC (301) 677-4568

2nd Brigade: SARC (256) 876-0755

3rd Brigade: SARC (502) 626-2395

5th Brigade: SARC (210) 221-2198

6th Brigade: SARC (702) 639-2023

Medical Recruiting Brigade: SARC (502) 626-0366

USAREC Chaplain/Unit Ministry Team

USAREC HQs Chaplain: (502) 626-0535

1st Brigade: (301) 677-5361

2nd Brigade: (510) 714-9024

3rd Brigade: (502) 624-4052

5th Brigade: (210) 347-3584

6th Brigade: (702) 639-2026

Medical Recruiting Brigade: (502) 626-0535

B. 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.....	http://www.usarec.army.mil
USAREC SFAB Facebook Page.....	http://www.facebook.com/usarecsfab
USARECSFABWebsite.....	http://www.usarec.army.mil/hq/hrd/sfa
Interactive Customer Evaluation (ICE).....	http://ice.disa.mil

GENERAL

U.S. Army.....	http://army.mil
Humana Resources Command.....	http://www.hrc.army.mil
American Red Cross.....	http://www.redcross.org
USO.....	http://www.uso.org
MilitaryOneSource.....	http://www.militaryonesource.mil
National Resource Directory.....	http://www.nrd.gov
Army A-Z.....	http://www.army.mil/info/a-z/

BENEFITS & FINANCE

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

EDUCATION

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

FAMILY

Army Family Team Building Courses Online.....	https://www.myarmyonesource.com
Tragedy Assistance Program.....	http://www.taps.org/
The Military Coalition.....	http://www.themilitarycoalition.org
National Military Family Association.....	http://www.militaryfamily.org
EFMP.....	http://www.usarec.army.mil/hq/hrd/sfa/efmp
Military Family Learning Network.....	http://militaryfamilies.extension.org
Army Family Morale, Welfare & Recreation.....	http://www.armymwr.com
Armed Forces YMCA.....	http://www.asymca.com
Military Family Association.....	http://www.nmfa.org/
Military Family Research Institute.....	https://www.mfri.purdue.edu/
Military Parenting.....	http://www.militaryparenting.org
Military Child.....	http://www.militarychild.org

EMPLOYMENT

Military Spouse Career Site (Department of Labor).....	http://www.careeronestop.org/militaryspouse/
EEOC's Quick Start for Employees.....	http://www.eeoc.gov
Federal Employee Education and Assistance Fund (FEEA).....	http://www.feea.org
Social Security Retirement Planner.....	http://www.ssa.gov/retire2
Department of Labor.....	http://www.dol.gov/vets
DCPDS Portal for MyBiz.....	https://compo.dcpds.cpms.osd.mil
SECO.....	https://myseco.militaryonesource.mil/
MSEP.....	https://myseco.militaryonesource.mil/portal/msep/jobsearch
My Career Advancement (MyCCA).....	https://mycaa.militaryonesource.mil/mycaa
Civilian Personal Advisory Service.....	http://www.cpms.osd.mil

HEALTH CARE

Tricare.....	https://tricare.mil
Tricare West Region – Health Net.....	https://www.tricare-west.com
Tricare East Region – Humana Military.....	https://www.humanamilitary.com/provider/
EFMP.....	http://efmp.amedd.army.mil

ID CARDS / DEERS

RAPIDSSite Locator.....	https://www.dmdc.osd.mil/rsl
DEERS – MilConnect.....	https://www.dmdc.osd.mil/milconnect

INSURANCE

Servicemembers Group Life Insurance (SGLI).....	http://www.benefits.va.gov/insurance/sgli.asp
Life Insurance Needs Calculator.....	http://www.benefits.va.gov/INSURANCE/introCalc.asp

LEGISLATIVE AND GOVERNMENT SERVICES

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

MILITARY

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

MILITARY ASSOCIATIONS

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

MILITARY SHOPPING

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

RELOCATION

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.militarybyowner.com>

TRAVEL / ENTERTAINMENT

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

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
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 Services (VETS).....<http://www.dol.gov/vets>
American Legion.....<http://www.legion.org>
Veterans Group Life Insurance.....<http://benefits.va.gov/INSURANCE/index.asp>
Disabled American Veterans.....<http://www.dav.org>

VOLUNTEER

Corporation for National and Community Service.....<http://www.nationalservice.gov>

VOTER INFORMATION

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

C. Recruiting Chain of Command

Chain of Command

Station Commander: The station commander is a senior NCO who directs, leads and trains an Army recruiting station. He/she supervises NCOs and is responsible for their professional development, morale, health and welfare. The recruiting station commander is responsible for all of the station's equipment and for the station 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 stations 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 stations 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.

D. Military OneSource

Military OneSource is a Department of Defense funded program that's both a 24/7/365 call center (800-342-9647) and a website (MilitaryOneSource.mil) providing comprehensive information, resources and assistance on every aspect of military life. Service members and the immediate family of active duty, National Guard, and reserve (regardless of activation status), Coast Guard when activated for the Navy, DoD expeditionary civilians, and survivors are eligible for Military OneSource services. Veterans and their immediate family are eligible for Military OneSource up to 365 days post separation or retirement, including the Coast Guard. All services are available at no cost to the user. 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 with 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 modalities.

Building Healthy Relationships is an educational specialty consultation for those seeking to build a healthy relationship foundation or maintain an already successful relationship. Consultations are available by phone and video using a six-session format in one of seven curriculum areas with guided exercises.

Wounded, ill and injured resources, accessed through the call center, are available to provide immediate assistance to Service members, veterans 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.

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.

Health and Wellness Coaching, online chat, telephonic, and video sessions for both Service members and families to support nutrition, physical fitness or weight loss goals.

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 language interpretation services are also available. Educational materials are available in a variety of topics and formats.



FORT KNOX

R2 PERFORMANCE CENTER

The Fort Knox R2 Performance Center provides customized performance and resilience training **at no cost to the Soldier or family** that enables Soldiers and families to develop the mental and emotional skills to strengthen their minds and perform at their best when it matters most. Performance and resilience training is essential in order to sustain personal readiness, enhance resilience, optimize human performance, and build unit cohesion. Training is available Army-wide to active duty, Reserve and National Guard Soldiers, as well as family members and Department of the Army civilians.

Training can delivered to the Soldier and family in person or by VTC through Fort Knox's R2 Performance Center by a Master Resilience Trainer-Performance Expert (MRT-PEs). MRT-PEs hold advanced degrees in sport and performance psychology and tailor each training for specific needs to assist individuals and units with improving performances such as basic rifle marksmanship, Army physical fitness test, test taking, public speaking, briefing, communication, leadership, etc. For additional information and to request training, contact Fort Knox's R2 Performance Center at **502-624-7156**.

PERFORMANCE TRAINING

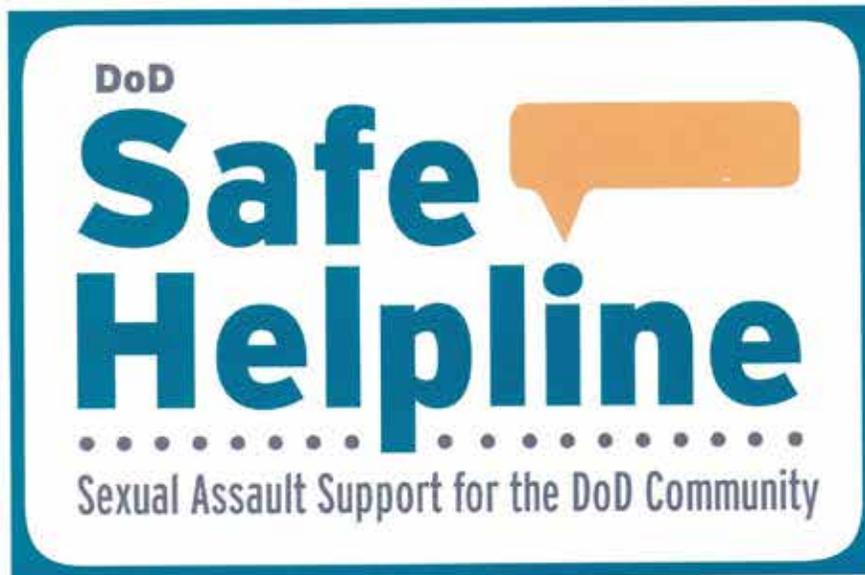
- Mental Skills Foundation
- Building Confidence-
- Attention Control
- Energy Management
- Goal Setting
- Integrating Imagery

ACADEMIC PERFORMANCE TRAINING

- Learner Mindset
- Memory
- Taking Effective Notes
- Power Reading
- Study Hacks
- Test-Taking
- Leverage You Peers
- Master Essay Test and Short Papers

RESILIENCE TRAINING

- Goal Setting
- ATC
- Energy Management
- Avoid Thinking Traps
- Detect Icebergs
- Mental Games
- Put it in Perspective
- Problem Solving
- Real Time Resilience
- Identify Character Strengths in Self and Others
- Characters Strengths Challenges and Leadership
- Assertive Communication
- Effective Praise and Active Constructive Responding



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When you don't know what to do or who to talk to, contact Safe Helpline for confidential sexual assault support...24/7, worldwide access to trained professionals.



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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.

“What is an EFMP Systems Navigator?”

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

“What can they do for me and my EFM?”

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

Contact your system navigator:

1st BDE, 2nd BDE & MRB
Laura Voyles
502-626-1080 laura.k.voyles.ctr@mail.mil

3rd BDE, 5th BDE & 6th BDE
Alex Billings
502-626-2015 alexandra.r.billings.ctr@mail.mil

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



GLOSSARY OF TERMS

A

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

B

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

C

Career Day	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
CAST	Computer Adaptive Screening Test
CDR	Commander
CG	Commanding General
CIP	Command Inspection Program
COA	Course of Action
COE	U.S. Army Corps of Engineers
COI	Centers of Influence
Contact	Personal or telephonic contact with an individual by the recruiter for the purposes of establishing interest in an appointment to discuss Army opportunities.
CONUS	Continental United States
COS	Chief of Staff
CSM	Command Sergeant Major
COLA	Cost of Living Allowance

D

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

DFAS	Defense Finance and Accounting Service — the organization that pays Soldiers and civilian employees, keeps track of allotments, and leave time
DLA	Dislocation Allowance
DOD	Department of Defense

E

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

F

SAP	Family Advocacy Program
FMWR	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
FRG	Family Readiness Group
FSTP	Future Soldier Training Program
Future Soldier	Someone who has enlisted but has not shipped for basic training

G

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

H

HRAP	Hometown Recruiter Assistance Program
HQs	Headquarters

I

IG	Inspector General
IM	Information Management
IMCOM	Installation Management Command

IMT	Initial Military Training
ITO	Invitational Travel Order

J

JAG	Judge Advocate General - the Army's legal branch
------------	--

L

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

M

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

N

NAF	Non-Appropriated Funds
NCO	Noncommissioned Officer
NCOER	Noncommissioned Officer Evaluation Report
NCOIC	Noncommissioned Officer in Charge

O

ONCOUS	Outside the Continental United States
OER	Officer Evaluation Report
OIC	Officer in Charge
Other	Anyone other than a grad alpha or a senior alpha
OSD	Office of the Secretary of Defense

P

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

Q

Quarters	The place where Soldiers and Families live
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R

RA	Regular Army
RC	Recruiting Center
RCI	Residential Community Initiative
Rctg Bde	Recruiting Brigade
Rctg Bn	Recruiting Battalion
Rctg Co	Recruiting Company
Recruiter Zone	Computer program used for time management processing
Reintegration	The process of transitioning Soldiers from deployment to their regular duties and home station life.
REA	Recruiter Expense Allowance
REQUEST	Recruit Quota System
RI	Recruiting Impropriety
Ringer	An individual who attempts to test and/or process under a false name to qualify another individual for enlistment
RM	Resource Management
RMZ	Report Management Zone
ROP	Recruiting Operation Plan
RPI	Recruiting Publicity Item
RRC	Recruiting and Retention College
RS	Recruiting Station
RST	Recruiting Support Team

S

SA	Senior Alpha - a high school senior who scores above 50 on the ASVAB Special
SDAP	Duty Assignment Pay
SFA	Soldier and Family Assistance Program Manager

SFL-TAP	Soldier for Life Transition Assistance Program (formerly career ACAP)
SGLI	Servicemembers Group Life Insurance
SLC	Senior Leader Course
SLO	School Liaison Officer
SMT	Senior Master Trainer
SRP	School Recruiting Program
Station Commander	A noncommissioned officer who leads a recruiting station

T

TAIR	Total Army Involvement in Recruiting
TDY	Temporary Duty – military equivalent to a business trip
TLE	Temporary Lodging Expense
TRADOC	U.S. Army Training and Doctrine Command
TRICARE	The Department of Defense managed health care program
TSP	Thrift Savings Plan

U

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

V

VHA	Variable Housing Allowance - amount differs depending on location
VMIS	Volunteer Management Information System

W

Walk-In	A potential enlistee who walks into a recruiting station without prior contact from a recruiter
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X

XO	Executive Officer
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Other

79R	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 and updating 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.