UNITED STATES ARMY RECRUITING COMMAND

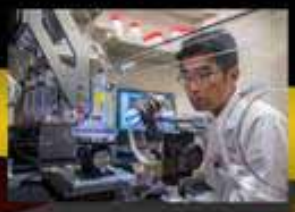
USAREC FAMILY STRONG RESOURCE GUIDE

Total Army Strong

TOTAL ARMY STRONG

The strength of the Nation is built on the readiness and resilience of every member of the premier all-volunteer Total Army - every Soldier, civilian and Family member.

We will uphold the Army's responsibility
to provide benefits and high-quality services that are components of a professional force dedicated to the Army for the long term.



The Army remains steadfast in its commitment to:

- ★ Maintain the trust between Leaders and their Soldiers, Families and civilians
- ★ Foster an environment that promotes adaptability and self reliance
- ★ Promote physical, emotional, social, Family and spiritual strengths
- ★ Honor the service and sacrifices of those who serve our Nation

Raymond F. Chandler III
Sergeant Major of the Army

Raymond T. Odierno
General, United States Army
Chief of Staff

John M. McHugh
Secretary of the Army

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

USAREC Teammates:

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

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

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

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

WILLIE C. CLEMMONS
CSM, USAREC

JEFFREY J. SNOW
CG, USAREC

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TAB A—
USAREC

A Core Army Value:

LOYALTY

Bear true faith and allegiance to the U.S. Constitution, the Army, your unit and other Soldiers. Bearing true faith and allegiance is a matter of believing in and devoting yourself to something or someone. A loyal Soldier is one who supports the leadership and stands up for fellow Soldiers. By wearing the uniform of the U.S. Army, you are expressing your loyalty. And by doing your share, you show your loyalty to your unit.

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.

To contact an SFA toll-free in the 1st, 2nd, 3rd, 5th or 6th Brigades, please call **(800) 790-0963** and enter the prompt for your corresponding brigade and battalion. Medical Recruiting Battalion (MRBn) SFAs are not available through the 800-number. Direct battalion numbers are listed on page 38.

II. USAREC Mission, Vision and Values

USAREC Mission:
Provide the strength of the Army.

USAREC Vision:
America's Army Starts Here
A carefully selected team of dedicated professionals sustaining an All-Volunteer Army, with Soldiers and civilians who truly embrace the Army's values and Warrior Ethos, and who understand the strategic importance of our mission. Enabled by leading edge technologies and premier recruiting practices, we establish and maintain enduring relationships with Centers of Influence, Future Soldiers, Families and the American public.

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

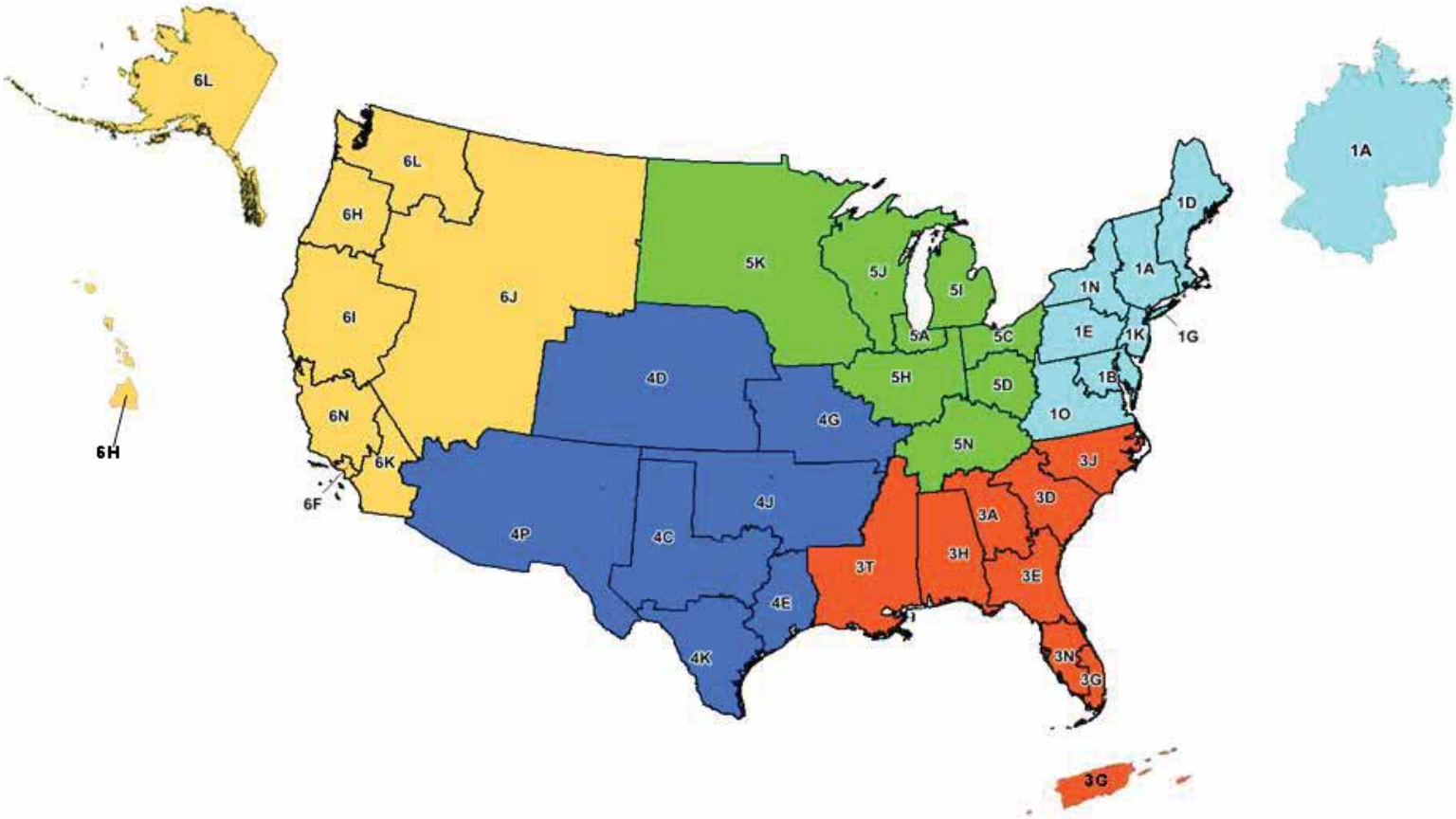
U.S. Army Recruiting Command Headquarters at Fort Knox, Ky.

U.S. Army Recruiting Command FY15

OCONUS

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

6	Brigades
44	Battalions
258	Companies
3	Detachments
2	Districts
1,374	Centers/Stations
6,986	RA Enlisted Msn RRF
1,419	AR Enlisted Msn RRF
8,405	Total Enlisted Msn RRF



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

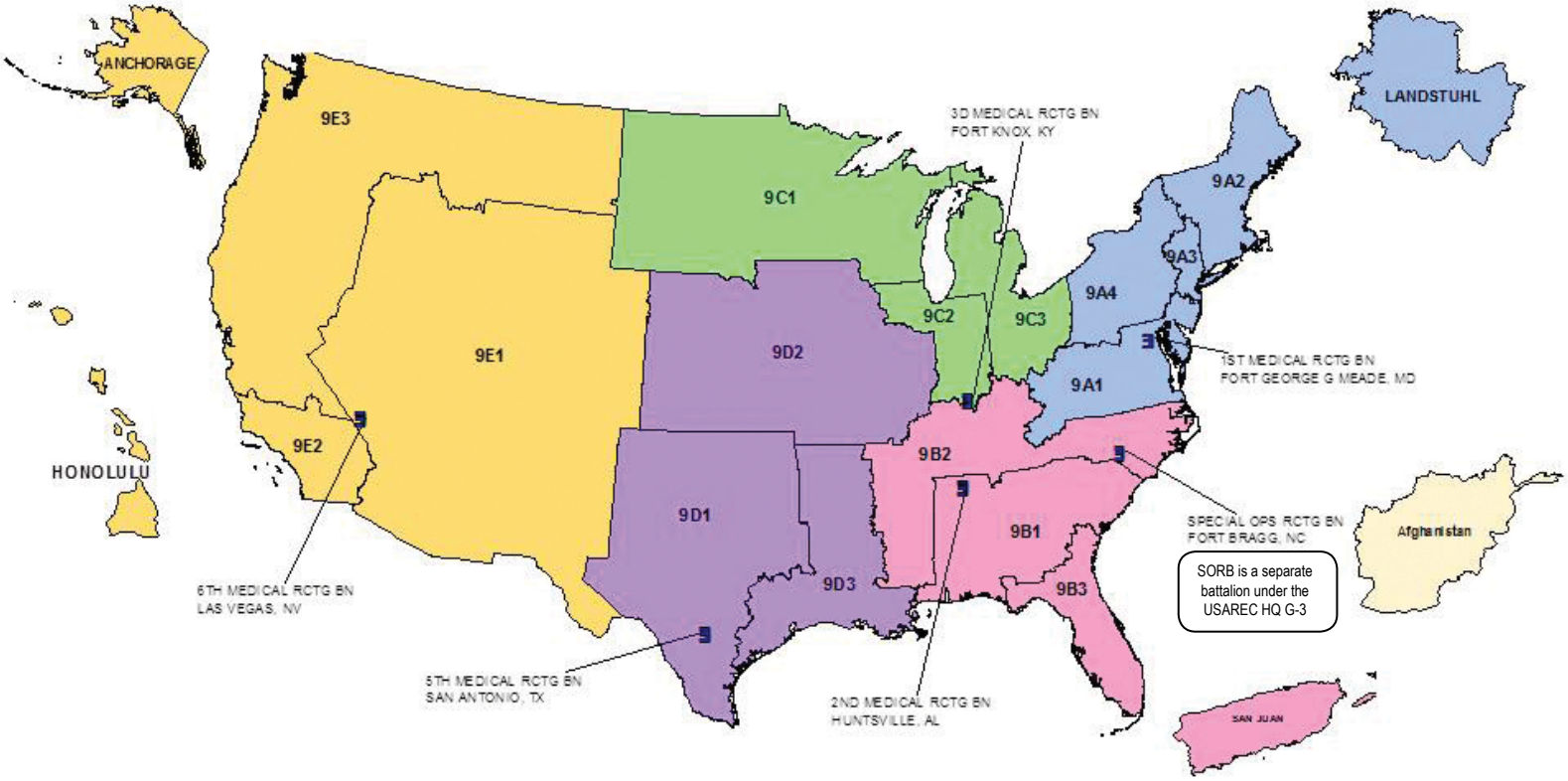
4C Dallas
4D Denver
4E Houston
4G Kansas City
4J Oklahoma City
4K San Antonio
4P Phoenix

6th Brigade

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

U.S. Army Medical Recruiting Brigade

1 Medical Recruiting Brigade encompassing the entire command
5 Medical Recruiting Battalions
1 Chaplain Branch
16 Medical Recruiting Companies
6 Chaplain Recruiting Teams
81 Medical Recruiting Centers
5 SP Corps Recruiters



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

III. Recruiting Chain of Command

The Chain of Command	The NCO Support Channel
a. The Center Leader	a. The Center Leader
b. The Company Commander	b. The First Sergeant
c. The Battalion Commander	c. The Battalion Command Sergeant Major
d. The Brigade Commander	d. The Brigade Command Sergeant Major
e. The USAREC Commanding General	e. The USAREC Command Sergeant Major

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

The Chain of Command

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

The 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.

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

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

The 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.

The NCO Support Channel

The 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.

The 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.

The 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 most trusted adviser to the brigade commander on all facets of recruiting operations and personnel issues.

The USAREC Command Sergeant Major: The CSM is USAREC's 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.

I WANT YOU
FOR U.S. ARMY
NEAREST RECRUITING STATION

TAB B—
HISTORY

A Core Army Value:

DUTY

Fulfill your obligations. Doing your duty means more than carrying out your assigned tasks. Duty means being able to accomplish tasks as part of a team. The work of the U.S. Army is a complex combination of missions, tasks and responsibilities—all in constant motion. Our work entails building one assignment onto another. You fulfill your obligations as a part of your unit every time you resist the temptation to take "shortcuts" that might undermine the integrity of the final product.

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."

Maj. Gen. Jacob Jennings Brown

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The relocation will save the Army an estimated $14 million a year.

Military OneSource is a Department of Defense funded program providing information, referral, nonmedical counseling, website, specialty consultations, educational materials, and many other services. Military OneSource services are provided through the call center 800-342-9647 and website at **www.militaryonesource.mil** to service members and the families of the active duty, National Guard and reserve regardless of activation status, Coast Guard and their families when activated for the Navy, and members of the Civilian Expeditionary Workforce and their families. Services and support are available worldwide 24 hours a day, seven days a week.

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

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

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

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

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

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

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

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

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

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

TAB C—
RELOCATION

A Core Army Value:

RESPECT

Treat people as they should be treated. In the Soldier's Code, we pledge to "treat others with dignity and respect while expecting others to do the same." Respect is what allows us to appreciate the best in other people. Respect is trusting that all people have done their jobs and fulfilled their duty. And self-respect is a vital ingredient with the Army value of respect, which results from knowing you have put forth your best effort. The Army is one team and each of us has something to contribute.

I. Pre-Departure: Resources

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

A. Sponsorship Program

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

You will be given your battalion assignment during the second week of the Army Recruiter Course (ARC) and your recruiting center assignment during the fourth week of the ARC. Shortly thereafter, you will receive an email to your AKO account from the battalion S-1. This email will include the name and contact information for your sponsor, who will contact you within seven days. The assigned sponsor will provide a welcome packet and current information about USAREC and the surrounding community.

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

If you selected to sponsor a Family, Military, OneSource offers training and tools to help you better assist incoming Soldiers and Families.

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

Interactive Customer Evaluation (ICE)- You can provide feedback about the services provided you by a Soldier and Family Assistance Program Manager, by visiting our ICE site at **http://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=1159&service_category_id=6&dep=*DoD**.

WE APPRECIATE YOUR COMMENTS/FEEDBACK!

A USAREC Family Program Overview/Newcomers Orientation Video that provides a quick overview of USAREC Quality of Life (QOL) support is available at the following link: **https://www.youtube.com/watch?v=UYWYS-PuYPY&feature=youtu.be**.

For additional information and resources, please visit the HQ USAREC Soldier and Family Assistance Branch (SFAB) website at: **http://www.usarec.army.mil/hq/HRD/SFA/index.shtml**.

Please follow and like us on the USAREC SFAB Facebook page: **https://www.facebook.com/USARECSFAB**.

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

C. Army OneSource

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

D. Military OneSource

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

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

Handy To-Do Lists and Checklists
Choose your departure and destination locations, as well as a departure date, to create the printable calendar, to-do lists, and checklists to help you stay organized.
Visit **http://planmymove.militaryonesource.mil.**
Customizable Calendar

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

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

Don't need a planning calendar? Go to MilitaryINSTALLATIONS, a searchable directory of installation and state programs and services - including recruiting battalions — 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.
Visit **www.militaryinstallations.dod.mil/.**

MilitaryINSTALLATIONS
With MilitaryINSTALLATIONS you can select any location and find valuable information on many topics such as housing, relocation assistance, child care, household goods, education and health care.

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

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

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. The MALT rate per authorized personal vehicle or POC (privately owned conveyance) is $.23/mile for PCS travel beginning on or after Jan. 1, 2012.

B. 'Plus' (Per Diem) Allowances

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

C. Dislocation Allowance (DLA)

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

D. Temporary Lodging Expense Allowance (TLE)

Authorized allowance to help defray the cost of meals and temporary lodging expenses incurred during the PCS relocation, TLE will not exceed $290/day for up to 10 days.

E. Advance Pay and Allowances

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

III. Pre-Departure: Housing Options

A. Military Installation Family Housing

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

1. Application for Family Housing

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

2. 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**.

B. Leased Government Housing (LGH)

Recruiting personnel can be assigned to locations where housing costs are not documented and not fully supported by Basic Allowance Housing (BAH) and where military housing is not available within a reasonable commuting distance. To improve the quality of life for USAREC Families in these areas, the command, in conjunction with the U.S. Army Corps of Engineers

(COE), will procure leased housing. Although there is a limited number of LGH units available command-wide, it would be beneficial to contact the USAREC LGH office for information about this program.

1. Eligibility for Family Leased Housing

   a. The program is open to all ranks.
   b. All eligible personnel must be receiving BAH at the 'with dependent rate' and be accompanied by dependents. In cases of joint custody of dependents, only the military Soldier who has custody for more than six months per year is eligible.
   c. The permanent duty station must be located in a location that is greater than a one-hour commute from a military installation that has government housing.
   d. Soldiers are required to have at least 12 months remaining at their current duty station at the estimated lease start date.
   e. If adequate suitable housing is identified by the COE but declined by the Soldier, the Soldier will be dropped from the program. The Soldier cannot reapply for the program until he/she has orders for a permanent change of duty station.

2. Bedroom Entitlement is based on number of dependents — up to a maximum of four bedrooms — as listed below:

   - Member and spouse one bedroom.
   - Children under age 6 share a bedroom with siblings of the same or opposite gender (maximum of two children per bedroom).
   - Children ages 6-9 share a bedroom with siblings of the same gender only (maximum of two children per bedroom).
   - The servicemember's dependent parents are entitled to their own bedroom.
   - Soldier must show proof that any children between the ages of 18 and 22 are enrolled in school/college to be included in the bedroom count.
   - Child loses bedroom entitlement on 23rd birthday.

3. Application procedures for leased housing.

   a. Servicemember completes and submits USAREC Form 700-5.6 (Application for Leased Government Housing) and USAREC Form 700-5.8 (Statement of Understanding for Acceptance of Leased Government Housing and submits forms to the USAREC LGH office. The servicemember's signature on the USAREC Form 700-5.8 indicates that he/she understands the provisions of participating in the LGH program.
   b. A copy of the servicemember's PCS and pinpoint orders must accompany each application.
   c. The total application process may take approximately 45-60 days.

4. For more information contact:

   USAREC Housing Office
   (502) 624-3103
   Email: usarmy.knox.usarec.list.hq-g4-housing-office@mail.mil
   Visit **www.usarec.army.mil/fhp**
   Find us on the USAREC facebook page: **https://www.facebook.com/#1/USAREC**.

IV. Pre-Departure: Child/School Options

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

A. Military Childhood Education Coalition (MCEC)

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

B. SchoolQuest.org

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

C. Military OneSource

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

D. Researching a Great School:

Visit our Soldier and Family Assistance Branch website and select "Researching a Great School" to find important questions to ask when researching schools within your new community. Click on Relocation Assistance on left-hand side column.: **http://www.usarec.army.mil/hq/HRD/SFA/index.shtml**.

V. Transition: Medical and Dental Coverage En Route

TRICARE is a regionally managed health care program for active duty and retired members of the uniformed services, their Families and survivors. TRICARE brings together the health care resources of the Army, Navy, and Air Force and supplements them with networks of civilian health care 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

If you need urgent care while en route to your new duty station, coordinate the care with your primary care manager (PCM) and/or TRICARE region POC. TRICARE defines urgent care as medical care for a condition that will not result in disability or death if not treated immediately but should be treated within 24 hours to avoid further complications.

If you are in a Prime program, you must coordinate urgent care with your primary care manager and/or TRICARE region POC before receiving care. If you are in TRICARE Standard & Extra or TRICARE For Life, you can receive care as you normally would. You should, however, contact your TRICARE region POC as soon as possible to coordinate any prior authorizations that are needed.

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 prescriptions, please see pages Pages 26-27.

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 cost in local civilian markets. Rates vary by pay grade, dependency status and geographic location. There are "with" and "without dependent" rates.

2. CONUS COLA

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

3. Special Duty Assignment Pay (SDAP) for recruiters

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

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

4. Recruiter Expense Allowance (REA)

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

5. Basic Allowance for Subsistence (BAS)

Basic Allowance for Subsistence (BAS) is meant to offset the cost of the Soldier's meals, but it is not intended to cover the cost of meals for family members. The rate for 2013 is $352.27 per month for enlisted Soldiers and $242.60 for officers.

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, visit **www.dfas.mil/militarymembers/payentitlements/aboutpay.html**.

7. Miscellaneous Pay and Allowances

A Soldier may receive many 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.

For more information and premiums, visit **www.benefits.va.gov/insurance**.

B. 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. Driver's License

Some states require that family members with a current license obtain a driver's license for that state. Please contact your local DMV for more information, or search the DMV website at **www.dmv.com.**

D. Defense Enrollment Eligibility Reporting System (DEERS)

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

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

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

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

1. DEERS Enrollment and Update

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

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

TRICARE Medical Information

It is federal law that all active duty personnel be enrolled in TRICARE Prime or TRICARE Prime Remote. In order to enroll family members in TRICARE, DEERS must be up to date.

For complete information on TRICARE coverage options, visit **www.tricare.mil.**

2. TRICARE Prime (TP)

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

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

3. TRICARE Prime Remote (TPR)

As a recruiter, you will likely use TRICARE Prime Remote (TPR) because you will probably not be located near a military installation. TPR is a managed care option similar to TRICARE Prime for active duty servicemembers and their eligible family members while they are assigned to remote duty stations in the United States. Remote locations are those that are 50 miles or one hour from an MTF (based on ZIP code). To find out if you live in a designated remote location, ask your SFA or go to **www.tricare.mil** and enter your profile.

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

CONTACT INFORMATION

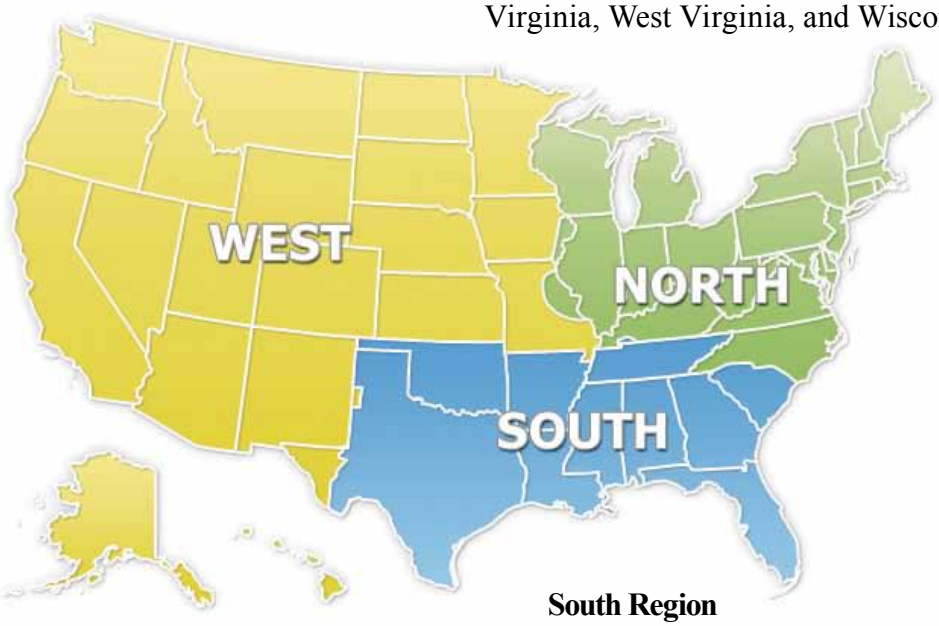
TRICARE North Region **Health Net Federal Services, LLC** 1-877-TRICARE (1-877-874-2273) 1-800-555-2605 (TRICARE Reserve Select) www.hnfs.com	**TRICARE South Region** **Humana Military** 1-800-444-5445 1-877-298-3408 (National Guard and Reserve) 1-877-249-9179 (Active duty programs) Warrior Navigation and Assistance Program: 1-888-4GO-WNAP (1-888-446-9627) Humana-Military.com	**TRICARE West Region** **UnitedHealthcare Military & Veterans** 1-877-988-WEST (1-877-988-9378) www.uhcmilitarywest.com
TRICARE For Life www.tricare.mil/tfl Wisconsin Physicians Service 1-866-773-0404 1-866-773-0405 (TDD/TTY) www.TRICARE4u.com	**milConnect Web Site — Update DEERS Online** http://milconnect.dmdc.mil **DEERS Information** www.tricare.mil/deers **Beneficiary Web Enrollment Information** www.tricare.mil/bwe	**TRICARE Pharmacy Program** www.tricare.mil/pharmacy Express Scripts, Inc. 1-877-363-1303 Member Choice Center 1-877-363-1433 (convert retail prescriptions to home delivery): www.express-scripts.com/TRICARE
TRICARE Active Duty Dental Program www.tricare.mil/addp United Concordia Companies, Inc. 1-866-984-ADDP (1-866-984-2337) www.addp-ucci.com	**TRICARE Dental Program** www.tricare.mil/tdp MetLife 1-855-MET-TDP1 (1-855-638-8371) (stateside) 1-855-MET-TDP2 (1-855-638-8372) (overseas) 1-855-MET-TDP3 (1-855-638-8373) (TDD/TTY) https://mybenefits.metlife.com/tricare	**TRICARE Retiree Dental Program** www.tricare.mil/trdp Delta Dental of California 1-888-838-8737 www.trdp.org
US Family Health Plan www.tricare.mil/usfhp 1-800-74-USFHP (1-800-748-7347) www.usfhp.com	**TRICARE Website** www.tricare.mil	**Military Health System Website** www.health.mil

Source: TRICARE Choices: At a Glance, February 2013 **http://www.tricare.mil/Publications.**

TRICARE REGIONS

North Region

The North Region includes Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Iowa (Rock Island Arsenal area), Kentucky (except Fort Campbell), Maine, Maryland, Massachusetts, Michigan, Missouri (St. Louis Area), New Hampshire, New Jersey, New York, North Carolina, Ohio Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, and Wisconsin.



West Region

The West Region includes Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa (excluding Rock Island Arsenal area), Kansas, Minnesota, Missouri (except the St. Louis area), Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Texas (the southwestern corner, including El Paso), Utah, Washington and Wyoming.

South Region

The South Region includes Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee, Texas (excluding the El Paso area) and Fort Campbell, Kentucky..

Overseas Region

The overseas region is divided into three geographic areas supported by TRICARE Area Offices (TAOs) and a single overseas contractor, International SOS:
the Eurasia-Africa, Latin America-Canada and Pacific areas.

For the overseas region map and contact information, visit
www.tricare-overseas.com/ContactUs/default.htm

4. Debt Collection Assistance Officer (DCAO)

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

If you are enrolled in a TRICARE plan such as TRICARE Prime, TRICARE Prime Remote, TRICARE Reserve Select, TRICARE Prime Overseas or TRICARE Global Remote Overseas, make sure to report your address change to your regional contractor or TRICARE area office. See page 24 for the region information.

E. TRICARE Dental Program (TDP)

MetLife 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 **(855) 638-8371** or visit **www.tricare.mil/coveredservices/Dental/TDP.aspx.**

1. TRICARE Dental Program Eligibility

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 22 in this booklet for DEERS verification and enrollment information.

F. TRICARE Pharmacy Benefits

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

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

G. Army Fee Assistance (AFA) Program

Army IMCOM G9 has consolidated the Army Child Care Fee Assistance (AFA) Program under the General Services Administration (GSA). The GSA is your point of contact for processing of all AFA related matters.

Army sponsors responsibilities as an eligible Army participant in the AFA program essentially 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 the GSA Subsidy Administration Section, when requested.
    e. Eligibility and program placement will be determined based on Army Child, Youth & School (CYS) Services guidance, as per current year school fee policy.

2. Who is eligible for Army Fee Assistance?

    a. Families of active and Reserve component Soldiers (Guard and Reserve Soldiers must be activated to be eligible).
    b. Department of the Army civilians.
    c. Survivors of fallen Soldiers.
    d. Wounded warriors assigned to a Warriors in Transition Unit or Battalion (WTU/WTB) or Special Operations Command (SOCOM).
    e. Spouses must be working a minimum of 25 hours or be enrolled in school.

3. How do I apply for Army Fee Assistance?

The Family must complete and submit an application and supporting documents by fax, email or U.S. mail to the GSA. Please visit **http://www.gsa.gov/childcaresubsidies** for the application packet and instructions.

4. Parent responsibilities:

    a. Complete the recertification process and forms required to determine the Family's continued eligibility.
    b. Continue to sign monthly attendance forms certifying your child care services have been rendered in order for AFA payments to be issued on your behalf.
    c. Meet program guidelines and use a qualifying child care provider.
    d. Pay the provider directly:
        - Any monthly copayment
        - Any additional charges for services the Families may incur to include field trips, non-essential supplies, late fees, etc.
    e. Report child care changes to the provider and the GSA immediately.
    f. Ensure that the provider and the GSA 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 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 the GSA in order to be approved.
    e. Continue to use the Child Care Aware Attendance sheets to request payment from the GSA on behalf of the Army until the GSA issues the provider an updated form for future billings.
    f. Report any and all changes that affect their eligibility to participate in AFA to the GSA immediately.
    g. Report any and all changes that affect the Army Family's enrollment in their program and in AFA to the GSA immediately.

6. GSA 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 the GSA 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)

H. Army Respite Care Program

Active Duty Army recruiters assigned to USAREC are eligible for five hours of no cost child care per month, as per School Year (SY) 14-15 Fee Policy. Spouses are not required to be working or enrolled in school to qualify for the five hours of child care per month.

For more information about the USAREC Respite Care Program, refer to the following Army Fee Assistance Website: **http://www.gsa.gov/childcaresubsidies**.

GSA
U.S. General Services Administration
Subsidy Administration Section
2300 Main Street 2SE, KCMO 64108
Tel: 1-866-503-0371
Army.childcare@gsa.gov

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

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

TAB D—
RECRUITING COMMAND

A Core Army Value:

SELFLESS SERVICE

Put the welfare of the Nation, the Army and your subordinates before your own. Selfless service is larger than just one person. In serving your country, you are doing your duty loyally without thought of recognition or gain. The basic building block of selfless service is the commitment of each team member to go a little further, endure a little longer, and look a little closer to see how he or she can add to the effort.

I. Connect With Your Community

A. Family Readiness Groups (FRGs)

USAREC FRG structure consists of:

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

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

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

B. Army Family Team Building (AFTB)

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

1. AFTB Class Information

Three levels of classes give USAREC Families the tools and resources necessary to be self sufficient and self-reliant. These classes will help you understand the Army's mission as well as how your Family fits into the big picture. Please contact your SFA for the battalion AFTB class schedule.

2. AFTB Online Training Modules

For those who do not have time to attend a traditional class, 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.

You can also learn how USAREC assists Future Soldiers' Families through the AFTB program.

C. The Army Volunteer Corps Program (AVC)

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

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

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

1. Volunteer Benefits

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

2. Volunteer Management Information System (VMIS)

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

D. Army Family Action Plan (AFAP)

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

USAREC Soldiers, Families and civilians may submit AFAP issues any time. AFAP issues can be submitted via the Army One Source (AOS) AFAP link; just find your USAREC brigade listed on the AOS AFAP site to submit the issue directly to your brigade SFA. You can also submit them directly via email to the battalion or brigade Soldier and Family Assistance Program Manager. 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) at ACSIM level for implementation consideration.

1. AFAP Forums

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

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

2. AFAP Participation

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

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

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

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

II. Military Support Services

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

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

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

B. Exceptional Family Member Program Systems Navigation

Systems Navigation is a community support component of the EFMP that connects exceptional family members 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 Navigation also supports the goals of the Army Family Covenant.

1. USAREC EFMP System Navigators

Systems Navigators work in conjunction with the battalion SFAs. Systems Navigators provide EFMP Soldiers with information on local, state and federal programs, resources and care givers who can offer assistance to their exceptional family members.

Battalion SFA Phone Numbers

Albany —(518) 266-7456
Atlanta — (770) 850-8762
Baltimore — (301) 677-7060
Baton Rouge —(225) 767-3079
Chicago — (224)538-3513
Cleveland — (216) 802-1407
Columbia — (803) 751-0943
Columbus — (614) 963-2910
Dallas — (972) 714-0561
Denver — (303) 863-8362
Fresno — (559) 492-5010
Great Lakes — (517) 887-7460
Harrisburg — (717) 614-2203
Houston — (713) 588-4007
Indianapolis — (317) 549-1780
Jacksonville — (904) 309-6915
Kansas City — (816) 891-8744
Los Angeles — (818) 609-7468
Miami — (305) 403-8470
Mid-Atlantic — (732) 323-7441
Milwaukee — (414) 577-2527
Minneapolis — (612) 725-3120
Montgomery — (334)551-3211
Nashville — (615) 872-7519
New England — (603) 610-0415
New York City — (718) 630-4372
Oklahoma City — (405) 609-8789
Phoenix — (602) 254-0569
Portland — (503) 256-9060
Raleigh — (919) 600-5586
Richmond — (804) 771-2633
Sacramento — (916) 844-1312
Salt Lake City — (801) 974-9521
San Antonio — (210) 295-0641
Seattle — (206) 764-6743
Southern California — (949) 367-1858
Syracuse — (315) 479-8532
Tampa — (813) 915-8417/935-5365
1st MRBn — (301) 677-6695
2d MRBn — (256) 450-9670
3d MRBn — (502) 626-0788
5th MRBn — (210) 295-0813
6th MRBn — (702) 898-9842

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

- Identify your EFM and Family strengths and needs.
- Help identify and prioritize your EFM and Family goals.
- Develop a Family Service Plan to reach your goals.
- Make referrals to required services.
- Provide information about disabilities or medical conditions of concern.
- Find transportation to appointments related to the Family Service Plan.
- Identify support groups and social activities.
- Strengthen your ability to advocate for your EFM.
- Research resources.

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

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

Soldiers or their spouses may subscribe to the quarterly USAREC EFMP newsletter through their systems navigator.

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

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

There are two MFLC and PFC teams assigned to each brigade. They travel throughout the brigade conducting site visits in the battalion areas. MFLCs offer confidentiality, with the exception of an obligation to report to the authorities any threats to do bodily harm. PFCs offer confidentiality, as well, unless command referred. Please contact the brigade SFA for the current schedule and contact information; contact phone numbers are on page 40-41.

1. Military Family Life Consultants (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.

Brigade	Installation Name	Current Numbers	Toll Free Numbers
1st Bde	Fort George G Meade	(443) 477-2135	(855) 837-9658
1st Bde	Fort George G Meade	(443) 478-6400	(800) 910-4036
2nd Bde	Redstone Arsenal	(256) 763-3466	(855) 837-9643
2nd Bde	Redstone Arsenal	(256) 309-1097	(800) 424-0467
3rd Bde	Fort Knox	(502) 264-5074	(800) 424-2607
3rd Bde	Fort Knox	(502) 264-5073	(800) 424-2608
3rd Bde	Fort Knox	(502) 264-7026	(888) 370-7115
3rd Bde	Fort Knox	(502) 264-7024	(888) 370-7116
5th Bde	Joint Base San Antonio	(662) 364-6741	(800) 424-1636
5th Bde	Joint Base San Antonio	(662) 364-0029	(800) 424-1635
5th Bde	Joint Base San Antonio	(662) 242-6381	(800) 242-2604
5th Bde	Joint Base San Antonio	(662) 242-5212	(800) 424-2602
5th Bde	Joint Base San Antonio	(662) 364-7074	(800) 424-2601
5th Bde	Joint Base San Antonio	(210) 557-4824	(855) 837-9660
5th Bde	Joint Base San Antonio	(210) 608-1610	(888) 370-7129
6th Bde	Las Vegas	(662) 242-5006	(800) 424-2605
6th Bde	Las Vegas	(662) 364-6808	(800) 424-1640
6th Bde	Las Vegas	(662) 364-1810	(800) 424-1639
6th Bde	Las Vegas	(662) 364-6748	(800) 424-1638
6th Bde	Las Vegas	(662) 364-6769	(800) 424-1637
6th Bde	Las Vegas	(702) 600-4121	(855) 837-9659
6th Bde	Las Vegas	(702) 281-0884	(888) 370-7128

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 servicemembers and Families on a wide variety of financial topics. For further assistance, please contact the number at your location.

Assignment	Assignment Cell Phone	Assignment Email
1Bde team 1	443-679-6755	USAREC1BD-PFC1@mflc.zeiders.com
1Bde team 2	301-310-8535	USAREC1BD-PFC2@ mflc.zeiders.com
2Bde team 1	256-558-6010	USAREC2BD-PFC1@mflc.zeiders.com
2Bde team 2	256-445-2918	USAREC2BD-PFC2@mflc.zeiders.com
3Bde team 1	502-565-6432	USAREC3BD-PFC1@mflc.zeiders.com
3Bde team 2	502-667-3367	USAREC3BD-PFC2@mflc.zeiders.com
MRB team 1	571-488-7678	USARECMRB-PFC1@mflc.zeiders.com
MRB team 2	571-389-4729	USARECMRB-PFC2@ mflc.zeiders.com
Kansas City	758-760-6360	USAREC5BD-KAN@mflc.zeiders.com
San Antonio	210-202-9551	USAREC5BD-SAT@mflc.zeiders.com
Houston	281-740-9861	USAREC5BD-HOU@mflc.zeiders.com
Phoenix	571-419-7729	USAREC5BD-PHO@mflc.zeiders.com
Denver	571-405-0719	USAREC5BD-DEN@mflc.zeiders.com
Dallas	571-405-0470	USAREC5BD-DAL@mflc.zeiders.com
Oklahoma City	571-405-0223	USAREC5BD-OKL@mflc.zeiders.com
San Diego	702-371-7823	USAREC6BD-SDC@mflc.zeiders.com
Sacramento	571-488-8614	USAREC6BD-SAC@mflc.zeiders.com
Seattle	702-286-7961	USAREC6BD-SEA@mflc.zeiders.com
Salt Lake City	210-380-0190	USAREC6BD-SLC@mflc.zeiders.com
Los Angeles	571-405-0952	USAREC6BD-LAX@mflc.zeiders.com
Portland	571-405-0730	USAREC6BD-POR@mflc.zeiders.com
Fresno	571-488-8196	USAREC6BD-FRE@mflc.zeiders.com

D. Unit Ministry Team (UMT)

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

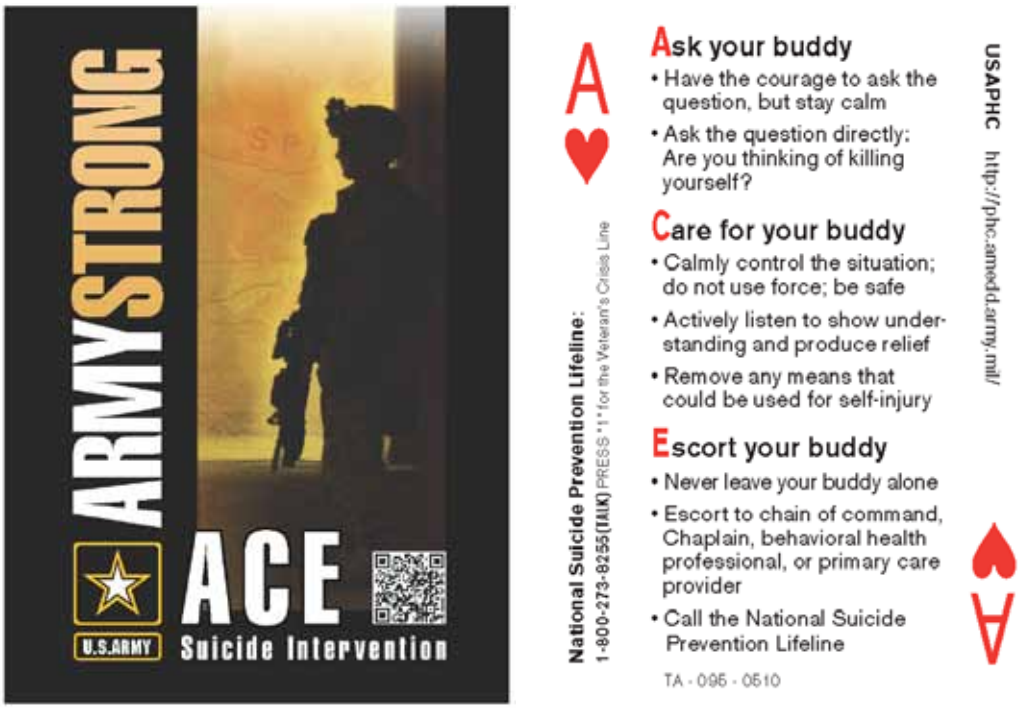
USAREC Unit Ministry Teams

1st Bde	5th Bde
301-677-2943	**210-221-1565**
2nd Bde	6th Bde
404-931-4248 or 256-450-9526	**702-639-2026**
3rd Bde	USAREC HQ/MRB
502-626-1039	**(270) 304-9153** or **(502) 626-0535**

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.

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

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

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

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

USAREC Command Psychologist Contact Numbers

Command Psychologist	**502-626-0135**
Recruiting & Retention School	**502-624-2406**
1st Bde	**301-677-4558**
2nd Bde	**256-450-9542**
3rd Bde	**502-626-1039**
5th Bde	**210-221-0535**
6th Bde	**702-639-2013**

G. Family Advocacy Program (FAP)

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

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

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

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

The SHARP Program

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

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

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

For more information about the Army's SHARP program, visit **www.sexualassault.army.mil/**.

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

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

USAREC Family Advocacy Program/SHARP Coordinators

Headquarters, USAREC (888) 434-6209

1st Bde	5th Bde
(301) 677-2571	**(210) 221-2767**
2nd Bde	6th Bde
(256) 450-9529	**(702) 639-2011**
3rd Bde	MRB
(502) 626-0752	**(502) 626-1208**

Brigade Soldier and Family Assistance (SFA) Program Managers

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

Sexual Assault Response Coordinators

1st Bde	**(301) 677-4568**
2nd Bde	**(256) 450-9549**
3rd Bde	**(502) 626-2395**
5th Bde	**(210) 221-2198**
6th Bde	**(702) 639-2023**
MRB	**(502) 626-0366**
HQ, USAREC	**(888) 434-6209**

I. Army Substance Abuse Program (ASAP)

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

USAREC implements this mission by randomly selecting its Soldiers for drug testing through urinalysis each month. By the end of each fiscal year, each battalion will test every assigned Soldier at least once. In addition, there are mandatory substance abuse classes taught quarterly. These classes combine for a minimum of eight hours per year of substance abuse training and education.

Soldiers who recognize they have a substance abuse problem and desire assistance should use the self-referral option to enter a drug and alcohol education and rehabilitation program. This method will allow them to avoid adverse actions to their careers while receiving the professional help needed to return them to duty and full health. This method is highly preferred by the Army.

The self-referral process is explained in AR 600-85, 7-10. Soldiers wishing to receive ASAP counseling may ask their commander to assist them in making an appointment with the nearest Army installation ASAP office for the initial interview, although it is not necessary to do so. The Soldier has certain legal protections available under the limited use policy, as applicable. See AR 600-85, 10-12. There is also a Battle Buddy Hotline USAREC Soldiers may call for guidance: **(800) 223-3735 Ext. 0**.

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

J. The Brigade Judge Advocate (BJA)

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

Brigade Judge Advocate Contact Information

1st Bde	5th Bde
(301) 677-2788	(210) 221-2929
2nd Bde	6th Bde
(256) 450-9520	(702) 639-2062
3rd Bde	MRB
(502) 626-0617	(502) 626-2412

K. Military OneSource

Military OneSource is a confidential Department of Defense-funded program providing comprehensive information on every aspect of military life at no cost to active duty, Guard and Reserve component members and their families. Information includes, but is not limited to, deployment, reunion, relationship, grief, spouse employment and education, parenting and childhood, and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Confidential services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers a confidential call center and online support for consultations on a number of issues, such as, spouse education and career opportunities, issues specific to a family member with special needs, health coaching, financial support, and resources.

Military OneSource also offers confidential non-medical counseling services online, via telephone, or face to face. Eligible individuals may receive confidential non-medical counseling addressing issues requiring short-term attention, including everyday stressors, deployment and reintegration concerns, parenting, grief and loss, and marital problems, assistance with financial management, taxes, career services, health and wellness, and more. This personalized support is available 24/7 no matter where you live or serve.

To reach Military OneSource, visit **www.militaryonesource.mil** or call (800) 342-9647.

L. Emergency Assistance Contacts

1. Army Emergency Relief (AER) Program

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

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

Additional information about AER may be found at **www.aerhq.org**.

2. American Red Cross

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

For more information, visit **www.redcross.org**.

M. 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 (both state and federal) and free telephonic tax consultations. To get access to the free tax filing services, please return to the Military OneSource website annually around mid-January.

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

For more information, visit **www.militaryonesource.mil/pfm/tax-planning-and-preparation**. Also refer to **www.irs.gov/Individuals/Military** for tax information for military members.

I. Military Spouse Employment & Education

A. Employment

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

1. Employment Eligibility Categories

For more detailed information on federal employment categories, refer to the U.S. Office of Personnel Management website at **www.opm.gov/policy-data-oversight/hiring-authorities/**.

If you are a veteran, visit **www.opm.gov/policy-data-oversight/veterans-services/vet-guide/**.

2. Military Spouse Preference (MSP) Program

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 seeking employment.

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.

To be eligible for the MSP, you must be the spouse of an active duty U.S. military member, to include the Coast Guard or full-time National Guard and be relocating (not due to separation or retirement) but with your military sponsor under a permanent change of station (PCS) move to an active duty assignment. You must have been married to the military sponsor prior to the sponsor's reporting date at the new assignment, apply for a position within commuting distance of the sponsor's permanent new duty station, and rank among the "best qualified" candidates for the position You may apply for MSP as early as 30 days prior to your reporting date at the new duty station.

Although the MSP program allows military spouses to receive preference over other candidates, some individuals are given a higher preference status, such as, disabled veterans, employees registered in the Equal Employment Opportunity (EEO) program, and former employees returning from overseas.

MSP applies to two main types of federal employment within the DoD: civil service or Appropriated Fund (AF), and Non-Appropriated Fund (NAF). They are considered separate hiring authorities and generally have separate hiring offices on military installations.

The U.S. Army has employed civilians since 1776 to support men and women in uniform. With more than 330,000 civilian employees, the Army civilian service is the largest, busiest, and most successful company within the Department of Defense.

Army civilians are dedicated, experienced, and committed to serving the nation. They are an integral part of the Army team providing mission-essential support to the Soldier. Civilians are federal civil servants, committed to selfless service in the performance of their duties in support of their nation.

www.usajobs.gov

Run by the U.S. Office of Personnel Management (OPM), USAJOBS is the federal government's official one-stop source for 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.

3. Military Spouse Career Resources

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

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

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

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

b. Military Spouse Employment Partnership (MSEP)

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

Visit **https://msepjobs.militaryonesource.mil.**

c. The Military Spouse Career Advancement Account (MyCAA)

The Military Spouse Career Advancement Accounts Program, a component of DOD's Spouse Education and Career Opportunities program, is a career development and employment assistance program. MyCAA helps military spouses pursue licenses, certificates, certifications or associate degrees necessary for gainful employment in high demand, high growth portable career fields and occupations. MyCAA provides a maximum education benefit of $4,000 with an annual fiscal year cap of $2,000 to assist eligible military spouses who need professional credentials to meet their portable career goals.

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

B. Education

1. Military Installation Education Centers

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

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

2. Military OneSource

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

3. Post-9/11 GI Bill

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

4. March 2 Success

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

TAB E—
RESOURCES

A Core Army Value:

HONOR

Live up to Army values. The Nation's highest military award is The Medal of Honor. This award goes to Soldiers who make honor a matter of daily living—Soldiers who develop the habit of being honorable, and solidify that habit with every value choice they make. Honor is a matter of carrying out, acting, and living the values of respect, duty, loyalty, selfless service, integrity and personal courage in everything you do.

Valuable Family Assistance Websites

The following are websites you may find useful in answering some common questions.

US Army Recruiting Command Soldier and Family Assistance Branch - **https://www.facebook.com/USARECSFAB?ref=hl**

Family Resource Overview/ Newcomer's Orientation - **http://www.usarec.army.mil/hq/HRD/SFA/index.shtml**

Interactive Customer Evaluation - **http://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=1159&service_**

American Red Cross - www.redcross.org

Army Emergency Relief (AER) - The AER fund assists Soldiers in need of financial help. AER collects donations from Soldiers and Army retirees annually. **www.aerhq.org**

Army Family Team Building (AFTB) - Along with a lot of useful information, the site offers the AFTB Levels I, II & III courses online. **www.myarmyonesource.com** Click on 'Online Training'.

Armed Forces Vacation Club (AFVC) - AFVC is a space-available program that offers DOD-affiliated personnel the opportunity to take affordable condominium vacations at resorts around the world. **www.afvclub.com**

Army Knowledge Online (AKO) - www.us.army.mil

Army OneSource - Army OneSource is a comprehensive multi-component website that provides information on Army and community support services to meet the diverse needs of active Army, Army National Guard and Army Reserve Soldiers and Families. **www.myarmyonesource.com**

Army A-Z - A resource that will link you to every Army unit website as well as support organizations. All organizations are in alphabetic order. **www.army.mil/info/a-z/**

Defense Finance and Accounting Services (DFAS) - DFAS has links to MyPay, per diem amounts, PCS travel information, housing allowances and pay charts. **www.dfas.mil**

Exceptional Family Member Program (EFMP) - EFMP is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated community support, housing, educational, medical, and personnel services to Families with special needs. **www.myarmyonesource.com** Click on the EFMP logo.

Army Family and Morale, Welfare and Recreation (FMWR) - FMWR is a comprehensive network of support and leisure services designed to enhance the lives of Soldiers (active, Reserve, and Guard), their Families, civilian employees, military retirees and other eligible participants. **www.armymwr.org**

Military OneSource - You will need to log in to access this site, which offers help to Army Families in elder care, parenting, marriage and life skills, among many other topics. Military OneSource has translation services in 150 languages and a multicultural staff.
www.militaryonesource.com

Consumer Sentinel - Military - This site contains information on identity theft, work-at-home scams, and other consumer protection issues that affect military personnel and their Families.
http://www.ftc.gov/sentinel/military/index.shtml

Military Youth on the Move - MYOM is focused on dealing with age-specific issues related to relocation, transitioning to a new school, military life, and much more. MYOM was developed with kids in mind, drawing upon input from military children of all ages.
http://apps.militaryonesource.mil/myom.

Plan My Move - Plan My Move is the official DOD website to assist military members and their Families with all the details connected with a government ordered permanent change of station (PCS). **http://planmymove.militaryonesource.mil/**

Thrift Savings Plan - The Thrift Savings Plan is a retirement plan for federal government civilian employees and uniformed servicemembers. **www.tsp.gov**

TRICARE Dental Care - MetLife administers the TRICARE Dental Program (TDP) to active duty family members, National Guard and Reserve members and their Families.
www.tricare.mil/dental

TRICARE Health Care - TRICARE is the health care system for Soldiers, retirees and their Families. This site contains information on enrollment, claims, benefits and much more.
www.tricare.mil/mybenefit

TRICARE ONLINE - Allows you to view and manage you and your family's appointments at military hospitals and clinics, refill prescriptions, and view your personal health data through TRICAREOnline**.**
https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal

milConnect - milConnect is a website provided by the DMDC that offers sponsors, spouses, and their children (18 years and older) access to their personal information, health care eligibility, personnel records, and other information from a centralized location. **https://www.dmdc.osd.mil/milconnect/**

Other 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.

ARMY

U.S. Army Recruiting Command ..... http://www.usarec.army.mil
U.S. Army ..... http://www.army.mil
Human Resources Command ..... http://www.hrc.army.mil

BENEFITS

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

BUSINESS

Small Business Administration ..... http://www.sba.gov

CALCULATORS

Social Security Benefit Calculators ..... http://www.socialsecurity.gov/estimator
TSP Retirement Planner ..... http://www.tsp.gov/planningtools/retirementplanning/howMuchToSave.shtml
Life Insurance Needs Calculator ..... http://www.benefits.va.gov/INSURANCE/introCalc.asp
BAH Calculator ..... http://www.defensetravel.dod.mil/site/bahCalc.cfm

EDUCATION

College Board ..... 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
Scholarships for Military Children ..... http://www.militaryscholar.org/index.shtml
Federal Student Aid ..... http://studentaid.ed.gov/
March 2 Success http://www.march2success.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
Military Family Association ..... http://www.nmfa.org/
Military Spouse Career Site (Department of Labor) ..... http://www.careeronestop.org/militaryspouse/
Military Family Research Institute ..... https://www.mfri.purdue.edu/
NYU Child Study Center ..... http://www.aboutourkids.org
Parents Helping Parents of Massachusetts ..... http://www.parentshelpingparents.org/
Military Child ..... http://www.militarychild.org
Military Parenting ..... http://www.militaryparenting.org

FEDERAL EMPLOYEE

Military Spouse Preference Eligibility..... http://wu.acpol.army.mil/eur/employment/msp/index.asp?Try=Yes
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
Thrift Savings Plan ..... http://www.tsp.gov
Army Benefits Center..... https://www.abc.army.mil
DCPDS Portal for MyBiz..... https://compo.dcpds.cpms.osd.mil
Defense Civilian Personnel Advisory Service ..... http://www.cpms.osd.mil

FINANCIAL ASSISTANCE

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

GUARD & RESERVE

U.S. Army Reserve..... http://www.usar.army.mil
Army National Guard..... www.nationalguard.com
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.afreserve.com
U.S. Marine Corps Forces Reserve ..... 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

HEALTH CARE

My TRICARE Claims Processing Service..... http://www.mytricare.com
TRICARE Dental ..... http://www.tricare.mil/dental
TRICARE..... http://www.tricare.mil

ID CARDS

RAPIDS Site Locator ..... https://www.dmdc.osd.mil/rsl

INSURANCE

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

LEGISLATIVE AND GOVERNMENT AGENCIES

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
U.S. House of Representatives ..... http://www.house.gov
U.S. Postal Service ..... http://www.usps.com

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 SHOPPING

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

MORALE, WELFARE & RECREATION

Army Family and Morale, Welfare & Recreation ..... http://www.armymwr.com

SERVICE AGENCIES

Air Force Aid Society ..... http://www.afas.org
Navy-Marine Corps Relief Society ..... http://www.nmcrs.org
Armed Forces YMCA ..... http://www.asymca.org
Army Emergency Relief ..... http://www.aerhq.org
American Red Cross ..... http://www.redcross.org
USO ..... http://www.uso.org

SERVICE

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

TRAVEL

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

VETERAN/RETIREE

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

VOLUNTEER

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

VOTER INFORMATION

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

TAB F—
GLOSSARY OF ACRONYMS & HELPFUL TERMS

A Core Army Value:

INTEGRITY

Do what's right, legally and morally. Integrity is a quality you develop by adhering to moral principles. It requires that you do and say nothing that deceives others. As your integrity grows, so does the trust others place in your. The more choices you make based on integrity, the more this highly prized value will affect your relationships with family and friends, and, finally, the fundamental acceptance of yourself.

Additional information available at **http://www.dtic.mil/doctrine/dod_dictionary/index.html**

A

AAFES	Army and Air Force Exchange Service
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 on active duty during training
ACC	Assistant Center Commander
ACE	Army Career Explorer, part of the www.goarmy.com website
ACL	Assistant Center Leader
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 occupational 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
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 Volunteer Corps Program
AVCC	Army Volunteer 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

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
Center Leader	A noncommissioned officer who leads a recruiting center/station
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, Chaplains
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

FAP 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 Combat 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

OCONUS	Outside the Continental United States
OER	Officer Evaluation Report
OIC	Officer in Charge
Other	Anyone other than a grad alpha or an 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

R

RA	Regular Army - Active Duty
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 and 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
RRS	Recruiting and Retention School
RST	Recruiting Support Team

S

SA	Senior Alpha - a high school senior who scores above 50 on the ASVAB
SDAP	Special 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
SZ	School Zone

T

TAIR	Total Army Involvement in Recruiting
TDP	TRICARE Dental Program
TDY	Temporary Duty — the 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

X

XO	Executive Officer

Other

79R	MOS for a career recruiter

TAB G—
ACKNOWLEDGEMENTS

A Core Army Value:

PERSONAL COURAGE

Face fear, danger or adversity (physical or moral). Personal courage has long been associated with our Army. With physical courage, it is a matter of enduring physical duress and at times risking personal safety. Facing moral fear or adversity may be a long, slow process of continuing forward on the right path, especially if taking those actions is not popular with others. You can build your personal courage by daily standing up for and acting upon the things that you know are honorable.

USAREC wants to recognize and thank all senior spouses for all their hard work and dedication toward creating this resource guide. Their efforts will provide the quality information needed to allow our Soldiers and their Families to make a smooth transition into USAREC.

Find the most current version of the USAREC Family Resource Guide online at **www.usarec.army.mil/hq/HRD/SFA/index.shtml.**

USAREC Headquarters
Office of Soldier and Family Readiness
1307 3rd Avenue
Fort Knox, KY 40121
www.usarec.army.mil

The information within this guide does not necessarily represent the views of U.S. Army or Recruiting Command and was current as of the date above. The U.S. Army is not responsible or liable for any incorrect information or sources. For comments, corrections or suggestions, please contact the USAREC Office of Soldier and Family Readiness at (502) 626-0092 or brian.c.mcdonald2.civ@mail.mil.

DoD

Safe Helpline

Sexual Assault Support for the DoD Community

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

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

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

Click www.SafeHelpline.org

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 - Quick Reference Sheet

Brigade Resources	Telephone Numbers
Military Family Life Consultants (MFLCs)	1st Brigade: (443) 478-6400 / (800) 910-4036 (443)477-2135 / (855) 837-9658 2nd Brigade: (256) 763-3466 / (855)837-9643 (256) 309-1097 / (800)424-0467 3rd Brigade: (502) 264-7024/7026 / (888) 370-7115/7116 5th Brigade: (210) 608-1610 / (888) 370-7129 (702) 600-4121 / (855) 837-9659 6th Brigade: (210) 557-4824 / (855) 837-9660 (702) 281-0884 / (888) 370-7128 Medical Recruiting Brigade: (502) 378-2773 / (270) 319-2590
Personal Financial Counselors (PFCs)	1st Brigade: (443) 679-6755 / (502) 680-4103 2nd Brigade: (256) 558-6010 / (256) 445-2918 3rd Brigade: (502) 565-6432 / (502) 667-3367 5th Brigade: (210) 202-9551 / (210) 380-0190 6th Brigade: (702) 371-7823 / (702) 286-7981 Medical Recruiting Brigade: (502) 565-6498 / (502) 680-4103
Brigade Soldier & Family Assistance (SFA) Program Managers	1st, 2nd, 3rd, 5th and 6th Brigade (800) 790-0963 Battalion list on page 33
Family Advocacy Program Coordinators (FAPCs)	1st Brigade: (301) 677-2571 2nd Brigade: (256) 450-9529 3rd Brigade: (502) 626-0752 5th Brigade: (210) 221-2767 6th Brigade: (702) 639-2011 Medical Recruiting Brigade: (502) 626-1208
Military OneSource (www.militaryonesource.mil)	(800) 342-9647
Army Suicide Prevention Program	National Suicide Prevention Lifeline (800) 273-TALK (8255)
USAREC Chaplain/Unit Ministry Team	USAREC HQs Chaplain: (270) 304-9153 1st Brigade: (573) 590-1383 2nd Brigade: (404) 931-4248 3rd Brigade: (888) 390-5749 5th Brigade: (888) 301-1761 6th Brigade: (702) 875-6102 Medical Recruiting Brigade: (270) 304-9153

USAREC Soldier & Family Assistance Branch: www.usarec.army.mil/hq/HRD/SFA/index.shtml

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