



“Family Strong” Resource Guide

United States Army
Recruiting Command
(USAREC)



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The United States Army Recruiting Command (USAREC) and its Soldiers, Families and Civilians are the Army's trusted Ambassadors to the American people, as we *Provide the Strength* from more than 1,600 recruiting stations nationwide and overseas.

Recruiting is one of the most critical jobs in the Army and it's an extremely important mission. As with any job in the Army, recruiting isn't an individual mission performed by the Soldier -- it's a Family effort.

We need Soldiers and Families like you who are up for a challenge, who want to make a difference at the point where the Army begins -- by telling the Army story -- your story -- to the American people.

Soldiering is a tough business and it's the toughest on our Families. Despite the challenges of serving, you and your Family accepted the honor and privilege of serving something greater than yourself -- protection of freedom.

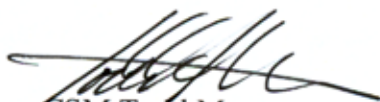
To ease the challenges of serving, we pledge to strive daily to achieve the best quality of life possible for our Families. We firmly believe the Army is a Team sport and ensuring the quality of life for our Soldiers, Families and Civilians is as important as our mission because taking care of each other only makes us stronger.

This guide will assist you and your Family with transition into this Command. As you examine this guide and become familiar with USAREC, we're confident you'll soon learn what we already know -- this is a great place to serve!

We're continually improving the quality of life for our Soldiers, Families and Civilians while simultaneously achieving unparalleled mission success. We pledge to give you all we have to ensure your time in USAREC is nothing short of rewarding.

Thank you for all you do each-and-every day for our Nation, our Army, and our Team. We're proud to have you as part of the team helping "Provide the Strength."

STRENGTH STARTS HERE! ARMY STRONG!


CSM Todd Moore
CSM, USAREC


MG David L. Mann
CG, USAREC

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Tab A

United States Army Recruiting Command (USAREC)

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 the civilian community remote from the military installation, it is important for all to be informed about what to expect in the Recruiting Command and to become familiar with the culture. Please feel free to contact your sponsor or incoming unit if you have not yet been contacted. Sponsorship is an important part of any move; if you need assistance, please contact your chain of command or the Brigade Soldier and Family Assistance (SFA) Program Manager.

To contact an SFA Program Manager in the 1st, 2d, 3d, 5th or 6th Brigades, please call **(800) 790-0963** and enter the prompt for your corresponding brigade and battalion.

To contact the Medical Recruiting Brigade (MRB) SFA Program Manager, please call **(800) 223-3735** and enter extension 88 for directory assistance from the USAREC Command Operations Center.

II. USAREC Mission, Vision, and Values

USAREC Mission:

Provide the Strength of the Army.

USAREC Vision:

America's Army Starts Here.

An All-Volunteer Team Sustaining an All-Volunteer Army — A Mutually Supporting Relationship with Families & Communities Enabled by a Network of Shared Knowledge using Leading Edge Technologies & Premier Recruiting Practices.

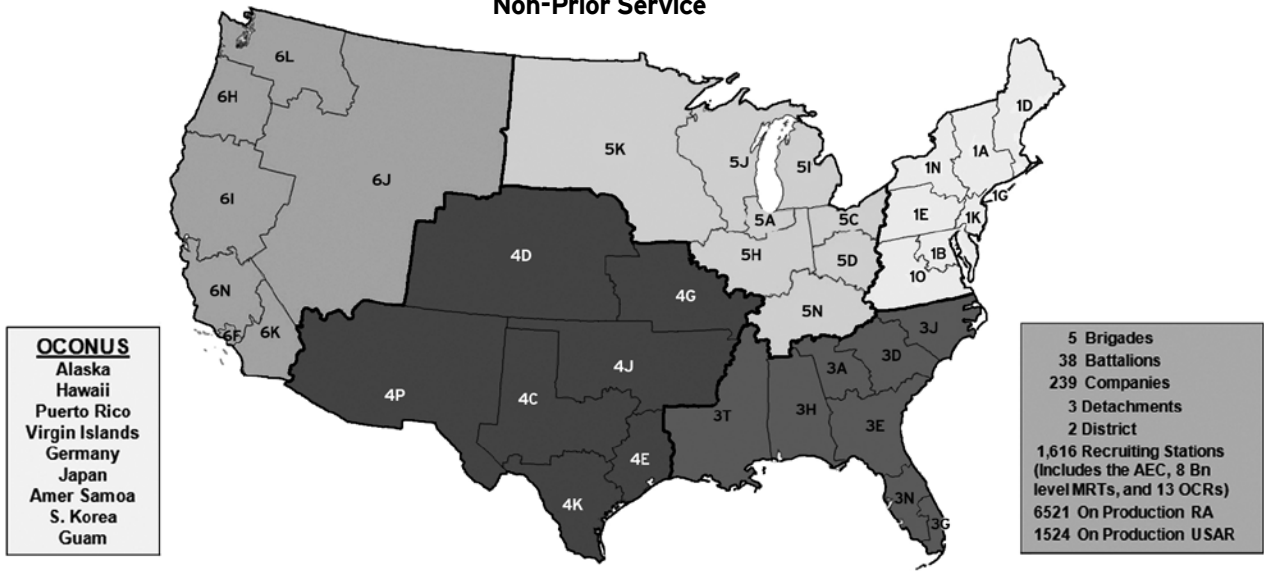
USAREC Values:

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.



III. USAREC Brigades and Battalions

Non-Prior Service



OCONUS
 Alaska
 Hawaii
 Puerto Rico
 Virgin Islands
 Germany
 Japan
 Amer Samoa
 S. Korea
 Guam

5 Brigades
 38 Battalions
 239 Companies
 3 Detachments
 2 District
 1,616 Recruiting Stations
 (Includes the AEC, 8 Bn level MRTs, and 13 OCRs)
 6521 On Production RA
 1524 On Production USAR

| 6TH BDE (7) | | 5TH BDE (7) | | 3D BDE (8) | | 2D BDE (8) | | 1ST BDE (8) | |
|-------------|---------------------|-------------|---------------|------------|--------------|------------|--------------|-------------|--------------|
| 6F | LOS ANGELES | 4C | DALLAS | 5A | CHICAGO | 3A | ATLANTA | 1A | ALBANY |
| 6H | PORTLAND | 4D | DENVER | 5C | CLEVELAND | 3D | COLUMBIA | 1B | BALTIMORE |
| 6J | SACRAMENTO | 4E | HOUSTON | 5D | COLUMBUS | 3E | JACKSONVILLE | 1D | NEWENGLAND |
| 6K | SALT LAKE CITY | 4G | KANSAS CITY | 5H | INDIANAPOLIS | 3G | MIAMI | 1E | HARRISBURG |
| 6K | SOUTHERN CALIFORNIA | 4J | OKLAHOMA CITY | 5I | GREAT LAKES | 3H | MONTGOMERY | 1G | NEWYORK CITY |
| 6L | SEATTLE | 4K | SAN ANTONIO | 5J | MILWAUKEE | 3J | RALEIGH | 1K | MID-ATLANTIC |
| 6N | FRESNO | 4P | PHOENIX | 5K | MINNEAPOLIS | 3N | TAMPA | 1N | SYRACUSE |
| | | | | 5N | NASHVILLE | 3T | BATON ROUGE | 1O | BECKLEY |

U.S. Army Medical Recruiting Brigade (MRB) Prior Service

5 Medical Recruiting Battalions
 16 Medical Recruiting Companies
 82 Medical Recruiting Stations



6th MRBn
 9E1 Denver
 9E2 Los Angeles
 9E3 Seattle

5th MRBn
 9D1 San Antonio
 9C2 Kansas City
 9C3 Houston

3d MRBn
 9C1 Minneapolis
 9C2 Chicago
 9C3 Columbus

2d MRBn
 9B1 Atlanta
 9B2 Raleigh
 9B3 Orlando

1st MRBn
 9A1 MDW
 9A2 Boston
 9A3 NYC
 9A4 Pittsburgh

Source: As of 20100616, MRB, S2 Division

IV. Recruiting Chain of Command

The Chain of Command

- a. The Recruiter
- b. The Station Commander
- c. The Company Commander
- d. The Battalion Commander
- e. The Brigade Commander
- f. The USAREC Deputy Commanding General
- g. The USAREC Commanding General

The NCO Support Channel

- a. The Recruiter
- b. The Station Commander
- c. The Company First Sergeant
- d. The Battalion Command Sergeant Major
- e. The Brigade Command Sergeant Major
- f. 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 chain of command is genuinely concerned about your welfare, and will do whatever is necessary to help you resolve a situation or obtain information.

The Recruiter: The Recruiter is the basic element of USAREC. The ultimate “weapon” in the USAREC arsenal in accomplishing the mission: providing the Army’s strength to make our nation ARMY STRONG! As a new recruiter, you will be assigned to a multi-person station, where a seasoned recruiter will assist you in learning the ropes.

The Station Commander: A senior NCO (normally a SFC or senior SSG) in charge of the Recruiting Station (RS). A RS consists of two to fifteen recruiters.

The Company First Sergeant (1SG): The Company 1SG is the senior noncommissioned officer (SFC or MSG) in charge of five to eight Recruiting Stations. The 1SG works directly for the Company Commander and is responsible for the daily operations within the Company.

The Company Commander: There are several RS’s within a Company, and they are commanded by a Captain or Major.

The Battalion Command Sergeant Major (CSM): The Battalion Command Sergeant Major is the senior enlisted adviser for the Battalion and is responsible for setting and maintaining high-quality standards and discipline within the Battalion. The Battalion CSM assists and advises the Battalion Commander concerning mission accomplishment, training, administration and personnel status. The Battalion CSM is the Commander’s representative to ensure compliance with all regulatory guidelines.

The Battalion Commander: Several Recruiting Companies (usually four to six) are organized under a Recruiting Battalion, which is usually commanded by a Lieutenant Colonel. The Battalion also has a staff which consists of an Executive Officer (XO), an adjutant, intelligence officer, operations officer, and supply officer, and senior enlisted personnel within each of those staff sections to support the Battalion Headquarters and Recruiting Companies.

The Brigade Command Sergeant Major (CSM): The Brigade CSM provides leadership, training, and guidance for the Soldiers, civilians and contractors assigned to the Brigade. The CSM oversees the professional development, management, and welfare of all enlisted personnel and serves as the most-trusted advisor to the Brigade Commander on all facets of recruiting operations and personnel issues.

The Brigade Commander: Several Battalions are organized under a Brigade, which is commanded by a Colonel. The Brigade has a Command Sergeant Major and senior staff to support the Battalions and ensure command and control.

The USAREC Command Sergeant Major (CSM): The Command Sergeant Major - the senior noncommissioned officer of USAREC - serves as the senior enlisted adviser to the Commanding General on policy matters pertaining to USAREC enlisted Soldiers and individual recruiter skills and training.

The USAREC Deputy Commanding General (DCG): The Deputy Commanding General assists the Commanding General in leading worldwide Army recruiting operations and commanding headquarters and subordinate field activities located throughout the continental United States, Puerto Rico, the Virgin Islands, Guam, American Samoa, Panama, Europe and Asia. The DCG also assists with the management and supervision of all recruiting resources.

The USAREC Commanding General (CG): The Commanding General leads worldwide Army recruiting operations and commands headquarters and subordinate field activities located throughout the continental United States, Puerto Rico, the Virgin Islands, Guam, American Samoa, Panama, Europe and Asia. The CG is responsible for the management and supervision of all recruiting resources and all personnel within the Recruiting Command.

Tab B

History of Army Recruiting

History of Army Recruiting

Recruiting for the U.S. Army began in 1776 with the raising and training of “continentals” to fight the Revolutionary War. U.S. Army Recruiting Command traces its history back to 1822 when Major General 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. The last draftee entered the Army in December 1972. The only time conscription completely replaced volunteerism was during the later part of World War II.

Recruiting was reestablished in August 1945 under the direction of the Army Adjutant General’s Office. In 1962, the recruiting function was transferred to the United States Continental Army Command.

The present Recruiting Command was formed October 1, 1964 with headquarters at Hampton, Virginia. USAREC was given responsibility of both recruiting for Active Army and acting as the executive agency for the examining and entrance of volunteers of all services through a network of Military Entrance Processing stations (MEPS), formerly called Armed Forces Examining and Entrance Stations.

The USAREC headquarters was moved to Fort Sheridan, Illinois, during the summer months of 1973. This move was necessitated by the need for a more central geographical location and the expansion of the command’s mission resulting from the implementation of the “All Volunteer” Army.

The examining and entrance function was transferred to the United States Military Entrance Processing Command (USMEPCOM), a joint Department of Defense (DoD) activity, July 1, 1976. Since 1979 USAREC’s mission has included recruiting for the United States Army Reserve.

The USAREC headquarters was moved to Fort Knox, Kentucky, during the summer months of 1992. This move was due to the closing of Fort Sheridan, Illinois.

Among the many persons who have served as recruiters was the late President and General of the Army, Dwight D. Eisenhower, who was assigned to the duty at Camp Logan, Colorado, during the years 1924-1925.

Today, the United States Army Recruiting Command is a big business, employing thousands of military and civilian personnel who are spread from the island of Guam in the Pacific, across the U.S. to Puerto Rico, the Virgin Islands and Europe.



Tab C

Relocation Readiness: Planning a Smooth Move

Moving is never easy, whether it is across town or to another continent. We have put together, in one place, information on many of the subjects important to USAREC military personnel making a Permanent Change of Station (PCS) move. This information is generic, meaning it should apply to almost all moves - not just moves to or from any specific installation. 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 the Soldier and Family Assistance (SFA) Program Manager involved with your PCS for specific information.

I. Pre-Departure: Helpful Relocation Contacts

A. Sponsorship Programs

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 helps expedite the ability to transition to the new assignment.

You will be given your Battalion assignment during the second week of Recruiter School. Shortly thereafter, you will receive an e-mail to your AKO account from the Battalion's S-1. This e-mail 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, determine any special needs that should be met in advance, and make arrangements for temporary lodging and transportation.

All transferring servicemembers are entitled to an appointed sponsor at their new command. If you do not hear from your assigned sponsor within seven days and desire one, please contact the Battalion S-1 or the SFA Program Manager at **(800) 790-0963**. For the Medical Recruiting Brigade, please call **(800) 223-3735, ext 88**.

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

The SFA Program Manager holds a unique position only found within USAREC. The SFA Program Manager is a DA Civilian employee who provides information and resources that support Soldier and Family well-being, mobility and economic readiness. Think of your SFA Program Manager as the director of an installation's Army Community Service (ACS) office. The SFA Program Manager 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-ups
- Volunteer programs (Family Readiness Group)
- TRICARE Beneficiary Counseling and Assistance Coordinator (BCAC)
- Army Family Advocacy Program (FAP)
- Family Member Employment
- Family Program Funds Management

C. Military OneSource (1-800-342-9647)

You may also contact Military OneSource at **800-342-9647** for a valuable (no cost to you) 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.



D. Military HOMEFRONT Web site

Plan My Move and Military Installations are two helpful features of the Military HOMEFRONT Web site that provide you the tools to successfully plan your next move. Please go to www.MilitaryHOMEFRONT.dod.mil/moving to access the Web site.

1. Plan My Move Features:

- A Planning Calendar with useful information that can be customized
- Local Installation and Major Unit Listings for all duty stations
- Comprehensive Installation Overviews including photo galleries, contacts and major unit listings
- Relocation Pay & Allowance information and links to IRS Form 3903 to help itemize moving expenses for tax deductions
- Decision Tools based on data from military and civilian comparative community studies
 - Best Communities to live in
 - Best Schools
 - Affordable Housing
- Weather & Climate Information
- Checklists for Travel, Packing, Things to Do, and Arrival
- Relocation Budget Planner to help anticipate all moving expenses, including out-of-pocket
- Moving Tip Sheets over 60 different topics
- Special Calendars for Moving with Special Needs Family Members

2. The Military Installations site provides addresses, telephone numbers, directions, installation overviews, pre-departure services, and facilities on more than 250 military installations worldwide and USAREC Battalions.

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 relocations:

A. Monetary Allowance in Lieu of Transportation (MALT): Allowance for military members who drive their own vehicle to a new duty station. Rate is calculated based on mileage and number of authorized travelers and can be paid in advance.

B. Per Diem Allowance: Military members who are entitled to MALT will receive a set dollar amount each day of authorized travel based on the number and age of the authorized travelers.

C. Dislocation Allowance (DLA): 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. Reimbursement will not exceed \$180/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**.

F. Basic Allowance for Housing (BAH): Compensation provided to military members to adjust for housing cost in local civilian markets. Rates vary by pay grade, dependency status and geographic location.

G. 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. These are established “with” and “without dependent” rates.

H. Benefits and Compensation for Recruiters

1. Special Duty Assignment Pay (SDAP): Enlisted active duty servicemembers who perform duties designated as extremely difficult or that require an unusual degree of responsibility may be paid SDAP.

- a. Recruiters, Station Commanders, 1SGs, Bn CSMs and Trainers receive \$450 extra pay per month.
- b. Soldiers working as Guidance Counselors earn an additional \$375 each month and in operations.
- c. Brigade CSMs receive an additional \$300 each month.

2. Recruiter Expense Allowance (REA): Money enabling Recruiters to pay document fees, provide lunch for Future Soldiers, etc. These reimbursable expenses are limited to \$75 per month. Submit appropriate paper work to recover these monies spent.

3. Separate Rations (often called “separate rats”): Servicemembers assigned to a situation where a dining facility is not available receive “money in kind.” The rate is approximately \$10.90/day with a maximum of \$326.87/month.

4. Basic Pay: This is the biggest part of a Soldier’s salary. The amount is determined by the pay grade and the length of service.

5. 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.

DO NOT ASSUME that 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 Per Diem Committee’s Web site at <http://perdiem.hqda.pentagon.mil/perdiem/> as this is the official source for the most up-to-date changes to allowances and entitlements.

I. Other Benefits

1. The new GI Bill (Chapter 33): Also called “Post 9/11 GI Bill,” it boasts the most comprehensive education benefits package since the original GI Bill was signed into law in 1944. New benefits went into effect August 1, 2009, (more information on the Post-9/11 GI Bill, eligibility, and how this new bill could affect those with service prior to Sept. 10, 2001 is available on www.military.com or the Veterans Affairs GI Bill Web site at <http://gibill.va.gov/>.)

2. Servicemembers Group Life Insurance (SGLI): SGLI is a program of low cost group life insurance for servicemembers. A Soldier is automatically covered for the maximum amount of \$400,000, unless a lesser amount is chosen in writing. (A Soldier may even decline SGLI altogether, but this decision is so important that the Soldier must do that in writing.)

Soldiers with Families almost always select coverage in the maximum amount. Spouses and children are eligible for Family SGLI. Coverage for the spouse is automatically \$100,000 unless a lesser amount is chosen. The cost depends on the amount of coverage selected and the age of the spouse. Each child is covered for \$10,000 for free. For more information go to www.insurance.va.gov.

III. Pre-Departure: Housing Options

A. Military Installation Family Housing

Military Installation Family Housing opportunities may be available at your new assignment if you are within a one hour commute of a military installation. It does not have to be an Army Post; it could be Air Force, Navy, etc.

1. Application for Family Housing: As wait times and the number and size of quarters available change constantly it would be to your benefit to apply in advance of your arrival should you wish to reside on an installation. Go to your housing office and complete a DD Form 1746 (Application for Assignment to Base Housing), attach two copies of your orders, and mail to the military housing office near your new assignment. Some housing offices also accept the form and a copy of your orders via fax. Please contact the housing office directly for more specific information.

2. Automated Housing Referral Network (AHRN): Your sponsor can give you the contact information of the housing office nearest you or you can contact the Automated Housing Referral Network at <http://www.ahrn.com>. This site, sponsored by the Department of Defense (DoD), is designed to accelerate the process of securing housing for relocating servicemembers and their Families. You can find out more at <https://secureapp2.hqda.pentagon.mil/perdiem> about Basic Allowance for Housing (BAH).

B. Leased Government Housing (LGH)

Recruiting personnel are often assigned to locations where housing costs are above BAH rates and military housing is not available within a reasonable commuting distance. To improve the quality of life for independent duty Army Recruiting Command personnel, the Command has established the LGH Program. The U.S. Army Corps of Engineers (COE), in conjunction with this Headquarters, will procure leased housing. Your sponsor and the Battalion Facility Manager will be able to assist you with LGH. Visit www.usarec.army.mil/fhp/ for more information.

1. Eligibility for Family Leased Government Housing

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

2. Leased Government Housing Procedures

- a. The Servicemember fills out the application, USAREC Form 884, and turns it in to his/her respective Battalion Facility Manager.
- b. The Servicemember must also submit a Statement of Understanding for Acceptance of Leased Government Housing, USAREC Form 886. The servicemember’s signature indicates that he/she understands the provisions of participating in the LGH Program.
- c. A copy of the servicemember’s PCS and pin point orders must accompany the request.
- d. In the case of a lease conversion, a copy of the current lease and utility bills are required.
- e. The total application process will take approximately 45-60 days.

3. Eligibility for Bachelor Leased Government Housing

- a. The program is open to all Soldiers, E4 and below.
- b. All eligible personnel must be receiving BAH at the “without dependent” rate.
- c. Permanent duty station must be in a location that is greater than one hour commute from a military installation that has Government housing.
- d. Only one bedroom apartments are authorized.
- e. Soldiers are required to have at least 12 months remaining at their current duty station at the estimated date of lease consummation.

C. Comparing and Establishing Utilities

If you need to establish utilities, please visit the Military Moving Center Web site at www.militarymovingcenter/aafes to view online connection services. Compare, connect or switch utilities and essential home services in your new area.

IV. Pre-Departure: Medical and Dental Coverage

A. TRICARE Medical Coverage and TRICARE Regions

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.

TRICARE Web site Info:

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

TRICARE contact numbers are available at <http://www.tricare.mil/contactus/>

TRICARE

TRICARE HEALTH SERVICE REGIONS

West
1-888-TRIWEST
1-888-874-9378
TRIWEST
Healthcare Alliance

North
1-877-TRICARE
1-877-874-2273
Health Net Federal Services

South
Humana Military Healthcare Services
1-800-444-5445

TRICARE Overseas
1-888-777-8343
WESTPAC
Europe
Latin America/Canada
Puerto Rico/Virgin Islands
www.tricare.osd.mil/overseas

TRICARE Information: www.tricare.osd.mil

B. TRICARE Dental Program (TDP)

1. TRICARE Dental Program (TDP) Overview. The TDP is offered by the Department of Defense (DoD) through United Concordia Companies, Inc., who administers and underwrites it. The TDP is a voluntary, high quality, cost-effective dental care benefit for eligible Family members of all active duty Uniformed Service personnel. Family member enrollment is not dependent on your sponsor's enrollment so you may enroll in the TDP at any time. Your sponsor must have at least 12 months remaining on their service commitment at the time you enroll. The TDP is offered worldwide. To locate the nearest participating TDP provider, please call **(800) 866-8499** or visit <http://www.tricare.mil/mybenefit/home/Dental>

2. TRICARE Dental Program Eligibility is based on the sponsor's information in the Defense Enrollment Eligibility Reporting System (DEERS). The sponsor should ensure that DEERS contains accurate and up-to-date information at all times. Please refer to section VII in this booklet on DEERS verification and enrollment.

C. TRICARE Pharmacy Benefits

TRICARE provides a world-class, comprehensive pharmacy benefit. TRICARE's focus is on providing you with exemplary health care, and efficient and courteous customer service.

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. TRICARE Mail Order Pharmacy (TMOP) and Express Scripts can help you save both time and money for long-term prescription medications. With TMOP, you can order up to a 90-day supply of your medication for the same co-payment as a 30-day supply at a retail pharmacy. That's a 66 percent savings for you!

For additional information, call the TRICARE Mail Order Pharmacy at **1-866-363-8667** or the TRICARE Retail Pharmacy at **1-866-363-8779** or visit the TRICARE Pharmacy Web site at <http://member.express-scripts.com/dodCustom/home.do>

D. TRICARE Responsibilities Before You PCS

If you need routine TRICARE Medical Care, Dental Care or prescriptions, make an appointment with the nearest medical treatment facility or your assigned civilian provider before you PCS. Remember to think ahead to anything you might need during the time you will be traveling.

1. Medical Records: Be sure to request your medical/dental records to hand carry them to your new duty station. If this is not possible, request a copy of the medical/dental records. Be sure that your immunization records are up to date and hand carry these as well.

2. TRICARE Regions: Hand carry an information card with your TRICARE Region point of contact information. **DO NOT CHANGE YOUR TRICARE REGION UNTIL YOU ARRIVE AT YOUR NEW DUTY STATION.**

3. Primary Care Manager (PCM): Hand carry an information card with your Primary Care Manager (PCM) point of contact information. **DO NOT CHANGE YOUR PCM UNTIL YOU ARRIVE AT YOUR NEW DUTY STATION.**

E. TRICARE HELPFUL CONTACT INFORMATION

TRICARE Active Duty Dental Program: <https://secure.addp-ucci.com/ddpddw/home.xhtml>
or call **(800) 332-0366**
TRICARE Information: www.tricare.osd.mil or call **(888) 363-2273**
TRICARE E-mail Help Service: QUESTIONS@tma.osd.mil or TRICARE_help@amedd.army.mil
Beneficiary Counseling & Assistance Coordinator (BCAC): <http://tricare.osd.mil/bcac/>
TRICARE Prime Remote (TPR) for Active Duty: <http://mmso.med.navy.mil> or call **(888) 647-6676**
TRICARE Prime Remote for Family Members: <http://www.tricare.osd.mil/tpr>
Retail Pharmacy **(866) 363-8779**
TRICARE Mail Order Pharmacy: **(866) 363-8667** or www.express-scripts.com
Eligibility (DEERS): **(800) 538-9552**
TRICARE For Life Claims: **(866) 773-0404**

V. Pre-Departure: Exceptional Family Member Program (EFMP)

A. Exceptional Family Member Program (EFMP) Assistance in USAREC

Upon notification of your assignment, please inform your sponsor or the Soldier and Family Assistance (SFA) Program Manager of any special requirements for your Family members. Your SFA will be able to assist with or provide coordination of EFMP services with the nearest military Family Support Center and/or medical group. Visit the EFMP web page on **www.myarmyonesource.com** contact Military OneSource at **(800) 342-9647** or your SFA Program Manager.

B. EFMP Enrollment Process

It is important to start the enrollment process as soon as your Family member is identified as eligible for the EFMP. Do not wait to enroll until you have orders. If the qualifying condition is discovered during screening for overseas orders, your Family's travel could be delayed while arrangements are made to coordinate the availability of medical and educational services.

VI. Transition

A. TRICARE/Medical Care En Route

1. 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.

2. Urgent care: If you need Urgent Care while enroute 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.

3. 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 (MTF), fill the prescription at the MTF pharmacy.
- Find the closest TRICARE network pharmacy. Call **(866) 363-8779** 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 **(866) 363-8779** 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 **(866) 363-8667**.

VII. 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 listed below be brought with you to receive all pay entitlements as quickly as possible. The following is a list of entitlements you may receive:

1. Temporary Lodging Expenses (TLE) (HFL 1727): You are authorized a total of ten days TLE. This includes days taken at the departing station as well as at the gaining station. It would be wise to save as many of those days, as possible for house hunting in your new duty area.

2. Special Duty Assignment Pay (SDAP): The rate of SDAP for recruiters is up to \$450 per month. This will begin on the date of in-processing the day after graduating the Recruiting Course.

3. Separate Rations (DA 4187): The type of separate rations you receive will be "Rations in Kind Not Available." This will also begin the day of in-processing.

4. Basic Allowance for Housing (BAH) (DA 5960): BAH will be initiated upon in-processing. Your BAH will be determined by the ZIP code of your place of duty.

5. Permanent Change of Station (PCS) Travel Settlement (DA 1351-2): Receipts for gas and miscellaneous (under \$75) will not need to be retained for your settlement. You are paid a flat per diem rate for yourself and your dependents and also for mileage (receipts are only needed if you make a Do-It-Yourself (DITY) move or partial DITY move). If a DITY or partial DITY move is done, ensure all documentation received from Transportation is brought with you along with any advance travel pay vouchers. If all documentation is provided upon in-processing and is correct, then your settlement should take no more than 4 to 6 weeks and will be paid by Electronic Funds Transfer (EFT) into the same account that your direct deposit is currently being received.

6. Advance Pay (DD 2560): You are authorized one advance pay prior to departing your unit. You are authorized a second advance pay after arriving.

B. TRICARE Medical Care Information

It is federal law that all active duty personnel must be enrolled in TRICARE Prime or TRICARE Prime Remote.

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

Key features of TRICARE Prime include:

- a. Enrollment is required to participate:
 - Active duty servicemembers must enroll
 - 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:
 - Small fee per visit to civilian providers, and no fee for active duty members
 - No balance billing
 - Guaranteed appointments (access standards)
 - Primary care manager supervisors and coordinates care

2. TRICARE Prime Remote (TPR): As a recruiter, you will more than 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 an hour drive time from a MTF and the ZIP code areas are pre-determined. To find out if you live in a designated remote location, call **(888) 363-2273** or go to **<http://www.tricare.mil/mybenefit/index.jsp>** and enter your profile. TRICARE Prime Remote will appear as one of your health plan options if you do.

Key features of TRICARE Prime Remote include:

a. Enrollment required to participate:

-Active duty servicemembers must enroll - No health care costs

-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 any 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)

3. Beneficiary Counseling and Assistance Coordinator (BCAC): The Soldier and Family Assistance (SFA) Program Manager is the Beneficiary Counseling and Assistance Coordinator (BCAC) and is available at each Recruiting Brigade/Battalion to assist military personnel and Family members in all matters pertaining to health care. Upon in-processing, it is a requirement that each Soldier must be seen by the BCAC for a TRICARE enrollment and/or portability briefing; spouses are encouraged to attend.

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 **<http://www.tricare.mil/bcacadcao>** or call **(888) 777-8343**.

C. 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 can cause problems with TRICARE claims. For example, retail network pharmacies check TRICARE eligibility through DEERS and prescriptions will be filled only for beneficiaries who are listed as eligible.

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.

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 numbers, 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, Family members can add or delete Family members from DEERS 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 <http://www.dmdc.osd.mil/rsl/owa/home> to locate an ID card office locator. 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, e-mail address and phone numbers.

c. By Fax: Fax address, e-mail 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 Web site at <https://www.dmdc.osd.mil/appj/address/indexAction.do> and follow the steps to update your address, e-mail address and phone numbers online.

f. Contact your Soldier and Family Assistance (SFA) Program Manager at **1-800-790-0963**. For the Medical Recruiting Brigade (MRB) SFA Program Manager call **(800) 223-3735** and enter extension **88**.

D. Government ID Card

To get or renew a government ID card, you must first register in DEERS. The ID card will enable you to use the Post Exchange, the 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 <http://www.dmdc.osd.mil/rsl/> or contact your SFA.

E. 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 Web site for the 50 states at http://www.dmvnv.com/50_state_dmv_list.html

G. Child Care Resources and Referral Agencies

Ask your sponsor or SFA Program Manager if there is a military base near you. Contact the nearest military installations for fees, waiting list status and specific program information. You can also visit www.militaryonesource.com or call **1-800-342-9647**. A consultant will provide you with a list of qualified child care providers in your area.

1. Military Child Care Subsidy Program: Military Child Care in Your Neighborhood (MCCYN) is a DoD program designed to meet the child care needs of Servicemembers and Civilians living in areas where on-base military child care is not available. Eligible Servicemembers include Recruiting Command, Cadet Command, and Military Entrance Processing command personnel. Now many Recruiting Families will be eligible to pay reduced fees for the care of their children.

The National Association of Child Care and Resource Referral Agencies (NACCRRA) partner with state and local Child Care Resource and Referral Agencies to assist you in locating high quality child care spaces that meet DoD quality standards. Visit www.militarychildcareaware.org or call **1-800-424-2246**.

2. Steps to request Child Care Subsidy Assistance:

- a. The servicemember, civilian, spouse, or legal guardian contacts Child Care Aware, a division of NACCRRA, toll-free at **1-800-424-2246** to determine eligibility.
- b. If eligible, Families can enroll by using the NACCRRA Web page and clicking on the link for the appropriate military service. Applications can be filled out online, then sent by mail or fax.
- c. NACCRRA staff will collect information to determine eligibility and specific child care needs. In addition to the parent and provider application, NACCRRA requires the following documents (copies) via e-mail, fax, or mail:

- Servicemember's military orders
- Leave and Earnings Statement (LES) for both the servicemember/civilian and spouse
- Child(ren)'s birth certificate(s).

Callers are given enrollment information about available child care spaces in quality civilian community child care programs. Callers are referred to their local Child Care and Referral agency for available quality spaces. For more information, visit www.militarychildcareaware.org or call Child Care Aware (NACCRRA) at **1-800-424-2246**.



VIII. Connect With Your New Community

A. Army Family Team Building (AFTB)

AFTB is an educational program whose primary objective is to improve the overall readiness of the force by teaching and promoting personal and Family readiness through standardized, progressive and sequential education to Family members; however, the program can be used flexibly to meet the needs of the individual audience. It is not intended to displace existing programs for Family members, such as Family Readiness Groups (FRGs), but to enhance such programs.

1. AFTB Class Information:

There are three levels of classes that 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 Soldier and Family Assistance (SFA) Program Manager 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 training online. It is an easy way to start learning 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 <http://www.aftb.org> or www.myarmylifetoo.com to complete AFTB Levels I, II and III. The modules are available 24/7 in English and Spanish.

B. USAREC Correspondence Course

The USAREC-specific Level I Correspondence Course is designed for Soldiers, Family members and civilian employees who are new to Recruiting Command. The course provides an informal orientation about life in Recruiting Command. Certificates are provided upon completion of the course. For more information visit http://www.usarec.army.mil/hq/HRD/AFTB/USAREC_Correspondence_Course.pdf

C. Family Readiness Groups (FRGs)

Do not miss out on valuable FRG information. Send your e-mail and contact information to your Battalion so you can be added to the FRG contact list and receive newsletters. FRGs are always seeking new members to get involved or assume key volunteer positions. The FRG's mission is to provide current information in a timely fashion and provide resources as needed. FRGs are a command-sponsored organization of Soldiers, Family members, volunteers and civilian employees belonging to a unit. The FRG provides an avenue of mutual support and assistance, a network of communications among Family members, the chain of command, chain of concern and community resources. Your unit may also have a Virtual FRG (vFRG) Web site to disseminate information electronically. If your Battalion or Brigade has a vFRG, you can access it at www.armyfrg.org

D. The Army Volunteer Corps Program (AVC)

The AVC program (formerly the Installation Volunteer 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 our Army communities by contributing to community cohesion, increasing self-reliance, and enhancing the well-being of our Soldiers and their Families.

1. Military-Related Volunteer Opportunities:



- ✓ Family Readiness Group (FRG) Leader
- ✓ Army Family Team Building (AFTB) Instructor
- ✓ Army Family Action Plan (AFAP) Delegate
- ✓ Assist with FRG fundraisers: Planning, Arts and Craft, Serving, Cooking, etc
- ✓ Assist with Holiday Stockings for children
- ✓ FRG Newsletter Editor
- ✓ Assist with HQs Organization Day
- ✓ FRG Secretary/Recorder
- ✓ FRG Fundraising Chairperson
- ✓ FRG Activities Coordinator
- ✓ FRG Key Caller
- ✓ FRG Hospitality Chairperson

2. Volunteer benefits: Child care reimbursement, networking, training opportunities, valuable experiences, making friends, exploring new interests are just a few of the benefits for a volunteer.

E. Army Family Action Plan (AFAP)

AFAP is input from the people of the Army to Army leadership. It is a process that allows Soldiers and Families to say what is working and what is not, AND what they think will fix it. It alerts Commanders and Army leaders to areas of concern that need attention, and gives them the opportunity to quickly put plans into place to work toward resolving the issues.

1. AFAP Forums: Installations and local levels hold AFAP forums. Active and Reserve Soldiers, retirees, surviving spouses, DA civilians, Family members, and tenant organizations identify issues believed important to maintain a good standard of living. Local commanders see to it that the issues are worked toward resolution. About 90 percent of AFAP issues are retained and worked at local levels, resulting in ongoing community improvements.

Some issues are applicable beyond the local level. These are sent to USAREC AFAP conferences and then to HQDA for consideration. The issues that are selected for the AFAP are worked toward resolution by Army staff and DoD agencies. The General Officer Steering Committee (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: If you are part of the Army, you can be an AFAP participant. If you are a commander, you can support a strong AFAP program in your community, and you can draw on the real-time quality of life information AFAP provides. If you are a Soldier – Active, Guard, or Reserve - retiree, civilian, or Family member, you can volunteer to be part of the Battalion, Brigade, USAREC and HQDA AFAP programs by volunteering to be a delegate, help with a conference, assist with the program, become a member of the local AFAP Planning Committee or becoming familiar with current AFAP issues. For more information, contact your Soldier and Family Assistance (SFA) Program Manager.

F. Community Volunteer Web sites (just to name a few....)

1. The Points of Light Foundation: A nonpartisan nonprofit organization devoted to promoting volunteerism. Learn about workplace volunteer programs, youth service programs, volunteer centers, training opportunities, Family volunteering, the President's Service Award, the Daily Points of Light Award, National Volunteer Week, and the National Community Service Conference.
(www.pointsoflight.org)

2. Groundhog Job Shadow Day: The lives of students are enriched by acquainting them with the world of work through job shadowing experiences. The purpose of this site is to provide useful information and resources that will help you have a successful job shadowing effort! **www.jobshadow.org**

3. Join Hands Day: Communities across America come together for Join Hands Day, a national event that unites young people and adults in an effort to make their neighborhoods better.
www.joinhandsday.org/scripts/index.htm

4. Make a Difference Day: The most encompassing national day of helping others -- a celebration of neighbors helping neighbors. Everyone can participate, individuals and groups. Make A Difference Day is an annual event that takes place on the fourth Saturday of October. **www.usaweekend.com/diffday/**

5. Martin Luther King Day: The Corporation for National Service promotes the King Holiday as a community service initiative to remember, celebrate, and organize to meet the challenge of Dr. King's philosophy on public service. **www.mlkday.org**

6. National Family Volunteer Day: The Points of Light Foundation and the Volunteer Center National Network call Families across America to work together in volunteer service to strengthen their Families, their communities, local businesses, and nonprofit agencies.
www.disneygo.com/disneyhand/Familyvolunteers/

7. National Youth Service Day (NYSD): The largest service event in the world, engaging millions of young Americans and focusing national attention on the amazing leadership of young people. National Youth Service Day is also an opportunity to recruit the next generation of volunteers while promoting the benefits of youth service to the American public. www.ysa.org/NatlGYSD/tabid/59/Default.aspx

8. National Volunteer Week: Volunteers can connect to their communities during National Volunteer Week in April. During the week, thousands of committed citizens will participate in service projects while countless recognition events will be held to honor volunteers for their valuable contributions to our society. www.pointsoflight.org/programs/seasons/nvw/

IX. Annual Training Conference (ATC)

Recruiting Battalions come together once a year for mandatory training for Soldiers and to present awards for outstanding performance at an event known as the Annual Training Conference. Soldiers receive required classes in sales and marketing the recruiting process, as well as briefings on ethics, suicide intervention, domestic violence, and sexual assault prevention. Training and activities are also offered to the spouses who attend. For a more detailed description, please see the USAREC publication Annual Training Conference (ATC) Best Practices Guide.

X. Military Support Services

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

The SFA coordinates the services normally provided by an installation Army Community Services (ACS). 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.

B. The Brigade Judge Advocate General (JAG)

For legal assistance contact the Brigade JAG or the JAG of the nearest Military Installation. Use the Legal Assistance Locator at <http://assistance.law.af.mil> to find a legal assistance office near you. The JAG can provide free support and assistance in several areas to include: Trial Defense, Administrative Law, Personal Property Claims, Legal Assistance, Tax Preparation and Immigration & Naturalization issues. Legal Assistance handles or is involved in a number of issues to include: Child or spouse support, powers of attorney, leases, affidavits, local deeds, name changes, consumer affairs, civil suits, domestic relations and Family law, immigration and naturalization, wills and estates, tax assistance, local court procedures, and claims services.

C. Family Advocacy Program (FAP)

The USAREC FAP is established to prevent spouse and child abuse and to ensure that personnel are trained to properly intervene in abuse. The USAREC FAP:

1. Promotes awareness of domestic violence within the recruiting community and coordinates professional intervention at all levels within military and civilian communities.
2. Strives to break the cycle of abuse by identifying abuse as early as possible, providing intervention, and coordinating treatment for the offender and affected Family members.
3. Recognizes that many incidents of domestic violence constitute violations of the law and that a commander has authority to take disciplinary or administrative action in such cases.

The goal is to prevent spouse and child abuse, to encourage the reporting of all suspected or known instances of such abuse, to ensure the prompt assessment and investigation of all abuse cases, to protect victims of abuse, and to treat all Family members (victims and offenders) affected by or involved in abuse.

For assistance, please contact your Brigade FAP Coordinator at the appropriate telephone number below:

| | |
|----------------------------|--|
| 1st Recruiting Brigade | (301) 677-2571 DSN # 622-2571 (2938) |
| 2d Recruiting Brigade | (256) 450-9529 DSN # 320-9529 |
| 3d Recruiting Brigade | (502) 626-0752 DSN # 536-0752 (800) 223-3735, ext 60752 |
| 5th Recruiting Brigade | (210) 221-2767 DSN # 471-2767 |
| 6th Recruiting Brigade | (702) 639-2011 |
| Medical Recruiting Brigade | (502) 626-0112 DSN # 536-0112 |

D. Sexual Assault Prevention and Response (SAPR) Program

USAREC established a SAPR Program to prevent sexual assaults and to ensure that personnel are trained to properly respond to victims of sexual assault. The USAREC SAPR Program:

1. Promotes awareness of sexual assault within the recruiting community and coordinates professional intervention at all levels within military and civilian communities.
2. Strives to ensure protection of the privacy of victims of sexual assault through restricted and unrestricted reporting options.
3. 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.

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/SAPR Coordinator at the appropriate telephone number above for more information.

E. Alcohol and Substance Abuse Program (ASAP)

An effective program to prevent and control alcohol and drugs is very important to USAREC. Active duty, Family members of active duty, DA Civilian employees, military retirees and their Family members are eligible for this program. Both the ASAP and the Substance Abuse Rehabilitation Department (SARD) provide a professional staff trained in the biological, psychological, and sociological aspects of chemical dependency. Services provided include: information on the health risks posed by substance abuse, individual, group and Family counseling, command consultation, outpatient counseling, arrangement for inpatient care, and coordination with self-help groups (Alcoholics Anonymous, Alanon, Alateen, etc.)

The Army will not tolerate alcohol/drug abuse. The ASAP has been implemented to combat the ill effects of these problems. The primary objective is to restore individuals to full productive performance. If you have an alcohol or drug problem, the first step is to recognize that you have a problem and that you need help. If you fail to get help, then you must face the consequences of your behavior and duty performance. For the Soldier, this can include separation from the Army. Enrollment in a rehabilitation program is confidential – information about the individual’s enrollment in a rehabilitation program can be released to those individuals with a need to know – primarily the Soldier, the supervisor and/or commander and the counselor.

F. Chaplain Services

The Brigade Chaplain is an important resource to you and your Family. Chaplains are members of the Army who serve God and their country. Chaplain-sponsored events include Marriage Retreats, Family Wellness and Single Soldier Retreats. A Chaplain can be a spiritual leader, an educator, a counselor, and/or a friend. The Chaplain offers confidentiality, gives practical advice, offers encouragement, and helps you find resources in your local community, as needed.

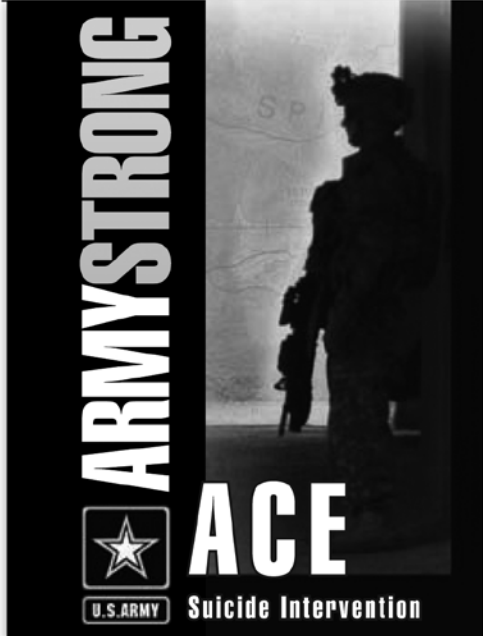
Chaplain or Unit Ministry Team

- **USAREC HQs Chaplain: (888) 204-7660**
- **1st Brigade: (888) 235-5953**
- **2d Brigade: (888) 253-7923**
- **3d Brigade: (888) 390-5749**
- **5th Brigade: (888) 301-1761**
- **6th Brigade: (888) 476-4341**
- **Medical Recruiting Brigade: (888) 204-7660**

G. The Army Suicide Prevention Program (ASPP)


The ASPP is an Army-wide program that 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 that he or she is having suicidal thoughts and is showing signs of emotional distress and potential self-harm, use the ACE Cards:

ACE Cards



ARMYSTRONG
U.S. ARMY

ACE
Suicide Intervention

A 

Ask your buddy

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

Care for your buddy


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

Escort your buddy

- Never leave your buddy alone
- Escort to the chain of command, a Chaplain, a behavioral health professional, or a primary care provider

USACHPPM <http://chppm-www.apgee.army.mil/>

TA - 095 - 0605



Ask your buddy

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

Care for your buddy

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

Escort your buddy

- Never leave your buddy alone.
- Escort to the chain of command, a Chaplain, a behavioral health professional, or a primary care provider.

If you are depressed, lonely and are having suicidal thoughts, remember you are never alone. The following Lifeline resources are available 24/7:

National Suicide Prevention Hotline – for those who want to seek immediate help outside the military system

- www.suicidepreventionlifeline.org - 1-800-273-TALK (8255)

Helpful Resources:

- Wounded Soldier and Family Hotline - 1-800-984-8523
- Emergency - 911
- www.armyFamiliesonline.org - 1-800-833-6622
- www.militaryonesource.com - 1-800-342-9647

H. Military OneSource

This free service from the Department of Defense is available to all active duty, Guard, and Reserve members and their Families. Consultants provide information and make referrals on a wide range of personal and wellness issues. Military OneSource offers convenient, 24/7 access to confidential resource and referral support to improve the quality of and the effectiveness of the military community. Free face-to-face counseling in the local community (up to six sessions per issue) is also available to servicemembers and Family members. To reach Military OneSource visit www.MilitaryOneSource.com or call **1-800-342-9647**.

Military OneSource Counseling Options: Three kinds of short-term, non-medical counseling services are available at no cost to you:

Face-to-Face Counseling

Military OneSource arranges for you to meet face-to-face with a professional counselor in your community.

Telephone Consultations

For those unable to attend face-to-face counseling (because of their location or other circumstances), Military OneSource arranges telephone consultations.

Online Consultations

For those who prefer communicating online, this option uses instant-messaging, with the consultant and participant communicating online in real time.

AVAILABILITY

Available to those in the continental U.S., Alaska, Hawaii, Puerto Rico, and the Virgin Islands.

Available to those who are located outside of this area or are unable to attend in-person counseling.

Available to those located anywhere. You must have a computer to access the session.



I. 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 Components, and their Families. MFLC Teams provide support to individuals, couples, Families and groups.

1. Military Family Life Consultants (MFLCs): MFLCs have earned at least a master's degree in a mental health-related field, such as social work, psychology, marriage and Family therapy or counseling, 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 Servicemembers 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.

2. Personal Financial Counselors (PFCs): PFCs are certified as Accredited Financial Counselors (AFCs), Certified Financial Planners (CFPs) or both, and can provide face-to-face financial counseling to Servicemembers and Families on a wide variety of financial topics.

There are MFLCs and PFCs assigned to each Brigade. They travel throughout the Brigade conducting site visits in the Battalion areas. Please contact the Brigade SFA for the current schedule and contact information. 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 your Soldier and Family Assistance (SFA) Program Manager for more information at **1-800-790-0963**. For the Medical Recruiting Brigade (MRB) SFA Program Manager call **(800) 223-3735** and enter **extension 88**.

XI. Stabilization: Additional Resources

A. Emergency Assistance Contacts

1. Army Emergency Relief (AER) Program: The AER Program plays a unique and important role in helping the Army “Take Care of Its Own.” The AER office provides emergency financial assistance to Soldiers, both active and retired, and their Family members during periods of valid emergencies.

AER is a private, nonprofit organization. Its sole mission is to collect and hold funds to relieve financial distress of Soldiers and their Family members. Although a private organization, AER exists solely for the Soldier. Approval of an AER loan is based on the need created by an emergency beyond the control of the Soldier. AER will consider cases in the following areas.

- Non-Receipt of Pay
- Loss of Funds
- Medical, Dental and Hospital
- Funeral Expenses
- Required Travel Expenses
- Food
- Rent/Utilities
- Essential POV Repair Privation



If you are not near an Army Installation, you can contact AER HQs at **(703) 428-0000** or **(866)-878-6378** for emergency assistance and they will coordinate with the nearest military installation Aid Society or Red Cross to provide the assistance. You may also contact your Soldier and Family Assistance (SFA) Program Manager at **1-800-790-0963**. For the Medical Recruiting Brigade (MRB) SFA Program Manager call **(800) 223-3735** and enter **extension 88**.

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 info visit, <http://www.redcross.org/>

B. Financial Readiness Information

1. Thrift Savings Plan (TSP): The Federal Retirement Thrift Investment Board administers the Thrift Savings Plan (TSP). The TSP is a retirement savings plan for civilians who are employed by the United States Government and members of the uniformed services. Visit the TSP Web site at www.tsp.gov for more information and to download forms.

2. Servicemembers Group Life Insurance (SGLI): SGLI is now available for Family members. Rates for up to \$100,000 coverage for spouses are based on age; children are covered free for \$10,000 up to age 18 (or 23 if a full-time student). Soldiers can choose to opt out of the insurance. For more information, visit the SGLI Web site at <http://www.insurance.va.gov/sgliSITE/default.htm>

3. MyPay: Visit <https://mypay.dfas.mil/mypay.aspx> to print your LES (current and last two pay periods), change your direct deposit account, TDY settlement vouchers and more. You will need your PIN #. If you don't have a PIN # or you lost it, you can access the “Forgot your PIN #” section of the Web site for instructions on reactivation. Visit the Defense Finance and Accounting Service Web site at <http://www.dod.mil/dfas/> for additional information.

4. Homeowners Assistance Program (HAP): The Department of Defense offers the HAP to eligible servicemembers and federal civilian employees, including non-appropriated fund employees. The program is authorized by law, and administered by the U.S. Army Corps of Engineers to assist eligible homeowners who face financial loss when selling their primary residence homes in areas where real estate values have declined because of a base closure or realignment announcement. For information go to <http://hap.usace.army.mil/> to learn more.

5. Free Credit Reports: A new law provides you with one free credit report each year. Go to <http://www.ftc.gov/bcp/edu/pubs/consumer/credit/cre34.shtm> or Free Annual Credit Report at www.annualcreditreport.com or call 1-877-322-8228. Please review to ensure accuracy.

6. Credit Bureaus: The following are three major credit bureaus in which a beneficiary and/or Soldier can make inquiries or dispute an item on their credit report. If the disputed item is listed on all three bureaus' reports, you need to contact each of them to request an investigation.

Trans Union: www.tuc.com 1-800-916-8800

Experian: www.experian.com 1-888-397-3742

Equifax: www.equifax.com 1-800-685-1111

7. 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 Web site around mid-January annually. 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 Web site directly--doing so will result in a fee being charged for the use of the product.**

8. Other Tax Filing Resources:

a. Free File: The Internal Revenue Service (IRS) in partnership with the Free File Alliance offers free tax service to qualified taxpayers. <http://www.irs.gov/efile/article/0,,id=118986,00.html>

b. Volunteer Income Tax Assistance (VITA) Program: The 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, such as combat zone tax benefits and rules of the Earned Income Tax Credit (EITC).

Taxpayers need to bring the following items to the VITA/TCE sites to have their tax returns prepared:

- Photo identification
- Social Security cards for the taxpayer, their spouse, and dependents, if applicable
- Birth dates for primary and secondary earners and dependents on the tax return
- Current year's tax package if they received one
- Wage and earning statements (W-2, W-2G, and 1099-R forms) from all employers
- Interest and dividend statements from banks (1099 forms)
- A copy of last year's federal and state returns, if available
- Bank routing numbers and account numbers for direct deposit
- Other relevant information about income and expenses
- Total amount paid for day care
- Day care providers identifying number (tax ID or SSN)

To file taxes electronically on a married filing joint tax return, both spouses must be present to sign the required forms.

c. Armed Forces Legal Assistance Web site. To locate the legal assistance office at the closest military base that can direct you to installation tax help such as VITA, use the Armed Forces Legal Assistance Legal Services Locator at <http://legalassistance.law.af.mil/content/locator.php>

XII. Military Spouse Employment Information

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. The Soldier and Family Assistance (SFA) Program Manager may also be able to assist you in your employment search.

A. Employment Eligibility Categories

1. **Military Spouse Preference (MSP) Program:** The MSP Program applies to spouses of active duty military members of the U.S. Armed Forces who desire priority consideration for positions at DoD activities. To receive preference eligibility, the spouse must be married to the military sponsor before reporting to the new duty assignment. MSP applies only within the commuting area of the military sponsor's permanent duty station and if you are ranked among the "best qualified" for the vacancy for which you are applying. MSP eligibility is retained until the military spouse accepts or declines the offer of a permanent appointment to a full-time or part-time position with fixed work schedules (continuing positions). This includes positions with non-appropriated fund (NAF) organizations or the Army and Air Force Exchange System (AAFES). Once MSP is used, the spouse competes as either a current permanent federal employee or as a Family member without preference (overseas).

2. **Executive Order 12721 Eligible:** Worked as an appropriated fund Federal employee overseas while a Family member of a civilian employee, NAF employee, or uniformed servicemember serving overseas. Must have accumulated 52 weeks creditable service, received a fully successful or better performance rating, and returned to the U.S. from the overseas tour of duty and must meet time requirements.

3. **30 Percent Disabled Veteran:** Prior military servicemembers with a disability rating of 30 percent or more. No time limit.

4. **Veterans Recruitment Appointment (VRA) Eligible:** Includes disabled veterans or veterans who have been awarded a campaign badge, Armed Forces Expeditionary Medal (AFEM) or Armed Forces Service Medal (AFSM), or recently separated veterans. Recently separated veterans are defined as those who have separated from active service within the last three years. There is no length of service requirement. Authority is limited to positions at or below the GS-11 or equivalent level.

5. **Veterans Employment Opportunities Act (VEOA) of 1998 (P.L.105-339):** To be eligible for this type of appointment, you must be a preference eligible or veteran separated after substantially completing three or more years of continuous active service performed under honorable conditions. ("Active service: defined in title 37, United States Code active duty in the uniformed services and includes full-time training duty, annual training duty, National Guard duty, and attendance, while in the active service, at a school designated as a service school by law or by the Secretary concerned. A veteran who is released under honorable conditions shortly before completing a three-year tour is also eligible.")

6. **Transfer Eligible:** Current permanent, competitive service, non-Department of Army federal civilian employee

7. **Reinstatement Eligible:** Attained Career status on a permanent, competitive federal appointment; or Career-Conditional with reinstatement eligibility. A former competitive service tenure group 1 federal employee; a former competitive service career-conditional tenure group two federal employee who has less than a three-year break in service.

8. **Non-Appropriated Funds (NAF) Interchange Agreement Eligible:** Currently serving on a NAF or AAFES position without time limitation or has been involuntarily separated from such appointment without personal cause within preceding year. Must be or have been serving continuously for at least one year in a NAFI or AAFES position. May be appointed only to permanent positions based on this authority.

9. Outstanding Scholar: U.S. citizen and college graduate with a GPA of 3.45 or higher on a 4.0 scale for all under-graduate work or have graduated in upper 10 percent of class or major university subdivision.

10. Non Status: All applicants without personal competitive status; employees on temporary and term positions; employees on excepted service positions who do not meet eligibility requirements for an interchange agreement; and applicants who have not worked for the federal government.

11. Reemployed Annuitant: A former federal employee who has retired under either the Civil Service Retirement System (CSRS) or Federal Employees Retirement System (FERS).

12. Student Employment: A U.S. student enrolled or accepted for enrollment as a degree seeking student, taking at least a half-time academic or vocational/technical course load in an accredited high, technical, vocational school, or a two or four year college or university, graduate/professional school. You must meet your state's minimum employment age for minors and are either a U.S. citizen or permanent resident of the United States or otherwise authorized to be employed.

Other Employment Eligibility Categories may exist, please check with local CPAC

B. Federal Employment Web sites

The most current and reliable federal employment information is available via the Internet. By accessing the sites below you can view current vacancy announcements:

1. **www.cpol.army.mil**: Become a member of the Army Civilian Team. Visit the employment page and discover countless opportunities to join the Army as a Civilian.

2. **www.usajobs.com**: This is a United States Office of Personnel Management Web site. USAJOBS is the federal government's official one-stop source for federal jobs and employment information.

3. **www.opm.gov**: The U.S. Office of Personnel Management (OPM) site contains forms, publications, and information on federal government personnel management.

C. Military Spouse Career Web Resources

1. Military Spouse Career Center **www.military.com/spouse**: Military Spouse Career Center connects America's one million military spouses with education options, scholarships, training programs, career planning tips and employment opportunities. The Military Spouse Career Center offers an extensive job board that includes hundreds of thousands of jobs from the public and private sectors. A list of Military Spouse-Friendly employers is included.

2. Military OneSource **www.militaryonesource.com** is a comprehensive service for military members and their Families who live too far away to reach installation services or for those who wish to gain additional services based on their personal needs. In regards to employment, Military OneSource can locate local resources, perform a local search for employment agencies that specialize in personal career interests, find local newspapers that advertise job opportunities, and provide lists of Web sites that contain local job opportunities. The Web site also includes articles and resources related to finding a job or career building.

3. Military Spouse Job Search Database **www.msjs.org**

4. The Military Spouse Career Advancement Account (CAA): The project, supported by a partnership between the Department of Labor and DoD, is a time-limited demonstration project intended to find an effective way of helping military spouses get the training and education they need to have portable careers given the realities of the mobile military lifestyle. CAAs are self-managed accounts that can be used for post-secondary training and/or education that leads to a credential in one of several growing, portable careers fields. For more information on this project, including eligibility requirements, a listing of participating installations, and application procedures, please contact your Soldier and Family Assistance (SFA) Program Manager at **1-800-790-0963**. For Medical Recruiting Brigade (MRB) SFA Program Manager call **(800) 223-3735** and enter extension **88**. Visit **www.MilSpouse.org** to learn more.

www.aafes.com: The Army and Air Force Exchange Service (AAFES) has career opportunities in retail, procurement, food service, information management and much more.

www.mpri.com: Military Professional Resources Incorporated (MPRI) is currently contracted by the U.S. government to employ civilians with certain skills, such as former recruiters.

http://www.serco-na.com: Serco North America is a leading provider of professional, technology, and management services focused on the federal government.

XIII. Military Education Center

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 services, testing services, and 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. Please contact the nearest military installation or Military One Source at **(800) 342-9647** for more info.

XIV. Military Spouse Scholarship Resources

A. Military OneSource:

Call **1-800-342-9647** to request a comprehensive search and list of scholarship information for spouses. You may visit **www.militaryonesource.com** to view articles and resources related to locating a school or career building.

B. Scholarships for Military Spouses:

1. NMFA Joann Holbrook Patton Military Spouse Scholarship: Spouses of Soldiers, including active duty, National Guard and Reserve, retiree and survivors, are eligible for the 2010 National Military Family Association (NMFA) Joann Holbrook Patton Military Spouse Scholarship. Scholarships of up to \$1,000 are awarded to military spouses to obtain professional certification or to attend post-secondary or graduate school. These scholarships may be used to assist with tuition, fees, and school room and board. Funds are paid directly to the accredited educational institution. For more information or to apply, visit **http://www.nmfa.org/site/PageServer?pagename=Spouse_Scholarship**

2. University of Maryland University College (UMUC): A new scholarship fund earmarked to assist active-duty, enlisted servicemembers and their Families. The \$200,000 fund will provide financial assistance to UMUC's military students and their spouses in Asia, Europe and the Middle East, as well as stateside. It will cover the cost of textbooks for enlisted, active-duty members of the U.S. armed forces, as well as tuition assistance in the form of scholarships to spouses of enlisted, active-duty servicemembers. All awards will be need-based, renewable, and contingent upon the student maintaining satisfactory academic standing. The initial endowment will be disbursed over four years, but the fund will remain open to additional contributions. **http://www.ed.umuc.edu/news/news081104.html**

3. The AER Stateside Spouse Education Assistance Program (SSEAP): A need-based education assistance program designed to provide spouses of active duty and retired Army Soldiers, and widows(ers) of Army Soldiers who died either on active duty or in a retired status, and residing in the United States with financial assistance in pursuing educational goals. The purpose of the program is to assist spouses/widows(ers) in gaining the education required to allow them to qualify for increased occupational opportunities. Go to **www.aerhq.org** (click scholarship tab) for more info on SSEAP Online Applications and to apply.

XV. Fitness Center Memberships for Soldiers and Families

A. YMCA Memberships:

DoD has partnered with the YMCA to offer free memberships for eligible military Families and personnel who may not have access to a nearby military facility (independent duty personnel). This is available in the United States and Puerto Rico for Active Duty (Title 10) status personnel and their Families. Independent Duty personnel are Active Duty servicemembers who are serving in a location remote from a military installation. Personnel may receive up to sixteen hours per month of respite child care per child at YMCA facilities for eligible DoD families in approved status. (Note: Not all YMCAs are participating in this service.)

B. Other Fitness Center Memberships:

The DoD will also purchase memberships at local fitness facilities (e.g. Gold's Gym/Bally's, etc) for single active duty personnel at independent duty stations. This is also available for entire command units. Please call Military OneSource at **(800) 342-9647** or visit **www.MilitaryOneSource.com** for complete eligibility requirements and registration information.

C. USAREC Sponsored Memberships:

Provides memberships to Soldiers fifteen miles or more away from installations. There are exceptions based on commuting time. The Brigade Commander is the approval authority for the program. Currently, this does not include Family members, although some facilities may offer a discount for Family members.

Tab D

Recruiting

I. Recruiting: Misconceptions

FICTION: Recruiting is a place to “take a knee.” Many uninformed soldiers may tell you that recruiting is a good place to take a break from the deployment schedule. That you can go on a three year holiday in recruiting.

FACT: Recruiting is a challenging mission to “Provide the Strength” for today’s Army. It will take you out of your comfort zone and give you the opportunity to increase skills you do not use in your primary job.

FICTION: Recruiting is a toxic environment where you will work 18 hour days, 7 days a week.

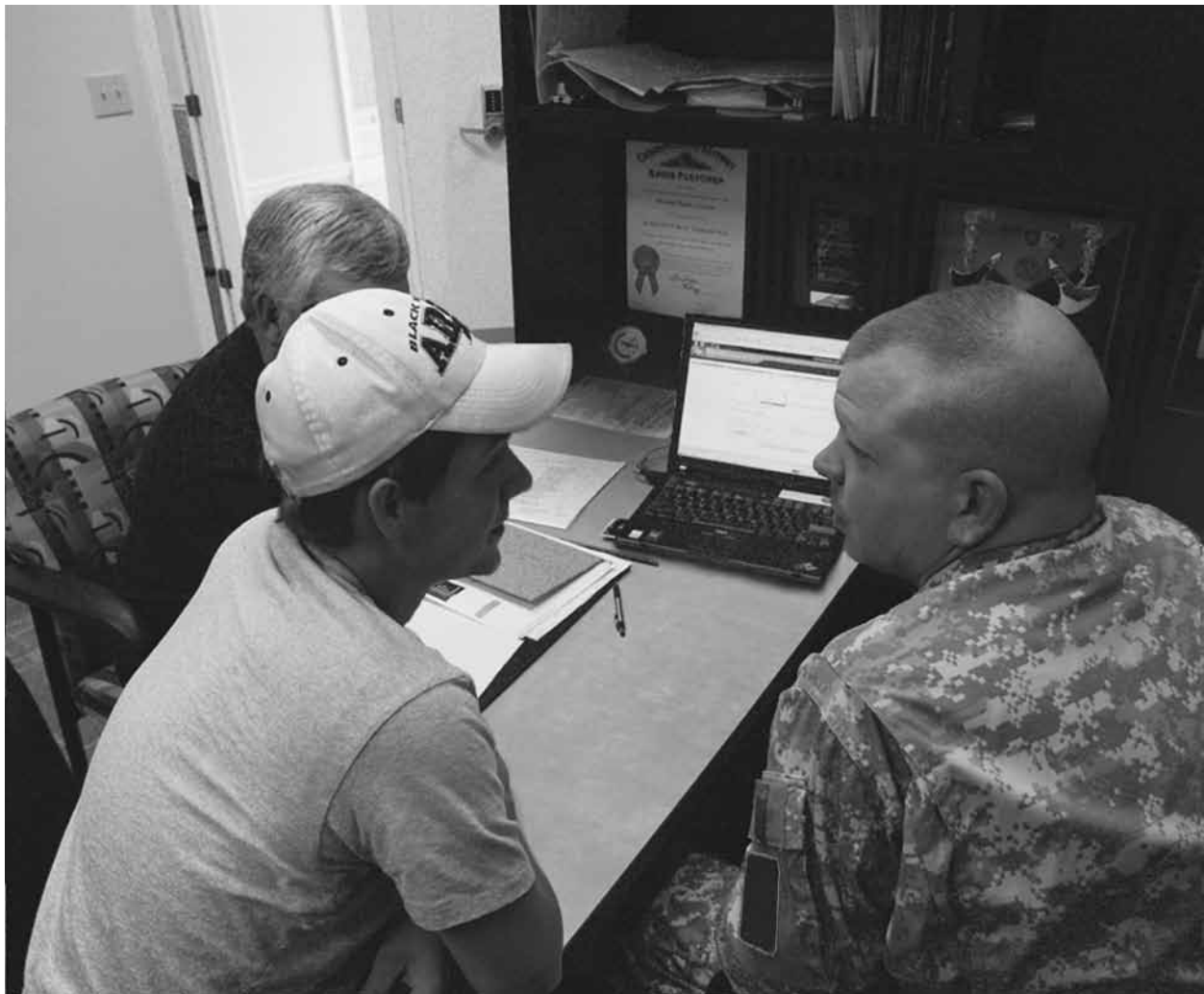
FACT: The Commanding General has mandated recruiting hours and most days will end at 17:30 hours. Late nights and weekends are by exception - not the rule. Events that fall on holidays (i.e. parades), will warrant compensatory time.

FICTION: My career will be damaged by recruiting duty. Low mission accomplishment will result in poor evaluations, and time away from my MOS will hurt promotion opportunities.

FACT: Recruiting is a career enhancing tour. Army leaders recognize the skill sets developed in recruiting. The Army Recruiter School itself is worth promotion points and reflects positively on senior enlisted promotion boards.

FICTION: If I am not on or near a military installation, my family will have no support.

FACT: Every Brigade has a Family Support Assistance (FSA) Program Manager and a Chaplain. Every Battalion has a Family Support Assistance (FSA) Program Manager. Every Company has a Family Readiness Group (FRG) Leader. Every Soldier has a sponsor in the station. Every family can have access to Army OneSource, Military OneSource, TRICARE, and other web-based information tools.



II. Recruiting: The Mission

The Mission of USAREC is to “PROVIDE THE STRENGTH.”

A. Mission Assignment

The process starts with Congress, which mandates the size of the Army. The Department of the Army (DA) then determines how many new Soldiers (enlistments and commissions) are needed to keep the Army at its prescribed end strength. This number takes into account retirements, end term of service (ETS) etc. Then USAREC considers future soldier losses (individuals who join but do not ship for basic training) and the next fiscal year entry pool to determine the actual mission. This mission is then broken down among each Brigade, then each Battalion, then each Company and finally, to each Station.

B. Mission Challenge

To “Provide the Strength” means recruiting individuals in the necessary numbers and quality for the skills to keep the Army combat ready. There are several factors which add to the challenge of this mission. First, although patriotic, we are in a continual state of war that can cause some Americans to hesitate to join the Military. Second, only three out of ten are physically, mentally and morally qualified to join. Third, the Army competes with the other Armed Services, colleges and the civilian job market for these highly qualified individuals. Finally, the interests of the individual have to be matched with a job he or she qualifies for with an available training seat.

C. How to Meet the Challenge

To meet the mission challenge, you will be trained. Your first stop in USAREC is the Army Recruiter Course (ARC) at Ft. Jackson, South Carolina. This six week course will teach you the basics in counseling young Americans on the decision to join the Army. Upon ARC completion, you will be assigned to a sponsor from your new recruiting station. This soldier will be your mentor. Your mentor will show you the day to day activities to build on what you learned at the ARC. Every station has a Station Commander. The Station Commander is a seasoned recruiter whose responsibility is to train and develop all recruiters assigned to his or her station. In a small station, your mentor may be the Station Commander. The key to remember is you are not alone. A station functions as a small team like any unit in the Army. Where one is weak, another is strong. The challenge is met by the team, not by any one recruiter.



Tab E

Army 101 Resource Index

I. U.S. Army Ranks

| Enlisted Ranks | | | | |
|----------------|------------------------|----------------------------|-----------------|----------------|
| E-1 | E-2 | E-3 | E-4 | E-4 |
| No Insignia | | | | |
| Private | Private | Private First Class | Specialist | Corporal |
| E-5 | E-6 | E-7 | E-8 | E-8 |
| | | | | |
| Sergeant | Staff Sergeant | Sergeant First Class | Master Sergeant | First Sergeant |
| E-9 | E-9 | E-9 | | |
| | | | | |
| Sergeant Major | Command Sergeant Major | Sergeant Major of the Army | | |

| Warrant Officers | | | | |
|-------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| W-1 | W-2 | W-3 | W-4 | W-5 |
| | | | | |
| Warrant Officer 1 | Chief Warrant Officer 2 | Chief Warrant Officer 3 | Chief Warrant Officer 4 | Master Warrant Officer 5 |

| Officers | | | | |
|-------------------|-------------------|---------------|--------------------|--------------------|
| O-1 | O-2 | O-3 | O-4 | O-5 |
| | | | | |
| Second Lieutenant | First Lieutenant | Captain | Major | Lieutenant Colonel |
| O-6 | O-7 | O-8 | O-9 | O-10 |
| | | | | |
| Colonel | Brigadier General | Major General | Lieutenant General | General |

II. Leave and Earnings Statement (LES)

The information below will help you understand your LES. The LES is a comprehensive statement of a member's leave and earnings showing entitlements, deductions, allotments (fields not used for Reserve and National Guard members), leave information, tax withholding information, and Thrift Savings Plan (TSP) information. Your most recent LES can be found 24 hours a day on the *myPay* Web site.

Verify and keep your LES each month. If your pay varies significantly and you don't understand why, or if you have any questions after reading this publication, consult your disbursing/finance office.

| DEFENSE FINANCE AND ACCOUNTING SERVICE MILITARY LEAVE AND EARNINGS STATEMENT | | | | | | | | | | | | | | | | | | | |
|--|------------------------|--------------------|------------------|--------------------|---------------|----------|------------------|------------|--------------|-------------|-----------------|--------------------|----------------|-------------|-------------------|----------|-----|----|---------|
| ID | NAME (LAST, FIRST, MI) | | | | SOC. SEC. NO. | GRADE | PAY DATE | YRS SVC | ETS | BRANCH | ADSN/DSSN | PERIOD COVERED | | | | | | | |
| | 1 | | | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | |
| ENTITLEMENTS | | | | DEDUCTIONS | | | | ALLOTMENTS | | | | SUMMARY | | | | | | | |
| TYPE | | AMOUNT | | TYPE | | AMOUNT | | TYPE | | AMOUNT | | + AMT FWD | | 13 | | | | | |
| A B C D E F G H I J K L M N O | 10 | | | | 11 | | | | 12 | | | | + TOT ENT | | 14 | | | | |
| | | | | | | | | | | | | | - TOT DED | | 15 | | | | |
| | | | | | | | | | | | | | - TOT ALMT | | 16 | | | | |
| | | | | | | | | | | | | | = NET AMT | | 17 | | | | |
| | | | | | | | | | | | | | - CR FWD | | 18 | | | | |
| | | | | | | | | | | | | | = EOM PAY | | 19 | | | | |
| TOTAL | | 20 | | 21 | | | | 22 | | | | DIEMS | | 23 | | | | | |
| | | | | | | | | | | | | | | RET PLAN | | 24 | | | |
| LEAVE | BF BAL | ERND | USED | CR BAL | ETS BAL | LV LOST | LV PAID | USE/LOSE | FED TAXES | WAGE PERIOD | WAGE YTD | M/S | EX | ADD'L TAX | TAX YTD | | | | |
| | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 38 | | | | |
| FICA TAXES | WAGE PERIOD | | SOC WAGE YTD | | SOC TAX YTD | | MED WAGE YTD | | MED TAX YTD | | STATE TAXES | | ST | WAGE PERIOD | | WAGE YTD | M/S | EX | TAX YTD |
| | 39 | | 40 | | 41 | | 42 | | 43 | | 44 | | 45 | 46 | | 47 | 48 | 49 | |
| PAY DATA | BAQ TYPE | BAQ DEPN | VHA ZIP | RANT AMT | SHARE | STAT | JFTR | DEPN | 2D JFTR | IBAS TYPE | CHARITY YTD | | TIC | PACIDN | | | | | |
| | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | | 61 | 62 | | | | | |
| THRIFT SAVINGS PLAN (TSP) | BASE PAY RATE | | BASE PAY CURRENT | | SPEC PAY RATE | | SPEC PAY CURRENT | | INC PAY RATE | | INC PAY CURRENT | | BONUS PAY RATE | | BONUS PAY CURRENT | | | | |
| | 63 | | 64 | | 65 | | 66 | | 67 | | 68 | | 69 | | 70 | | | | |
| | | CURRENTLY NOT USED | | TSP YTD DEDUCTIONS | | DEFERRED | | EXEMPT | | | | CURRENTLY NOT USED | | | | | | | |
| | | 71 | | 72 | | 73 | | 74 | | | | 75 | | | | | | | |
| REMARKS | YTD ENTITLE | | | | YTD DEDUCT | | | | | | | | | | | | | | |
| 76 | 77 | | | | 78 | | | | | | | | | | | | | | |

www.dfas.mil

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Fields 1 - 9 contain the identification portion of the LES.

- **1 NAME:** The member's name in last, first, middle initial format.
- **2 SOC. SEC. NO.:** The member's Social Security Number.
- **3 GRADE:** The member's current pay grade.
- **4 PAY DATE:** The date the member entered active duty for pay purposes in YYMMDD format. This is synonymous with the Pay Entry Base Date (PEBD).
- **5 YRS SVC:** In two digits, the actual years of creditable service.
- **6 ETS:** The Expiration Term of Service in YYMMDD format. This is synonymous with the Expiration of Active Obligated Service (EAOS).
- **7 BRANCH:** The branch of service, i.e., Navy, Army, Air Force.
- **8 ADSN/DSSN:** The Disbursing Station Symbol Number used to identify each disbursing/finance office.
- **9 PERIOD COVERED:** This is the period covered by the individual LES. Normally it will be for one calendar month. If this is a separation LES, the separation date will appear in this field.

Fields 10 through 24 contain the entitlements, deductions, allotments, their respective totals, a mathematical summary portion, date initially entered military service, and retirement plan.

- **10 ENTITLEMENTS:** In columnar style the names of the entitlements and allowances being paid. Space is allocated for fifteen entitlements and/or allowances. If more than fifteen are present the overflow will be printed in the remarks block. Any retroactive entitlements and/or allowances will be added to like entitlements and/or allowances.
- **11 DEDUCTIONS:** The description of the deductions are listed in columnar style. This includes items such as taxes, SGLI, mid-month pay and dependent dental plan. Space is allocated for fifteen deductions. If more than fifteen are present the overflow will be printed in the remarks block. Any retroactive deductions will be added to like deductions.
- **12 ALLOTMENTS:** In columnar style the type of the actual allotments being deducted. This includes discretionary and non-discretionary allotments for savings and/or checking accounts, insurance, bonds, etc. Space is allocated for fifteen allotments. If a member has more than one of the same type of allotment, the only differentiation may be that of the dollar amount.
- **13 +AMT FWD:** The amount of all unpaid pay and allowances due from the prior LES.
- **14 + TOT ENT:** The figure from Field 20 that is the total of all entitlements and/or allowances listed.
- **15 -TOT DED:** The figure from Field 21 that is the total of all deductions.
- **16 -TOT ALMT:** The figure from Field 22 that is the total of all allotments.
- **17 = NET AMT:** The dollar value of all unpaid pay and allowances, plus total entitlements and/or allowances, minus deductions and allotments due on the current LES.
- **18 - CR FWD:** The dollar value of all unpaid pay and allowances due to reflect on the next LES as the +AMT FWD.
- **19 = EOM PAY:** The actual amount of the payment to be paid to the member on end-of-month payday.
- **20 - 22 TOTAL:** The total amounts for the entitlements and/or allowances, deductions and allotments respectively.
- **23 DIEMS:** Date initially entered military service: This date is used SOLELY to indicate which retirement plan a member is under. For those members with a DIEMS date prior to Sept 8, 1980, they are under the FINAL PAY retirement plan. For those members with a DIEMS date of Sept 8, 1980, through July 31, 1986, they are under the HIGH-3 retirement plan. For those members with a DIEMS date of Aug 1, 1986, or later, they were initially under the REDUX retirement plan. This was changed by law in October 2000, when they were placed under the HIGH-3 plan, with the OPTION to return to the REDUX plan. In consideration of making this election, they become entitled to a \$30,000 Career Service Bonus. The data in this block comes from PERSCOM. DFAS is not responsible for the accuracy of this data. If a member feels that the DIEMS date shown in this block is erroneous, they must see their local servicing Personnel Office for corrective action.
- **24 RET PLAN:** Type of retirement plan, i.e. Final Pay, High 3, REDUX; or CHOICE (CHOICE reflects members who have less than 15 years of service and have not elected to go with REDUX or stay with their current retirement plan).

Fields 25 through 32 contain leave information.

- **25 BF BAL:** The brought forward leave balance. Balance may be at the beginning of the fiscal year, or when active duty began, or the day after the member was paid Lump Sum Leave (LSL).
- **26 ERND:** The cumulative amount of leave earned in the current fiscal year or current term of enlistment if the member reenlisted/extended since the beginning of the fiscal year. Normally increases by 2.5 days each month.
- **27 USED:** The cumulative amount of leave used in the current fiscal year or current term of enlistment if member reenlisted/extended since the beginning of the fiscal year.
- **28 CR BAL:** The current leave balance as of the end of the period covered by the LES.

- **29 ETS BAL:** The projected leave balance to the member's Expiration Term of Service (ETS).
 - **30 LV LOST:** The number of days of leave that have been lost.
 - **31 LV PAID:** The number of days of leave paid to date.
 - **32 USE/LOSE:** The projected number of days of leave that will be lost if not taken in the current fiscal year on a monthly basis. The number of days of leave in this block will decrease with any leave usage.
- Fields 33 through 38 contain Federal Tax withholding information.**
- **33 WAGE PERIOD:** The amount of money earned this LES period that is subject to Federal Income Tax Withholding (FITW).
 - **34 WAGE YTD:** The money earned year-to-date that is subject to FITW.
- Field 35 M/S. The marital status used to compute the FITW.**
- **36 EX:** The number of exemptions used to compute the FITW.
 - **37 ADD'L TAX:** The member specified additional dollar amount to be withheld in addition to the amount computed by the Marital Status and Exemptions.
 - **38 TAX YTD:** The cumulative total of FITW withheld throughout the calendar year.
- Fields 39 through 43 contain Federal Insurance Contributions Act (FICA) information.**
- **39 WAGE PERIOD:** The amount of money earned this LES period that is subject to FICA.
 - **40 SOC WAGE YTD:** The wages earned year-to-date that are subject to FICA.
 - **41 SOC TAX YTD:** Cumulative total of FICA withheld throughout the calendar year.
 - **42 MED WAGE YTD:** The wages earned year-to-date that are subject to Medicare.
 - **43 MED TAX YTD:** Cumulative total of Medicare taxes paid year-to-date.
- Fields 44 through 49 contain State Tax information.**
- **44 ST:** The two digit postal abbreviation for the state the member elected.
 - **45 WAGE PERIOD:** The amount of money earned this LES period that is subject to State Income Tax Withholding (SITW).
 - **46 WAGE YTD:** The money earned year-to-date that is subject to SITW. Field 47 M/S. The marital status used to compute the SITW.
 - **48 EX:** The number of exemptions used to compute the SITW.
 - **49 TAX YTD:** The cumulative total of SITW withheld throughout the calendar year.
- Fields 50 through 62 contain additional Pay Data.**
- **50 BAQ TYPE:** The type of Basic Allowance for Quarters being paid.
 - **51 BAQ DEPN:** A code that indicates the type of dependent. A - Spouse C - Child D - Parent G Grandfathered I - Member married to member/own right K - Ward of the court L - Parents in Law R - Own right S - Student (age 21-22) T-Handicapped child over age 21 W - Member married to member, child under 21
 - **52 VHA ZIP:** The ZIP code used in the computation of Variable Housing Allowance (VHA) if entitlement exists.
 - **53 RENT AMT:** The amount of rent paid for housing if applicable.
 - **54 SHARE:** The number of people with which the member shares housing costs.
 - **55 STAT:** The VHA status; i.e., accompanied or unaccompanied.
 - **56 JFTR:** The Joint Federal Travel Regulation (JFTR) code based on the location of the member for Cost of Living Allowance (COLA) purposes.
 - **57 DEPNS:** The number of dependents the member has for VHA purposes.
 - **58 2D JFTR:** The JFTR code based on the location of the member's dependents for COLA purposes.
 - **59 BAS TYPE:** An alpha code that indicates the type of Basic Allowance for Subsistence (BAS) the member is receiving, if applicable. This field will be blank for officers.
 - B - Separate Rations
 - C - TDY/PCS/Proceed Time
 - H - Rations-in-kind not available
 - K - Rations under emergency conditions
 - **60 CHARITY YTD:** The cumulative amount of charitable contributions for the calendar year.
 - **61 TPC:** This field is not used by the active component of any branch of service.
 - **62 PACIDN:** The activity Unit Identification Code (UIC). This field is currently used by Army only.
- Fields 63 through 75 contain Thrift Savings Plan (TSP) information/data.**
- **63 BASE PAY RATE:** The percentage of base pay elected for TSP contributions.
 - **64 BASE PAY CURRENT:** Reserved for future use.
 - **65 SPECIAL PAY RATE:** The percentage of Specialty Pay elected for TSP contribution.
 - **66 SPECIAL PAY CURRENT:** Reserved for future use.
 - **67 INCENTIVE PAY RATE:** Percentage of Incentive Pay elected for TSP contribution.

- **68 INCENTIVE PAY CURRENT:** Reserved for future use.
- **69 BONUS PAY RATE:** The percentage of Bonus Pay elected toward TSP contribution.
- **70 BONUS PAY CURRENT:** Reserved for future use.
- **71** Reserved for future use.
- **72 TSP YTD DEDUCTION (TSP YEAR TO DATE DEDUCTION):** Dollar amount of TSP contributions deducted for the year.
- **73 DEFERRED:** Total dollar amount of TSP contributions that are deferred for tax purposes.
- **74 EXEMPT:** Dollar amount of TSP contributions that are reported as tax exempt to the Internal Revenue Service (IRS).
- **75** Reserved for future use
- **76 REMARKS:** This area is used to provide you with general notices from varying levels of command, as well as the literal explanation of starts, stops, and changes to pay items in the entries within the “ENTITLEMENTS”, “DEDUCTIONS,” and “ALLOTMENTS” fields.
- **77 YTD ENTITLE:** The cumulative total of all entitlements for the calendar year.
- **78 YTD DEDUCT:** The cumulative total of all deductions for the calendar year.

Tab F

Family Web Sites and Internet Resources

Top Family Assistance Web sites

Below are Web sites that you will find useful in answering some common questions.

American Red Cross - www.redcross.org

America Supports You - Our Military Men and Women - This Web site spotlights what Americans are doing in support of the military, encouraging other to thank our troops and allowing all to tell their stories by giving voice and visibility to their efforts. **www.Americasupportsyouni**

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

Army Families Online - Site provided by the Well-Being Liaison Office – Deployment information as well as stories from the frontline. **www.wblo.org/skins/WBLO/home.aspx**

Army Family Team Building (AFTB) - Along with a lot of useful information, the site offers the AFTB Levels I & II courses online. **www.myarmylifetoo.com**

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

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

Army OneSource - Army OneSource is a comprehensive multi-component Web site that provides information on military and community support and services, to meet the diverse needs of Active Army, Army National Guard, and Army Reserve Soldiers, and Families. **www.myarmyonesource.com/default.aspx**

Army Wives - A Web site where you can go for inspiration and to answer questions that you may have about the Army. It is truly a wives resource. There are message boards and a great resource for Army Wives' items to purchase. Great stories and poems. **www.armywives.com**

Army A-Z - A resource that will link you to every Army unit Web site as well as support organizations. All organizations in alpha order. **www.army.mil/a-z.htm**

Defense Finance and Accounting Services (DFAS) - DFAS has links to *MyPay*, per diem amounts, 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.mymilitarylifetoo.com**

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.fmwr.com**

Federal Employee Education and Assistance Fund (FEEA) - This site is for federal civilian employees and is similar to AER. **www.feea.org**

Military Kidz - A Web site for kids to have fun and learn in a fun military environment. You need a password... or as they call it an ID this is one you can make up and has nothing to do with the official military ID system. **www.militarykidz.com**

Military Money Magazine - This site highlights specific financial issues and challenges affecting servicemembers and Families. **www.militarymoney.com**

Military OneSource - You will need to login to access this site. This site 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

Military Sentinel - 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.consumer.gov/military/>

Military Spouse Resources - This site is a resource library for military spouse employment relocation, and education information. www.milspouse.org

MTOM for Kids - Developed by military kids, for military kids with real stories and good advice.
www.defenselink.mil/mtom/index_k.htm

Plan My Move - Plan My Move is the official DoD Web site to assist military members and their Families with all the details connected with a government ordered Permanent Change of Station (PCS).
www.militaryhomefront.dod.mil/

The Military Family Network - The Military Family Network brings together organizations on the national, state and local level, businesses, government agencies and military installations to help military Families make their communities a home. www.emilitary.org/

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

TRICARE Dental Care - United Concordia runs this voluntary, comprehensive dental program offered worldwide by the DoD to Family members of all active duty Uniformed Service personnel and to Selected Reserve and Individual Ready Reserve (IRR) members and/or their Family members. TRICARE United Concordia Dental. www.ucci.com

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. TRICARE West Healthnet Federal Services. www.tricare.mil/mybenefit



Other Helpful Internet Resources

Note: Due to frequent Web site updates, the following Web addresses are subject to change.

ARMY

Human Resources Command..... www.hrc.army.mil
U.S. Army..... www.army.mil/

BENEFITS

Military Pay & Entitlements www.dfas.mil/money/
Personal Benefits Center www.military.com/PBC/PBCSignIn/1,13152,,00.html

BUSINESS

Small Business Administration www.sba.gov
Thomas Register Volumes..... www.thomasregister.com

CALCULATORS

Severance Pay Calculator..... www.afpc.randolph.af.mil/permis/civilian/c6a81.htm
(Click on link and download program)
CSRS Retirement Calculator..... www.finance.gsa.gov/csrs/
Social Security Benefit Calculators..... www.ssa.gov/planners/calculators.htm
Federal Employees Retirement
Calculator (both CSRS & FERS)..... www.seniors.gov/fedcalc.htm
Projecting TSP Account Balance,
Annuity Calculator & Retirement Planner www.tsp.gov/calc/
Life Insurance Calculator www.opm.gov/calculator/index.htm

Department of Defense (DoD)

Defense Link www.defenselink.mil/
DoD Per Diem, Travel and Transportation
Allowance Committee..... www.secureapp2.hqda.pentagon.mil/perdiem/
Military Pay & Benefits..... www.militarypay.dtic.mil/
DoD Sites www.dmdc.osd.mil/appj/sites/index.jsp
One Stop Mobilization..... www.defenselink.mil/ra/mobil/

EDUCATION

College Board..... www.collegeboard.com
Federal Children Scholarship Fund..... www.fedscholarships.org
U.S. Department of Education www.ifap.ed.gov
GI Bill Information..... www.gibill.va.gov/
Military.com Education Channel..... www.military.com/Careers/Education/
Military Child in Transition and Deployment... www.militarystudent.org
Princeton Review www.princetonreview.com
Scholarships for Military Children..... www.militaryscholar.org/index.shtml

FAMILY

Armed Forces Benefit Association..... www.afba.com/
Army Community & Family Support Center... www.armymwr.com/
FinAid..... www.fafsa.org
Children, Youth & Families..... www.cyfemet.org/
Military Spouses' Center Network www.mscn.org/
Tragedy Assistance Program www.taps.org
Resource Guide for Company www.carlisle.army.mil/usawc/dclm/milfam/take/index.htm
Commander's Spouse/ Representative
The Military Coalition..... www.themilitarycoalition.org/

INFORMATION AND RESEARCH NETWORKS

| | |
|--|--|
| Hooah 4 Health..... | www.hooah4health.com |
| Military Assistance Program | www.dticaw.dtic.mil/mapsite |
| Military.Com | www.www.military.com |
| Military Living Publications | www.militaryliving.com/ |
| Military Report..... | www.militaryreport.com |
| Military Family Association..... | www.nmfa.org/Military Spouses www.milspouse.org |
| Military Family Research..... | www.mfri.purdue.edu |
| Army Family Liaison Office | www.aflo.org/home.asp |
| Child Support Info..... | www.acf.hhs.gov/programs/cse/ |
| Children Cope with Terrorism..... | www.aboutourkids.org/ |
| Lifelines Quality of Life Mall | www.lifelines2000.org/ |
| Parents Helping Parents Network | www.parentshelpingparents.org/whoweare.html |
| SGT Mom's Home Page..... | www.sgtmoms.com |
| Military Child..... | www.militarychild.org |
| Military Family Resource Center | www.mfrc.calib.com |
| Military Moms..... | www.militarymoms.net/ |
| Military Spouses' Center Network | www.mscn.org/ |
| Tragedy Assistance Program | www.taps.org |
| Resource Guide for Company Commander's Spouse/ Representative | www.carlisle.army.mil/usawc/dclm/milfam/take/index.htm |
| The Military Coalition..... | www.themilitarycoalition.org/ |

FEDERAL EMPLOYEE

| | |
|---|--|
| Determine your Military Spouse Preference Eligibility..... | www.chrma.hqusareur.army.mil/stalfig/asp/wizards/msp/default.asp |
| Determine Your VRA Eligibility | www.chrma.hqusareur.army.mil/ |
| DFAS (Money matter)..... | www.emss.dfas.mil/emss.htm |
| EEOC's Quick Start for Employees | www.eeoc.gov/gsemployees.html |
| Social Security Retirement Planner..... | www.ssa.gov/retire2/ |
| Determine Your Veterans' Preference..... | www.dol.gov/vets/programs/fact/veterans.preferencefs08.htm |
| How to read an SF-50..... | www.hrsc.osd.mil/sf50/sf50b.htm |
| Savings Plan | www.tsp.gov/ |
| TSP Account Access..... | www.tsp.gov/account/index.html |

GUARD & RESERVE

| | |
|---|--|
| Army National Guard..... | www.arng.army.mil/ |
| Air National Guard..... | www.ang.af.mil/ |
| Coast Guard Reserve..... | www.uscg.mil/hg/reserve/reshmpq.html |
| Naval Reserve | www.navres.navy.mil/navresfor/ |
| Guard Net | www.guardnet.net/ |
| Guard Family Team Building..... | www.gftb.org |
| Army Reserve..... | www.army.mil/usa |
| Air Force Reserve..... | www.afreserve.com |
| Marine Reserve | www.mfr.usmc.mil |
| National Guard Bureau..... | www.ngb.dtic.mil |
| Guard Family..... | www.guardFamily.org |
| The Virtual Armory | www.virtualarmory.com |
| Employer Support of the Guard & Reserve (ESGR) | www.esgr.org |
| Reserve Affairs | www.defenselink.mil/ra/ |

HEALTH CARE

Updating Your DEERS Information..... www.tricare.osd.mil/DEERSaddress/TRICARE
My TRICARE-Check Claims Status Online..... www.mytricare.com
Reserve Dental Plan www.ucci.com
TRICARE..... www.tricare.osd.mil/
Retiree Dental Plan..... www.ddpdelta.org/
Information on Quitting Smoking..... www.quitnet.com/gn

ID CARDS

RAPIDS Site Locator www.dmna.state.ny.us/dmna/Family/rapids.html
Fielding Info on Common
Access Card (CAC)..... www.perscomnd04.army.mil

LEGISLATIVE AND GOVERNMENT AGENCY

Federal Emergency Management
Agency (FEMA)..... www.fema.gov
Housing & Urban Development (HUD) www.hud.gov
The White House..... www.whitehouse.gov/
U.S. Senate www.senate.gov/
U.S. State Department..... www.state.gov/
U.S. Department of Labor www.dol.gov/vets/
Tax Information..... www.irs.gov/
The Library of Congress www.loc.gov/
U.S. Federal Government
Agencies Directory www.lib.lsu.edu/gov/fedgov.html
U.S. House of Representatives..... www.house.gov
U.S. Postal Service www.usps.gov

MILITARY ASSOCIATION

National Guard Association of the
United States (NGAUS)..... www.ngaus.org/
Association of the United States
Army (AUSA)..... www.ausa.org
Enlisted National Guard Association
Florida (ENGAF) www.floridagarud.org/engaf/engaf.htm
Enlisted Association of the National
Guard (EANGUS)..... www.eangus.org/
National Guard Officers' Association
of Florida (NGOAF) www.floridaguard.org/ngoa/index.html
Reserve Officers Association (ROA) www.roa.org/

MILITARY SHOPPING

Defense Commissary Agency (DECA) www.commissaries.com/
Navy Exchange www.navy-nex.com/
Army & Air Force Exchange
Service (AAFES)..... www.aafes.com
The Military Trading Post www.miltrade.com/

MORALE, WELFARE & RECREATION

JAX NAS MWR..... www.nasjax.navy.mil/mwr/mwr_home.htm
FMWR..... www.fmwr.com/

SERVICE AGENCIES

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| Air Force Aid Society..... | www.afas.org/ |
| Navy-Marine Corps Relief Society | www.nmcra.org/ |
| Armed Forces YMCA..... | www.asymca.org/ |
| Army Emergency Relief..... | www.aerhg.org/ |
| American Red Cross..... | www.redcross.org/ |
| World USO | www.uso.org/ |

SERVICE

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| Army Family Team Building | |
| Courses Online | www.defenseweb.com/aftb |
| Army News | www.army.mil/news/ |
| U.S. Navy | www.navy.mil/ |
| Air Force Crossroads..... | www.afcrossroads.com |
| Air Force Financial Services Center | www.saffm.hq.af.mil/affsc/index/index.cfm |
| Armed Forces | www.armedforces.com/ |
| Judge Advocacy General Core | www.jagcnet.army.mil/Legal |
| U.S. Army..... | www.army.mil/ |
| U.S. Marine Corps..... | www.usmc.mil/ |
| U.S. Air Force..... | www.af.mil/ |
| Air Force News | www.af.mil/news/ |
| U.S. Coast Guard..... | www.uscg.mil/uscg.shtm |
| Pentagon News..... | www.defenselink.mil/news/ |
| To send messages to “Any Servicemember” | www.AnyServiceMember.Navy.mil |

INSURANCE

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| Servicemembers Group Life Insurance (SGLI) Information | www.insurance.va.gov/sgliSite/FSGLI/sglifam.htm |
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TRAVEL

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| Army FMWR | www.armymwr.com -Click on Travel |
| Army Lodging | www.armymwr.com/portal/travel/lodging/ |
| Defense Travel System..... | www.dtic.mil/travellink/ |
| DoD Per Diem, Travel and Transportation..... | www.dtic.mil/perdiem/ |
| Relocation Resources | www.afcrossroads.com/ |
| National Parks | www.nps.gov |
| Off-Duty Travel..... | www.offdutytravel.com/ |
| Premier Lodging Program | www.policyworks.gov/org/main/mt/homepage/ mtt/perdiem/plp/Piphp.html |
| Shades of Green, Orlando | www.armymwr.com/shades/index.html |
| Armed Forces Vacation Club | www.afvclub.com |
| Defense Table of Official Distance..... | www.DTOD-mtmc.belvoir.army.mil |
| DLA Travel Page..... | www.dla.mil/dss/travel/ |
| Per Diem Rates..... | www.state.gov/m/a/als/prdm/ |
| Travel Guide..... | www.militarytravelguide.com/discounts.cfm |
| Navy Lodging..... | www.navy-nex.com/ |
| Per Diem Rates..... | www.dtic.mil/perdiem/pdrates.html |
| Florida Travel Info | www.florida.com/ |

VETERAN/RETIREE

- Arlington National Cemetery www.arlingtoncemetery.org/
- U.S. Retirement Services www.odcsper.army.mil/default.asp?pageid=16f
- Veterans of Foreign Wars (VFW)..... www.vfw.org
- Homes for our Troops www.homesforourtroops.org
- Gulf War Veterans Information www.gulfink.osd.mil/
- Veterans News & Information Service www.vnis.com
- Retired Military Almanac www.militaryhandbooks.com/militaryhandbooks.htm
- Cemetery Administration www.cem.va.gov
- Veterans Affairs (VA) www.va.gov
- Veterans Preference Questions & Answers www.dolgov/elaws/vetspref.htm
- Veterans Employment Opportunities www.opm.gov/veterans/html/veoq&a.htm
- Act of 1998 as Amended
(Questions & Answers)
- American Legion..... www.legion.org/
- Disabled Soldier Support
System CD53..... www.ArmyD53.org

VOLUNTEER

- Association for Volunteer
Administration..... www.avaintl.org/

VOTER INFORMATION

- Federal Voting Assistance Program..... www.fvap.gov/index/html
- Register to Vote Online www.beavoter.com

Tab G

Terms and Acronyms

Army and USAREC Terms and Acronyms

If you don't find what you're looking for here, go to www.dtic.mil/doctrine/jel/doddict/

A

| | |
|------------------|---|
| AAFES | Army and Air Force Exchange Service |
| AAR | After Action Review |
| Accession | An individual who has entered military service |
| ACS | Army Community Service |
| AER | Army Emergency Relief |
| AFAP | Army Family Action Plan: A process that seeks input from Soldiers and Army Families regarding the most significant issues that affect their well-being. These critical issues are provided to leaders and worked toward resolution. |
| 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. |
| ANOC | Advanced Noncommissioned Officer Course |
| Applicant | A person who has begun processing for enlistment |
| ARADS | Army Recruiting and Accessions Data System |
| AMEDD | Army Medical Department |
| APA | Advertising and Public Affairs |
| ARC | Army Recruiter Course |
| ASIST | Applied Suicide Intervention Skills Training |
| ASVAB | Armed Services Vocational Aptitude Battery |
| ATC | Annual Training Conference |

B

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|------------------|---|
| BAH | Basic Allowance for Housing - Rent allowance |
| BCAC | Beneficiary Counseling and Assistance Coordinator - Customer service representative for TRICARE and Military Health Systems issues. In USAREC this position is filled by the Battalion Soldier and Family Assistance (SFA) Program Manager. |
| BAS | Basic Allowance for Subsistence - Food allowance |
| BDE | Brigade |
| BJA | Brigade Judge Advocate |
| BN | Battalion |
| BNOC | Basic Noncommissioned Officer Course |
| Box/Boxed | Making mission for the month for a recruiter, station, company |

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. |
| CDR | Commander |
| CG | Commanding General |
| CIP | Command Inspection Program |
| COI | Centers of Influence |
| Combined | |
| Box | Achieving both active duty and reserve mission. |
| 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

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|---------------------------|--|
| DA | Department of the Army |
| DACH | Department of the Army, Chaplains |
| DCAO | Debt Collection Assistance Officer: A position established at all military treatment facilities to assist Soldiers with resolving debt collection problems incurred due to medical expenses. In USAREC this position is filled by the Battalion Soldier and Family Assistance (SFA) Program Manager. |
| DCG | Deputy Commanding General |
| DCO | Deputy Commanding Officer |
| DEP | Delayed Entry Program (old term for Future Soldier) |
| DEERS | Defense Enrollment Eligibility Reporting System: the organization which registers spouses and children, certifying them for ID cards, medical care, and other military privileges |
| Deployment | The relocation of forces and materiel 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 your Soldiers and civilian employees, keeps track of allotments, and leave time. |
| DoD | Department of Defense |

E

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|---------------|---|
| EFMP | Exceptional Family Member Program: provides support and resources to Soldiers' Family members with disabilities |
| ENTNAC | A personal background check conducted by the Defense Investigative Service. |
| 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

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|-----------------------|---|
| 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 Training |

G

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|---------------------|---|
| GA | Grad Alpha - a non prior service high school graduate that scores above 50 on the ASVAB |
| GED | General Education Diploma also called High School Equivalency |
| Geo Bachelor | Married Soldier who does not have his Family at his duty station |
| GOV | Government Owned Vehicle |

H

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|-------------|---------------------------------------|
| HRAP | Hometown Recruiter Assistance Program |
| HQs | Headquarters |

I

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|------------|---------------------------|
| IAW | In Accordance With |
| IM | Information Management |
| ITO | Invitational Travel Order |

J

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

L

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|--------------|---|
| LEADS | Lead Evaluation and Distribution System |
| LES | Leave and Earnings Statement - the Soldier's pay stub |

M

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|---------------|--------------------------------------|
| MAP | Mission Accomplishment Plan |
| MEDDAC | Medical Department Activity |
| MEPCOM | Military Entrance Processing Command |
| MEPS | Military Entrance Processing Station |
| MOS | Military Occupational Specialty |
| MT | Master Trainer |

N

| | |
|--------------|---|
| NCO | Noncommissioned Officer |
| NCOER | Noncommissioned Officer Evaluation Report |
| NCOIC | Noncommissioned Officer in Charge |
| NLT | Not Later Than |
| NOK | Next Of Kin |

O

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|---------------|---|
| OCONUS | Outside the Continental United States |
| Other | Anyone other than a grad alpha or an senior alpha |

P

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|-------------|--|
| P1 | Telephone prospecting |
| P2 | Referral prospecting |
| P3 | Face to face prospecting |
| PCS | Permanent Change of Station (i.e., moving) |
| PDQ | Permanently Disqualified |
| PNOK | Primary Next Of Kin |
| POA | Power Of Attorney |
| POC | Point Of Contact |
| POV | Personally Owned Vehicle |

Q

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|-----------------|--|
| Quarters | The place where Soldiers and Families live |
|-----------------|--|

R

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|-----------------------|---|
| RA | Regular Army - Active Duty |
| 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 process under a false name to qualify another individual for enlistment |
| R&R | Rest and Recreation |
| RM | Resource Management |
| RS | Recruiting station |
| RT | Recruiter Trainer |

S

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|-------------|--|
| 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. |
| SGLI | Servicemembers Group Life Insurance |

T

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|----------------|--|
| TDY | Temporary Duty - the military equivalent to a business trip |
| TRICARE | The Department of Defense managed healthcare program |
| TPR | TRICARE Prime Remote: provides healthcare coverage through civilian providers for military members and their Families who are on remote assignment |

U

| | |
|---------------|---------------------------------------|
| USAAC | United States Army Accessions Command |
| USACC | United States Army Cadet Command |
| USAR | United States Army Reserve |
| USAREC | United States Army Recruiting Command |

V

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|------------|---|
| VHA | Variable Housing Allowance - can be differing amounts depending on location |
|------------|---|

W

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|----------------|--|
| Walk-in | A potential enlistee who walks into a recruiting station without prior contact from a recruiter. |
|----------------|--|

X

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|-----------|-------------------|
| XO | Executive Officer |
|-----------|-------------------|

Other

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|------------|----------------------------|
| 79R | MOS for a career recruiter |
|------------|----------------------------|

Tab H

Acknowledgements and Reference Sheet



We want to recognize and especially thank the 6th Brigade Soldier and Family Assistance (SFA) Program Manager for providing the initial reference and resource guide from the 6th Brigade area of operation for this project.

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The information within this guide does not necessarily represent the views of U.S. Army Officials and was current as of the date below. The U.S. Army or compilers are not responsible or liable for any incorrect information or sources. For comments, corrections or suggestions, please contact the USAREC office of Soldier and Family Assistant Family Readiness at (502) 626-0092 or brian.mcdonald@usarec.army.mil.

September 2010

USAREC Headquarters
1307 3rd Avenue
Fort Knox, KY 40121
www.usarec.army.mil

USAREC - Quick Reference Sheet

Brigade Resources

Telephone Numbers

Military Family
Life Consultants (MFLC's)

USAREC HQs: (877) 302-8534
1st Brigade: (877) 382-7668
2nd Brigade: (877) 382-7680
3rd Brigade: (866) 947-6194
5th Brigade: (866) 949-7523
6th Brigade: (866) 947-6176
Medical Recruiting Brigade: (877) 241-0361

Personal Financial
Counselors (PFC's)

USAREC HQs: (270) 319-2684
1st Brigade: (301) 741-2163
2nd Brigade: (877) 592-3870
3rd Brigade: (270) 319-2681
5th Brigade: (877) 592-3870
6th Brigade: (877) 243-1512
Medical Recruiting Brigade: (270) 319-2683

Brigade Soldier &
Family Assistance (SFA)
Program Managers

1st, 2nd, 3rd, 5th and 6th Brigade
(800) 790-0963
Medical Recruiting Brigade: (800) 223-3735

Family Advocacy Program
Coordinators (FAPC's)

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) 626-0112

Military OneSource
(www.militaryonesource.com)

(800) 342-9647

Army Suicide
Prevention Program

National Suicide Prevention Lifeline
(800) 273-TALK (8255)

USAREC Chaplain/Unit
Ministry Team

USAREC HQs Chaplain: (888) 204-7660
1st Brigade: (888) 235-5953
2nd Brigade: (888) 253-7923
3rd Brigade: (888) 390-5749
5th Brigade: (888) 301-1761
6th Brigade: (888) 476-4341
Medical Recruiting Brigade: (888) 204-7660

My Army Life Too: www.myarmylifetoo.com
U.S. Army Recruiting Command: www.usarec.army.mil
U.S. Army Recruiting Command Pamphlet 608-2, Family Orientation Pamphlet, 1 Dec 03



Life

means nothing to the enemy



U.S. ARMY

ARMY STRONG.™



Protect Your Family. Report Suspicious Activity.

The Army community is a target for terrorism. Specific targets have included Army installations and facilities. Restaurants, retail stores, schools, and playgrounds are also at risk. We don't know where or when terrorists might strike. Therefore we must *make vigilance our focus*. Make it your focus. Be aware of your surroundings both on and off post and report suspicious activity whenever you see it. Do that and you help make the Army community a *formidable obstacle* to terrorism.

Always Ready, Always Alert
Because someone is depending on you



Shoulder to Shoulder

NO SOLDIER STANDS ALONE

Prevent suicide. Be willing to help.



It is your responsibility to stand by your fellow Soldier.

Talk to your Chaplain or Behavioral Health Professional or call Military OneSource 1-800-342-9647

www.militaryonesource.com



<http://chppm.amedd.army.mil>

CP-075-0908