

Soldier Family Support Center FAQs

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Q What are the hours of the Soldier and Family Support Center?

A The Soldier and Family Support Center is open Monday through Friday 7:30 am - 4:30 pm. Please note, depending on the service needed, so programs will need you to arrive by 3:30 pm to provide quality customer service to meet your needs.

Q How do I become a United States Citizen?

A If you are not a United States Citizen by birth, you may be eligible to become a citizen through naturalization.

Q Who is eligible to apply for naturalization?

A Persons who are 18 years and older, file the "Application for Naturalization" (Form N-400) with the Immigration and Naturalization Service (INS). Contact the Fort Riley Legal Assistance Office for eligibility requirements, forms, current fees and where to send the application.

Q How long will it take to become naturalized?

A The time it takes to become naturalized varies from one local INS office to another. The average processing time for an application in the Kansas City INS District currently is 15 months.

Q I am a PV2 from Germany with a green card, but no citizenship. My wife is from France, but she has no green card and no social security number. The Staff Judge Advocate office told me that this makes me non-deployable. I am scheduled to deploy. What do I do?

A This condition does not place the soldier in an automatic non-deployable status. Contact the Legal Assistance Office for help in this matter.

Q My spouse is a conditional resident. I will be deployed before she may file the "Petition to Remove Conditions on Residents." What can we do?

A Your spouse should complete the Form I-751 and obtain all the required documentation before you deploy. If possible, both of you should sign the petition. Your spouse can then mail the documents to the Nebraska Service Center at the proper time. Your wife should also attach a copy of your deployment orders and a brief letter informing INS of your deployment. Your spouse should receive an extension of her current status from the Service Center. When you return, your spouse should immediately notify the Service Center of this fact.

Q How do I contact my local INS office?

A The Kansas City INS District Office is located at 9747 North Conant Avenue, Kansas City, Missouri 61153. It is open Monday-Thursday from 7:30 a.m. - 3:30 p.m. The office is closed on Friday, weekends and legal holidays. To reach them by telephone, call 816-891-0603, Monday - Friday between the hours of 8:30 a.m. and 3:00 p.m.

Q If my sponsor served in a combat zone or a qualified hazardous duty area, will the taxable pay affect our tax return?

A Yes. Your taxable income for the year will be greatly reduced

Q If I am serving in a combat zone, will I have additional time to file my income tax return?

A Yes. The deadline for filing your return is extended for at least 180 days after the last day you were in the combat zone. Contact the Legal Assistance Office if you are not sure if the area you served in qualifies. Although many states follow the federal extension, you will need to check further to determine if your state has different extension rules.

Q Will the tax center be open after April 15th to help soldiers that are deployed?

A As of now, no. The Fort Riley Tax Center is normally open from February - April 15th. It is possible to get tax assistance after April 15th by requesting an appointment with Legal Assistance. Soldiers expecting a refund should visit the tax center prior to deployment or make use of the tax services available at their deployed location.

Q My spouse filed taxes through a computer program. Is it too late to file electronically?

A If you have already filed, it is too late to file electronically.

Q I received another W-2 after I filed my return. What do I do?

A You need to correct your original return to include any differences in income or taxes paid. You can file an amended return (1040X). The Legal Assistance Office can assist you with this process.

Q I received a letter from IRS telling me that I made a mistake on my return and owe more taxes. What should I do?

A Review the notice from the Internal Revenue Service. If you did make a mistake, you will have to pay the additional taxes. If you have a question concerning the adjustment, contact Legal Assistance Office for an appointment.

Q How can I contact the Internal Revenue Service?

A The Internal Revenue Service can be reached at 1-800-829-1040. The wait times can be long, especially from late February through April 15th.

On-post DOD School FAQs

- [Where do the children of on-post housing occupants attend school?](#)
- [How old must my child be to start Kindergarten?](#)
- [Are students required to wear school uniforms in Fort Riley schools?](#)
- [What do I have to do in order to legally home-school my child in Kansas?](#)
- [What records and documents will I need to enroll my child in school?](#)

Q Where do the children of on-post housing occupants attend school?

A Children in Kindergarten through Grade 5 attend one of five elementary schools on post. Grades 6-8 attend Fort Riley Middle School on-post. High School aged youth, grades 9-12, are bussed to Junction City High School.

Q How old must my child be to start Kindergarten?

A Any child who attains the age of 5 on or before August 31 of the school year is eligible to attend kindergarten in the state of Kansas. Also, any child who has been enrolled in and attended kindergarten in another state is eligible for kindergarten in Kansas, regardless of the child's age.

Q Are students required to wear school uniforms in Fort Riley schools?

A None of the districts serving the Fort Riley area are currently requiring uniforms for students. Each school district does have its own policy regarding appropriate dress for school. Check with your specific school's principal for information regarding these policies.

Q What do I have to do in order to legally home-school my child in Kansas?

A Unlike some states, Kansas does not specifically authorize "home instruction" or "home schooling" by state statute. However, Kansas does recognize Non-accredited Private Schools. Non-accredited schools are not required to employ teachers who are certified by the state, but their courses must be taught by competent instructors, and they must hold classes for a period of time which is substantially equivalent to the time public schools are in session in the area in which the non-accredited school is located (at least 186 days of not less than 6 hours per day, or 1116 hours per year for grades 1-11). Non-accredited private schools are required by law to register the name and address of the private elementary or secondary school with the state board of education. Registration consists of completing a form provided by the state showing the name and address of the school and the name and address of the official custodian of the school's records. No fee is charged for registration of a non-accredited school.

Q What records and documents will I need to enroll my child in school?

A School enrollments typically take place at the school building your student will be attending. Parents are strongly encouraged to bring photocopies of all academic records with them whenever they PCS to a new duty station (do not put these with your household goods). The following records are required at the time of your student's enrollment: •Child Health Assessment (physical examination) - Children age 8 or under, enrolling in a Kansas school for the first time, will be required to present results of a Child Health Assessment to have been completed within 12 months of school entry or within 90 days after school entry. This also applies to preschool children entering school for the first time. Parents are strongly encouraged to make appointments early for completion of

the Health Assessment prior to the 1st day of school. •Kansas Certificate of Immunization Card (KCI) •Grade cards, certified transcripts, Special Education IEPs, or similar record or data of previous school attendance. •Proof of identity (Birth Certificate, Passport, Driver's License) •Social Security Number •Kindergarten students need: birth certificate, official hospital record or other official document of birth, the Health Assessment Form and a Kansas Certificate of Immunization. •First grade students who have not attended an accredited kindergarten need the same documents as listed above

Women, Infants and Children (WIC) Program FAQs

- [Who does the Women, Infants and Children Program help?](#)
- [How does the Women, Infants, and Children Program help?](#)
- [What kinds of foods does the Women, Infants and Children Program offer?](#)
- [How do I qualify for the Women, Infants and Children Program?](#)
- [What do I need to bring to the appointment?](#)
- [Can someone else bring my child to the appointment?](#)
- [When will I know if I will get Women, Infants and Children Program benefits](#)

Q Who does the Women, Infants and Children Program help?

A This program helps families who have special needs for healthy foods. You or your family members may qualify if: (1) You are pregnant. (2) You are breastfeeding a child under one year of age. (3) Have had a baby in the last six months. (4) Have an infant or a child under five years of age.

Q How does the Women, Infants, and Children Program help?

A This is a food and nutrition program that helps families. At no cost, providing: Healthy food for members of the family on the program, Nutrition advice to help you choose the right foods, Ideas on how to stretch your food dollar, Referrals to services your family might use like immunizations and well child check-ups.

Q What kinds of foods does the Women, Infants and Children Program offer?

A When someone qualifies for the program, they get checks that can be used at specific grocery stores that are part of the program. Each check has certain kinds of foods that are needed for good health. Types of food that can be provided: Milk, Juice, Cheese, Dried Beans, Infant Formula, Eggs, Cereal, Peanut Butter, Infant Cereal, Carrots and Tuna. These foods are good sources of important nutrients such as protein, iron, calcium and vitamin C. The program does not supply all the foods your family will need. The money you save by using these checks can be used to add even more healthy foods to your family meals.

Q How do I qualify for the Women, Infants and Children Program?

A The first step is to make an appointment with the local Women, Infants and Children office. In order to qualify, you must: be pregnant, breastfeeding, or have recently had a baby, or be a child under five years of age, meet the income guidelines of the program, live in Kansas, be found to have a nutrition need by a our programs health professional.

Q What do I need to bring to the appointment?

A On the appointment day, be sure to bring the papers you were given after you set up your appointment. Completely fill out the papers before you come. If you need help in filling out the papers, let the clinic know and come about 15-30 minutes before your appointment time. Bring each person who wishes to be on infant, child or woman; proof of income (check stub and/or Leave and Earnings Statment) for all people living in your house. If your family gets assistance from any Social and Rehabilitation Services program, please bring proof of this eligibility, proof of residency (an envelope that was mailed to you, rent receipts, utility bills), proof of identity (photo driver's license, birth certificate, immunization records) for all applicants and immunization records for children applying for the program.

Q Can someone else bring my child to the appointment?

A Yes, but the Women, Infants and Children's Program needs the signature of a parent or legal guardian to do the health check. Call the Fort Riley office to make arrangements.

Q When will I know if I will get Women, Infants and Children Program benefits?

A You will find out if you qualify for program the day you come for the appointment. At the appointment, a staff member will review all the papers you have brought and ask some questions about the applicant's health and diet. A test will be done to check blood iron levels. Height and weight will also be checked. Our staff will also answer any questions you may have about nutrition for you, your infant or child.

Exceptional Family Member Program FAQs

- [Is the Exceptional Family Member Program mandatory?](#)
- [How do I enroll in the Exceptional Family Member Program?](#)
- [Why is it important to enroll in the Exceptional Family Member Program?](#)
- [Who is an Exceptional Family Member?](#)
- [If my child has any medical or educational special needs why do they have to be reviewed through the Special Needs Resource Team committee?](#)
- [If my family member is enrolled in Exceptional Family Member Program can my family go with me overseas?](#)
- [What accommodations can be made for the student who needs more individualized educational support?](#)
- [What is respite care?](#)
- [Does enrollment have any impact on the soldier's career?](#)

Q What accommodations can be made for the student who needs more individualized educational support?

A Anything that can help enable the student to learn can be considered an accommodation following under the provisions of the Public Law 94-142 (Individual with Disabilities Education Act).

Q What is respite care?

A Having a child who has special needs or high-risk conditions can be stressful and seem overwhelming at times. Whether a family is going through a difficult situation, when a sponsor is deployed or when the sponsor is assigned to a hardship tour, the spouse will need assistance with childcare during this time

Q Does enrollment have any impact on the soldier's career?

A Enrollment in Exceptional Family Member Program does not adversely affect selection for promotion, schools, or assignment. Information concerning enrollment in this program or any of the data used in the program is not made available to selection boards. recommendations include developmentally appropriate environment, adult/child ratios, group sizes and any necessary program adaptations to meet that child's well-being needs. The Special Needs Resource Team is following Child Youth Service and Exceptional Family Member Program Army Regulations

Q If my family member is enrolled in Exceptional Family Member Program can my family go with me overseas?

A The Exceptional Family Member Program medical staff screen all family members for possible enrollment in this program. If the family member has any type of special medical, emotional or educational need, it is sent forward to the Overseas Reassignment Exceptional Family Member Program for determination of availability of services. If services are available, family members may accompany the service member.

Q What accommodations can be made for the student who needs more individualized educational support?

A Anything that can help enable the student to learn can be considered an accommodation following under the provisions of the Public Law 94-142 (Individual with Disabilities Education Act).

Q What is respite care?

A Having a child who has special needs or high-risk conditions can be stressful and seem overwhelming at times. Whether a family is going through a difficult situation, when a sponsor is deployed or when the sponsor is assigned to a hardship tour, the spouse will need assistance with childcare during this time

Q Does enrollment have any impact on the soldier's career?

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Child and Youth Services FAQs

- [Who must register for Child and Youth Services \(CYS\)?](#)
- [What do I need to register for Child and Youth Services \(CYS\)?](#)
- [Does Child and Youth Services \(CYS\) give multiple child discounts?](#)
- [How do I register for Child and Youth Services \(CYS\)?](#)
- [How much does child care cost?](#)

Q Who must register for Child and Youth Services (CYS)?

A Anyone who would like to use the Child Development Center (CDC), School Age Services (SAS), Middle School/Teen (MS/T) program, Family Child Care (FCC) home, special camps, youth sports, or Instructional programs such as dance, martial arts, gymnastics, and piano.

Q What do I need to register for Child and Youth Services (CYS)?

A You need a copy of your child's up-to-date shot records, proof of total family income (for fee category determination), CYS registration card, two local emergency child release/notification

designees (other than parent), child's SSN, DA Form 5223 - health assessment or other health assessment (well-baby, sports, school) completed within the last 12 months (must be turned in within 30 days after initial registration), sole or dual military must have a Family Care Plan (must be turned in within 30 days after initial registration) and be prepared to pay an \$18.00 registration fee per child, not to exceed \$40.00 per family

Q Does Child and Youth Services (CYS) give multiple child discounts?

A Yes. A Multiple Child Reduction (MCR) discount for care is given in all CYS programs except Instructional programs and Family Child Care (FCC) homes not subsidized for fee equity. The MCR is a 10% discount and is applied to the least expensive type(s) of care.

Q How do I register for Child and Youth Services (CYS)?

A Call CYS Central Enrollment Registry (CER) at (785) 239-4847 or drop by the CER office located in Bldg. 7434 to make an appointment. Registration is by appointment only. Please pick up the Registration forms at CER prior to your appointment.

Q How much does child care cost?

A Childcare and School Age fees are based on a patron's total family income. The Department of Defense (DoD) has established six income categories (\$0-\$28,000, \$28,001-\$34,000, \$34,001-\$44,000, \$44,001-\$55,000, \$55,001-\$70,000, and \$70,001+) and the installation sets fees for each category. Total Family Income (TFI) is defined as all earned income and includes wages, salaries, tips, long-term disability benefits, voluntary salary deferrals, quarters allowances, subsistence allowances, in-kind quarters and subsistence allowances received by military members, and anything else of value, even if not taxable, that was received for providing services. TFI does not include combat zone pay, hostile fire/imminent danger pay, variable housing allowance, child support, alimony, or family separation pay. Call the Central Enrollment Registry (CER) at 239-4847 for additional information.

Emergency and Pay FAQs

- [What if the deployed soldier has an emergency?](#)
- [What if you have an emergency?](#)
- [Where do I go for help?](#)
- [I was approved for 2 weeks leave during Christmas, but I did not take the time. I was charged for the leave, but showed up for duty every day. What can I do to get my leave time back?](#)
- [I am missing some of my Leave and Earnings statements. How can I obtain copies of those missing?](#)
- [What if I have not received my W-2 form?](#)
- [Can I call the Defense Finance and Accounting Services to inquire about my Savings Deposit Account?](#)
- [How do I go about receiving my money from the Savings Deposit Program?](#)
- [When does my eligibility for the savings deposit program stop?](#)
- [Will my spouse be able to start, stop, or change allotments while in Iraq; and how long will it take?](#)

- [My spouse is returning from Iraq in August with the advanced party. When does the hazardous duty pay end and when will the Per Diem end?](#)
- [How long after my spouse leaves duty from that area will it take for the Hazardous Pay to show up on the Leave and Earnings statement?](#)
- [Do I have to take out an allotment to participate in the 10% Savings Plan?](#)
- [What deployment entitlements do we receive while we are deployed?](#)

Q What if the deployed soldier has an emergency?

A If your soldier develops a serious problem while deployed, i.e. sickness, injury, etc., the Company Commander or Rear Detachment Commander, a commander's representative, a member of the Family Readiness Group, and/or the Battalion Chaplain will contact you. If someone else calls you to report an injury to your spouse, call the Company/Rear Detachment Commander immediately to verify it!!!

Q What if you have an emergency?

A If you develop a serious problem while your soldier is deployed, contact one of the following immediately: the Company or Rear Detachment Commander, the Chaplain or On-call Chaplain, or the American Red Cross.

Q Where do I go for help?

A The following agencies may be helpful in the event of an emergency or a problem during a deployment. Army Community Service, Army Emergency Relief, American Red Cross, Chaplain Support, Family Readiness Center, Family Life Center, Legal Assistance and/or Social Work Service.

Q I was approved for 2 weeks leave during Christmas, but I did not take the time. I was charged for the leave, but showed up for duty every day. What can I do to get my leave time back?

A Obtain a memorandum signed by the company/battery commander stating that no leave was taken during that period of time. Attach a copy of the original leave form and submit it to the PAC. With these documents, Finance will credit those days erroneously charged.

Q I am missing some of my Leave and Earnings statements. How can I obtain copies of those missing?

A See your unit Personnel Administration Center. The unit Personnel Administration Center staff will fill out a DA Form 2142 (Pay Inquiry Form) for the missing Leave and Earnings statements.

Q What if I have not received my W-2 form?

A If after redeploying, you have not received your W-2 you will need to contact your Personnel Administration Center.

Q Can I call the Defense Finance and Accounting Services to inquire about my Savings Deposit Account?

A Telephone inquiries concerning your accounts may be made to the center. The stateside number is 216-522-6545. A toll-free number for stateside based soldiers is 1-800-624-7368. The DSN number is 580-6545. FAX: 216-522-6924/DSN 580-6924.

Q How do I go about receiving my money from the Savings Deposit Program?

A For Active Duty Soldiers: Soldiers on active duty must submit a written request to their Finance Office which will, in turn, send the written request to Defense Finance and Accounting Service. Include name, social security number, branch of service, redeployment date, amount requested, and when the payment is desired. The payment will be sent to the soldier's financial institution, include the account number, type of account (checking or savings), and the routing number on voided check/deposit slip. Also, indicate the reason for the request (i.e., to close out the account because the 90-day period is over, or to close the account because you no longer wish to participate in the program). For Separated Soldiers: Separated soldiers and RC soldiers no longer on active duty must sign a written request for payment with the following information: name, social security number, branch of service, delivery information, separation date, and date of departure from the designated area. Mail to: DFAS-CL, Attn: Code FMCS, 1240 East 9th Street, Cleveland, OH 44199-2055.

Q When does my eligibility for the savings deposit program stop?

A This is a program where eligible soldiers may deposit funds (up to their non-allotted take home pay, maximum amount is \$10,000) into an account and earn 10% interest annually (compounded quarterly at 2.5%). Eligibility for this program stops on the day of departure from Bosnia-Herzegovina, Croatia, Macedonia and/or Hungary. Interest stops accruing 90 days after redeployment. Allotments or deposits by cash collection voucher can only be started/deposited when "In-Country."

Q Will my spouse be able to start, stop, or change allotments while in Iraq; and how long will it take?

A Yes. A Finance Detachment is deploying to Iraq and will have the same capabilities as other Finance offices. It is recommended that any changes to a soldier's account be initiated prior to deployment to minimize distractions from

unit missions. Processing time for pay changes is normally 72 hours, the same as home station.

Q My spouse is returning from Iraq in August with the advanced party. When does the hazardous duty pay end and when will the Per Diem end?

A Hazardous duty pay ends on the day of departure from a designated area; however, it is paid for the entire month. Per Diem ends the day of return to the home station. Example: Soldier arrives at home station on 15 March. The Per Diem will stop on 15 March.

Q How long after my spouse leaves duty from that area will it take for the Hazardous Pay to show up on the Leave and Earnings statement?

A Hazardous duty pay begins the day of arrival in Croatia, Bosnia-Herzegovina or Macedonia. Soldiers deployed in Hungary are not entitled to hazardous duty pay. Talk to Finance to get a perspective of when it will show up on the Leave and Earnings statement.

Q Do I have to take out an allotment to participate in the 10% Savings Plan?

A Although you may use the allotment options to participate, you do have other options. Eligible soldiers may deposit funds at the finance office in Bosnia by submitting a cash collection voucher with payment in either cash or personal check.

Q What deployment entitlements do we receive while we are deployed?

A In addition to basic pay: Hardship Duty Pay – Location (HDPL) All enlisted soldiers deployed to Hungary, Croatia, Bosnia-Herzegovina, Macedonia and Kuwait are entitled to HDPL. This entitlement begins the day of arrival at one of these locations and stops the day of departure. HDPL is payable on a daily basis. Basic Allowance for Subsistence (Separate rations) - This entitlement is authorized for all soldiers, regardless of whether or not you were entitled to it before deployment. Hostile Fire Pay - All soldiers deployed to Croatia, Bosnia-Herzegovina, and Macedonia (not Hungary) are entitled to HFP. This entitlement begins the day of arrival and ends on the day of departure. This entitlement is payable for the entire month. Note: Effective 31 May 1999, the following areas are authorized CZTE and Hostile Fire pay: Tazsar Hungary; Souda Bay and Athens Greece; all military installations and facilities in Italy. Per Diem - All soldiers are entitled to Per Diem while TDY. This entitlement begins the day of departure from the home station and stops the day of return to the home station. For most soldiers, per Diem is payable. Monthly-accrued payments are made on the Leave and Earnings statement. The remaining

amount, plus any missed Per Diem will be paid on the final travel voucher. Family Separation Allowance - All soldiers who have family members, who are forced to be separated from them for more than 30 days, are entitled to FSA. This entitlement begins on the day of departure from their home station and ends the day before arrival back to the home station. Combat Zone Tax Exclusion - All enlisted pay is exempt from federal income taxes, amount will vary with each soldier's own situation. Warrant Officer and officer pay is exempt from federal tax up to a specified amount. This entitlement begins the day of arrival into the designated area and ends on the day of departure.

Reporting A Safety Issue FAQs

- [How Do I Report an Accident?](#)
- [Is there something that I can do to protect my children from lead poisoning?](#)
- [How does radon enter my home?](#)

Q How Do I Report an Accident?

A Emergency 911 Ambulance 911 Fire Department 911 Military Police 239-6767 Spill (Fire Department) 239-4257 Safety Division 239-2514 After Duty Hours (FROC) 239-2222

Q Is there something that I can do to protect my children from lead poisoning?

A Wash children's hands after play, before eating, and before bed. Wash their toys, pacifiers and other objects they may put in their mouths. Use only lead-free ceramics for cooking or storing food. Pottery from foreign countries often contains lead. Feed your child 3 meals a day with foods high in calcium (milk, cheese, yogurt) and iron (lean meat, beans, eggs) and give them healthy snacks. Use only cold water from the cold-water tap for cooking or for making baby formula. Run water from the cold-water tap until the temperature changes (about 1 minute). Once a week, use detergent to wet mop or damp wipe floors, windowsills, furniture or other surfaces that may contain lead in dust. If your home was built before 1978, test your home for lead before renovating or repairing. Never dry sand, dry scrape or sandblast paint. Keep your child away from peeling, chipping paint. Plant shrubs, grass, or other ground cover on bare soil you suspect may contain lead. Recycle spent rechargeable batteries. Cover lead-painted walls and ceilings with plaster, wallboard, wallpaper, paneling, or lead-free paint. Install vinyl siding over lead paint outdoors. This keeps lead paint from chipping and falling into places where children play.

Q How does radon enter my home?

A Radon is a natural element that comes from the earth and can seep into your home from the surrounding soil, and also can be found in well water. Radon is completely invisible to sight, smell or taste. Radon is monitored by using detectors to test for levels of radon in buildings. This method helps determine the level of radon that may have entered the building through the soil. If high levels of radon are found then a mitigation system can be installed. A mitigation system is a method of pulling radon gas out of the building and a passive fan system causes the circulation needed to pull the radon gas out of the home. Radon is monitored continuously to ensure the safety of those that live and work here at Fort Riley. If you have any questions about radon please contact the Safety Office, Radon Program at 239-8604.

Family Advocacy Program FAQs

- [What does FAP stand for?](#)
- [Does domestic violence affect my military career?](#)
- [Is it against the law to spank my children?](#)
- [Is there someone I can speak with if I need some information?](#)
- [Who is the reporting point of contact if you suspect child or spouse abuse?](#)

Q What does FAP stand for?

A Family Advocacy Program

Q Does domestic violence affect my military career?

A Yes. The military does not look kindly upon domestic violence and has a zero tolerance for domestic violence in families.

Q Is it against the law to spank my children?

A It is not against the law to spank your child with a open hand on the buttocks, however, if it is excessive or you leave a mark it is considered child abuse. Corporal punishment is a limited discipline technique and there are other forms of behavior management that are more effective

Q Is there someone I can speak with if I need some information?

A Contact the Family Advocacy Program at 785-239-9435.

Q Who is the reporting point of contact if you suspect child or spouse abuse?

A The military police at 785-239-MPMP (6767).

Army Emergency Relief (AER) Loan FAQs

- [What can Army Emergency Relief do for you?](#)
- [What are some situations that cannot be assisted through Army Emergency Relief?](#)
- [How Long Does It Take To Get Army Emergency Relief Help?](#)
- [What Kind of Assistance Can I Expect?](#)
- [Is There a Dollar Limit On Army Emergency Relief Loans?](#)
- [Do I have To Contribute To Army Emergency Relief To Get Assistance?](#)
- [Does Army Emergency Relief Get Its Money From The Government?](#)
- [From Where Does Army Emergency Relief Get Its Funds?](#)

Q What can Army Emergency Relief do for you?

A Help you with emergency financial needs for: food, rent or utilities; emergency transportation and vehicle repair; funeral expenses; Medical/Dental expenses; personal needs when pay is delayed or stolen; give undergraduate-level education scholarships, based primarily on financial need and to children of soldiers.

Q What are some situations that cannot be assisted through Army Emergency Relief?

A Help pay for nonessentials; finance ordinary leave or vacation; pay fines or legal expenses; help liquidate or consolidate debt; assist with house purchase or home improvements; help purchase, rent or lease vehicles; cover bad checks or pay credit card bills and pay for abortions are just some of the situations that cannot be assisted.

Q How Long Does It Take To Get Army Emergency Relief Help?

A You can expect a quick decision on your request for assistance.

Q What Kind of Assistance Can I Expect?

A An interest-free loan; a grant (an outright gift of funds) if repayment of loan will cause undue hardship; or, part loan and part grant.

Q Is There a Dollar Limit On Army Emergency Relief Loans?

A No. Army Emergency Relief assistance will meet your emergency need.

Q Do I have To Contribute To Army Emergency Relief To Get Assistance?

A No. If you are eligible for Army Emergency Relief assistance and have a valid emergency need, we will help you.

Q Does Army Emergency Relief Get Its Money From The Government?

A NO. Army Emergency Relief does not receive any appropriated or non appropriated government money.

Q From Where Does Army Emergency Relief Get Its Funds?

A Support for the Army Emergency Relief Assistance Program comes from the following sources: Voluntary contributions from soldiers (active and retired) and

civilians; Repayment of Army Emergency Relief interest-free loans; Investment income and Unsolicited contributions.

Legal Assistance FAQs

- [Who is authorized to receive legal assistance?](#)
- [What is the Legal Assistance Program?](#)
- [What types of services do you offer?](#)
- [If I discuss personal issues with a legal assistance attorney, is it confidential?](#)
- [Does Fort Riley offer tax preparation or advice?](#)
- [I am having problems with finances and/or debt collectors. Where should I go for assistance?](#)
- [Are the wills prepared by the Legal Assistance Office valid in the civilian world?](#)
- [What must I do to make a Will?](#)
- [Do I need an appointment to get something notarized?](#)

Q Who is authorized to receive legal assistance?

A The following persons are eligible for legal assistance: Active Duty Service members (all branches); Dependents; Retirees (and their Dependents); Reserve Component Service members (when in active Federal Service); DoD Civilians (in limited areas).

Q What is the Legal Assistance Program?

A The Office of the Staff Judge Advocate provides legal assistance to authorized persons through the Army Legal Assistance Program. The mission of the Legal Assistance Office is to enhance the readiness of Fort Riley units through the provision of competent and timely legal services by: Helping soldiers avoid readiness-reducing legal issues before they occur; Resolving existing readiness-reducing legal issues when possible; Improving/maintaining soldier and family morale through the provision of such services.

Q What types of services do you offer?

A Following are some of the services the Legal Assistance Office provides: Notary Public: clients may walk in to have documents notarized or to certify copies; Powers of Attorney: clients may walk in to designate an agent as their attorney in fact; Wills: estate planning counseling, wills, living wills, and health care powers of attorney; Report of Survey: assist soldiers and DoD civilians reply to the assessment of financial liability against them; Evaluation Reports: assist Officers & NCOs who feel they have received an unfair report; Family Law: child support, child custody, divorce counseling concerning rights and entitlements,

written separation agreements; Naturalization: counseling on immigration and naturalization issues and assistance with document preparation; Step-parent adoption: counseling and possible assistance with pro se document preparation for filing in a local court; Consumer Law: counseling concerning the legal rights of consumers under Federal and Kansas law; Bankruptcy: counseling concerning the discharge of debts in bankruptcy; Contract review: assist clients understanding their legal rights and obligations; Landlord/Tenant: assist clients understanding their lease and their rights under the Kansas Residential Landlord and Tenant Act; Soldiers' and Sailors' Civil Relief Act: assist clients who may be afforded protection under this important Federal law; Small Claims Court: counseling concerning proceeding in Kansas Small Claims Court; This is not an exhaustive list. Contact the Legal Assistance Office to inquire whether we can assist you with your legal issue or situation.

Q If I discuss personal issues with a legal assistance attorney, is it confidential?

A Yes! Conversations with a legal assistance attorney are covered by the attorney-client privilege and are protected from disclosure. For instance, a soldier's commander has no right to discover what the soldier talked to his or her attorney about. Furthermore, attorneys have a professional obligation to guard the secrets and confidences of clients.

Q Does Fort Riley offer tax preparation or advice?

A Yes! During the tax season (1 Feb – 15 Apr) the Fort Riley Tax Center is open. Persons authorized legal assistance can receive free personal income tax return preparation for both Federal and State returns. Federal returns are electronically filed. Call 239-1040 for an appointment at the Tax Center during the tax season.

Q I am having problems with finances and/or debt collectors. Where should I go for assistance?

A We assist clients in understanding their rights under the Fair Debt Collection Practices Act, the Fair Credit Reporting Act, and other Kansas laws designed to protect consumers. The Legal Assistance Office can assist persons who are being harassed by debt collectors. Soldiers should also see their Command Financial NCO representative to establish a budget and receive financial counseling. Other financial counseling services are available through the Soldier & Family Support Center on Custer Hill, 239-4758. The Consumer Credit Counseling Service can also help with personal budgeting and negotiate with creditors for a small fee (Manhattan- 539-6666, Salina- 913-827-6731 or 800-279-2227).

Q Are the wills prepared by the Legal Assistance Office valid in the civilian world?

A Wills prepared by a legal assistance attorney are legally valid in all fifty states regardless of your military status. Persons who relocate into a U.S. territory or foreign country should inquire with an attorney licensed in that jurisdiction to determine the validity of their will.

Q What must I do to make a Will?

A Call the Legal Assistance Office at 239-3117. We will set up an appointment for you to make out a will.

Q Do I need an appointment to get something notarized?

A No. Notarial services are available on a walk in basis during our normal business hours for those eligible to receive legal assistance.

Army Family Action Plan

- [Does Fort Riley have an Army Family Action Plan Process?](#)
- [What happens to my Army Family Action Plan issue if I submit one?](#)
- [Who should I submit an idea to if I have an issue?](#)

Q Does Fort Riley have an Army Family Action Plan Process?

A Yes, the Army Family Action Plan Conference is held each year in the fall and is open to all soldiers, family members, retirees and Department of the Army civilians to submit issues.

Q What happens to my Army Family Action Plan issue if I submit one?

A All issues are addressed at the local level and resolved if possible. If the issue requires a higher level to resolve then it is forwarded to Forces Command level and possibly to the Department of the Army level.

Q Who should I submit an idea to if I have an issue?

A The Fort Riley Army Family Action Plan Program Manager, your housing mayors or unit commanders.

Volunteer

- [How do I become a volunteer?](#)
- [Is childcare available?](#)
- [How does Fort Riley benefit from volunteers?](#)

Q How do I become a volunteer?

A You can either go to any organization you are interested in and ask about volunteering, or you can come to the Soldier and Family Support Center, Bldg. 7264, and fill out the registration forms and receive more information about areas to volunteer.

Q Is childcare available?

A Some organizations have funds available for childcare. You can contact the Installation Volunteer Coordinator for additional information.

Q How does Fort Riley benefit from volunteers?

A In 2003 there were 136,329 volunteer hours recorded. This computes to \$2,254,881.60 that Fort Riley saved from volunteers working on the installation. There are many services that without volunteers would not be available to the Installation. Volunteers benefit from gaining job experience, receiving references for jobs and learning what additional resources are available within our surrounding community.

Army Family Team Building

- [I work and can't go to classes during the day, is there another way to get this information?](#)
- [I took some Army Family Team Building Classes at my previous post, do I have to start over here?](#)
- [Do I have to take the classes in order of the levels?](#)
- [I have children and would like to know if child care is provided.](#)
- [Who do I call to get more information on class schedules and times?](#)
- [I am not from the United States, is the information available in other languages?](#)

Q I work and can't go to classes during the day, is there another way to get this information?

A Evening classes are offered twice a month usually on Wednesday evenings. We also set up classes for Units, Battalions and Brigades on any of the levels that can be given in the evening, all day or on the weekend. There is a 5 person minimum to schedule a class. You can also take Level I & II on line at www.armyfamilyteambuilding.org

Q I took some Army Family Team Building Classes at my previous post, do I have to start over here?

A The classes that you took at your previous post can be transferred toward completing the Level here at Ft. Riley.

Q Do I have to take the classes in order of the levels?

A No, you can take the classes that you find interesting no matter what level they are and you will receive credit for taking those classes.

Q I have children and would like to know if child care is provided.

A Beginning in September 2002, we will be giving classes on Friday afternoons at the Armed Service YMCA that will provide free child care on site while you are in class. We will continue to offer evening classes so that one of the parents can be home with the children so one will not have to worry about obtaining child care.

Q Who do I call to get more information on class schedules and times?

A The Army Family Team Building Program Manager at 785-239-9435.

Q I am not from the United States, is the information available in other languages?

A We have instructors to give the classes in German, Korean and Spanish

Home-Based Business

- [May I have a home-based business in military housing and if so, how do I find out if my business idea will be acceptable?](#)
- [I am interested in starting my own business. How can I get more information on the process?](#)
- [I would like more information on writing a business plan, where can I find a sample?](#)
- [I do not currently have a career and I am not sure what the best career choices are for me. How can I find out what would be the best fields for me to look into?](#)

- [I am the spouse of an active duty service-member. Where can I go to look for employment opportunities at our next duty station?](#)

Q May I have a home-based business in military housing and if so, how do I find out if my business idea will be acceptable?

A Most home-based businesses may be allowed in military housing (check with your individual command) provided that you have permission from the appropriate housing manager. Submit your business idea and be ready to support your idea and how it will not affect the environment around you. The business product and/or service also must be legal and not hazardous. The housing manager may disapprove of your business. The responsibility for obtaining approval rests with the business owner.

Q I am interested in starting my own business. How can I get more information on the process?

A The Small Business Administration (SBA) has an area of their website devoted to starting your own business. From determining if you “have what it takes” to the actual process of developing a business plan, the Small Business Administration can assist you. For more information see the Employment Readiness Program (ERP) at your local Soldier and Family Support Center.

Q I would like more information on writing a business plan, where can I find a sample?

A A business plan is one of the most important steps in starting your own business. It precisely defines your business, identifies your goals and serves as your firm's resume. Its basic components include a current and pro forma balance sheet, an income statement and a cash flow analysis. It helps you allocate resources properly, handle unforeseen complications, and make the right decisions. For more information see the Employment Readiness Program Coordinator at your local Soldier and Family Support Center

Q I do not currently have a career and I am not sure what the best career choices are for me. How can I find out what would be the best fields for me to look into?

A There are many tools available to assist you in assessing what career field is right for you. The Soldier and Family Support Center and local Workforce Community Center offer self-assessment workshops and seminars. For more information on upcoming workshops contact your local Soldier and Family Support Center.

Q I am the spouse of an active duty service-member. Where can I go to look for employment opportunities at our next duty station?

A There are many websites available that list employment opportunities worldwide. For more information see the Employment Readiness Program (ERP) Coordinator at your local Soldier and Family Support Center.

Post newspaper/ Freedom of Information Act

- [How do I place an article/announcement in the Post newspaper or on In Step with Fort Riley?](#)
- [What should I do if the media contacts me at home or at work?](#)
- [How do I obtain information through the Freedom of Information Act \(FOIA\)?](#)

Q How do I place an article/announcement in the Post newspaper or on In Step with Fort Riley?

A Simply call the editor of the Post at 239-8854, the In Step producer at 239-8850 at least two weeks prior to the event.

Q What should I do if the media contacts me at home or at work?

A We owe it to the American people, our soldiers and their families to tell the Army's story. If we do not speak for the Army, others will. However, all media interviews should be coordinated by the Public Affairs Office. The media relations staff will assist you with current guidelines and will ensure the media is interviewing the proper source while meeting their deadlines. If you are contacted by outside media, please call PAO at 785-239-3410.

Q How do I obtain information through the Freedom of Information Act (FOIA)?

A Mail your requests for information to: DOIM ATTN: FOIA Coordinator, 200 Henry Avenue, Fort Riley, KS 66442 or FAX your requests to: (785) 239-3763. Phone the installation FOIA Coordinator: (785) 239-2228.