



United States Department of State

# Managing Your Unaccompanied Tour



*Resources, Publications, and  
Personal Contingency Planning*



**FLO**

U.S. DEPARTMENT OF STATE

*Advocacy Programs Services*

## Introduction

*The Department of State's Family Liaison Office (FLO) recognizes the unique stresses, questions, and concerns that arise when family members are temporarily separated while a loved one is serving overseas at an unaccompanied post. FLO's Unaccompanied Tours Support Officer and Program Assistant are devoted to supporting employees and family members in this situation. Family members includes spouses, partners, parents, siblings, adult children, and anyone whom you consider your family. This pamphlet was designed to introduce you to the many resources available to you. We invite you to contact us at any time in order that we may assist you directly.*

## Where to Start?

Embarking on a tour at an unaccompanied post impacts the Foreign Service employee and their family members in many different ways. While these differences may vary in scope, each makes an impact and are all important.

Employees serving at unaccompanied posts find themselves in a very restrictive environment with marked security concerns. The employee has to face the challenges of this environment without the routine interaction with family, friends, and other companions. Those who remain behind also have the added challenge of coping with everyday issues without the participation of their loved one(s). It is not uncommon for children to show their frustration or fear and 'act out' their anger over the departure of a parent. Parents of the employee serving at an unaccompanied often have their own concerns as well. This is just the beginning.

FLO is here to help you and your loved ones manage some of the issues related to the separation an unaccompanied tour (UT) demands and will help you make the best out of the situation. Visit FLO on the Internet at: [www.state.gov/m/dghr/flo/](http://www.state.gov/m/dghr/flo/) to get started.

## Employee and Family Member Programs

### Online Community

[HomefrontUS-subscribe@yahoogroups.com](mailto:HomefrontUS-subscribe@yahoogroups.com)

HomeFrontUS is a Yahoo group for family members of U.S. Government employees serving at unaccompanied posts. It provides an arena for private community

e-mail dialog and allows members to connect with other members in their geographic area. Spouses, partners, children, parents and siblings of employees at unaccompanied posts are invited to join.



### MHN Support Services

MHN Support Services provide customized solutions to the unique challenges encountered during an unaccompanied tour and offers appropriate assistance or referrals to help resolve emotional health, family, and work issues. Visit the web-site to access unaccompanied tours-related articles and tips.

MHN services are available through web, phone, and in-person.

Internet: <https://members.mhn.com/>

*company code: 'unaccompaniedtour'*

### IQ:Information Quest

IQ is the Department of State's contracted resource and referral service for employees and their family members. Use IQ to find resources on home services, schools, eldercare, and legal and medical services.

[www.worklife4you.com/](http://www.worklife4you.com/) (contact FLO to log on)

### Workbooks and Medals for Children

FLO offers age-appropriate handbooks for children whose parents are preparing to serve or are serving on an unaccompanied tour, and distributes medals and certificates of recognition. All Foreign Affairs Agency (Department of State, Commerce, Agriculture, USAID, and the Broadcasting Board of Governors) and Civil Service employees on limited non-career appointments to the Foreign Service detailed for 12 months or longer with children under age 18 are eligible.

Find out more about children's resources at:

[www.state.gov/m/dghr/flo/c14538.htm](http://www.state.gov/m/dghr/flo/c14538.htm)



## Confidential Counseling

### MHN

(800) 213-5811

Offers confidential counseling and referrals.

### Employee Consultation Service (ECS)

Email: [MEDECS@state.gov](mailto:MEDECS@state.gov); (202) 663-1815

ECS offers limited free, confidential counseling by Department of State licensed clinical social workers.

Internet: <http://www.state.gov/m/dghr/flo/2081.htm>

### Deployment Stress Management Program

Email: [MEDDSMP@state.gov](mailto:MEDDSMP@state.gov); (202) 663-1903

The Deployment Stress Management Program (DSMP) can provide information, education, referrals, initial assessment and brief treatment for problems related to the stress of deployment to high threat areas, unaccompanied tours, overseas crises and other stressful situations encountered by Foreign Service Officers, family members, and State Department employees overseas.

## FLO Internet Resources and Publications

### Unaccompanied Tours Contact Information Form for Employees and Family Members:

Please logon and fill out this form so FLO can stay in contact with employees and family members during a UT.

<http://www.state.gov/m/dghr/flo/c23112.htm>



***Unaccompanied Tours: A Decision Tree:*** A planner to help family decide where to reside during an unaccompanied tour

<http://www.state.gov/m/dghr/flo/c23112.htm>

### ***Long Distance Relationships and Separated Tours:***

***When Couples Live Apart:*** Addresses the difficulties and ways to overcome them when living apart from your spouse/partner.

<http://www.state.gov/m/dghr/flo/rsrscs/pubs/12511.htm>

**Talking with Youth about War, Crisis, Natural Disasters**  
<http://www.state.gov/m/dghr/flo/c8894.htm>

**To Subscribe to FLO e-publications**

*The Network, Global Employment Connections, and  
FLO Direct News*  
<http://www.state.gov/m/dghr/flo/c9156.htm>

**Important Department of State (DoS)  
Contacts and Resources**

**FLO Unaccompanied Tours Support Team**

Email: [FLOAskUT@state.gov](mailto:FLOAskUT@state.gov); (202)647-1076  
FLO provides confidential outreach, emotional support, and administrative guidance for employees and their family members before, during, and after an unaccompanied tour.  
Internet: [www.state.gov/m/dghr/flo/c14521.htm](http://www.state.gov/m/dghr/flo/c14521.htm)

**Department of State Operations Center**

Email: [SES-O@state.gov](mailto:SES-O@state.gov); (202) 647-1512  
The Operations Center number is used to contact employees in emergency situations.

**Department of State Main Operator**

(202) 647-4000

**Office of Casualty Assistance (OCA)**

Email: [oca@state.gov](mailto:oca@state.gov); (202) 736-4302  
OCA provides administrative assistance and on-going support to employees and their family members who are affected by critical incidents, including death of a loved one.  
Available on the Intranet: <http://hrweb.hr.state.gov/oca>

**Payroll Customer Support Center**

Email: [PayHelp@state.gov](mailto:PayHelp@state.gov); (800) 521-2553, (877) 865-0760  
The Payroll Customer Support Center provides a single point of contact for DoS employees with questions regarding salary payments, withholdings, or time and attendance.

## Transportation Services

Email: [TransportationO@state.gov](mailto:TransportationO@state.gov); (202) 663-0891/0892

Transportation is responsible for moving the personal possessions of employees and families to or from an overseas post.

Internet: <http://almopsttm.a.state.gov/>

## Office of Allowances:

Email: [AllowancesO@state.gov](mailto:AllowancesO@state.gov); (202) 261-1121

The Office of Allowances develops and coordinates policies, regulations, standards, and procedures to administer the government-wide allowances and benefits program abroad under the Department of State Standardized Regulations (DSSR).



The Office of Allowances can assist with identifying rates and answering questions regarding:

- Separate Maintenance Allowance (SMA)
- Post (Cost of Living) Allowance
- Post (hardship) Differential
- Education Allowance
- Danger Pay

Available on the internet: <http://aoprals.state.gov>

## Transition Center at the Foreign Service Institute

Email: [FSICTC@state.gov](mailto:FSICTC@state.gov); (703) 302-7267

The Transition Center provides the following services specific to unaccompanied tours:

- Post information and checklists
- A course on Long Distance Relationships
- A DVD, *Making Sense of Unaccompanied Tours: Insights for Couples*
- Re-entry resources



Internet: [www.state.gov/m/fsi/tc/index.htm](http://www.state.gov/m/fsi/tc/index.htm)

Destination Iraq Intranet site: <http://fsi.state.gov/fsi/tc/default.asp?Sec=Overseas%20Briefing%20Center&Cat=DESTINATION:%20IRAQ>

## Personal Contingency Planning Checklist:

Taking the following actions may be helpful to ensure financial, legal, and practical considerations are made:

- Make or update your will; update beneficiaries on all insurance policies; execute a power of attorney
- Discuss with your family what to do in case of an emergency; list emergency notification numbers
- Execute a current power of attorney so that an individual can transact business on your behalf. Have several originals and copies made. Consult with your bank or financial institution.
- Verify someone has access to your checking and banking accounts needed during the assignment.
- Establish credit and cash that will be adequate for emergencies.
- Get an automatic teller machine (ATM) card for your bank account that can be used throughout the U.S. and internationally. If you have a joint account, make sure both account holders have cards and know the PIN.
- Arrange for pick up or forwarding of mail

## Place the following documents in a safe depository in the U.S.:

- A copy of your will
- An original power of attorney
- Marriage certificate
- Naturalization papers
- Military discharge papers
- Deeds
- Mortgages
- Stocks and bonds
- Insurance papers – life, health, car, house





**FLO Unaccompanied Tours Support**  
<http://www.state.gov/m/dghr/flo/c14521.htm>  
Email: [FLOAskUT@state.gov](mailto:FLOAskUT@state.gov)

**Family Liaison Office (FLO)**  
Harry S. Truman Building  
2201 C Street, NW, Room 1239  
Phone: (202) 647-1076, (800) 440-0397  
Fax: (202) 647-1670  
Internet: <http://www.state.gov/m/dghr/flo/>  
Intranet: <http://hrweb.hr.state.gov/prd/hrweb/flo/index.cfm>

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