



Joint Base Lewis-McChord



INSTALLATION RELOCATION ASSISTANCE PLAN

A Multi-Service Leader's Guide

to help relocating Service members
and their Families meet the
challenges of a mobile lifestyle



Revised May 2017

Joint Base Lewis-McChord (JBLM) Installation Relocation Assistance Plan (IRAP)
AR 608-1, Section III, 4-19
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I. JBLM Relocation Assistance Coordinating Committee (RACC)

Goal: To reduce or eliminate problems arising due to frequent moves by providing relocation support and assistance that is accessible, effective and responsive to the needs of the military Family.

Target Markets:

- First-term Service members (inbound and outbound)
- Service members and Families with their first overseas assignment
- Service members and Families facing an unaccompanied tour

Identified Problems Affecting Target Markets:

- Lack of awareness of available resources
- Selective Command compliance with Newcomers Orientation
- High cost of suitable housing within close proximity to JBLM
- Availability of housing within close proximity
- Lack of sponsors identified prior to arrival
- Lack of support to Service members and Families prior to leaving AIT/Tech School

RACC Membership - Member representatives are subject to change. Member agency mandated, but not limited to those listed in the regulation AR 608-1, Section III, 4-19 i.e.

- Armed Forces Community Service (AFCS)
- Civilian Personnel Advisory Center (CPAC)
- Defense Military Pay Office (DMPO)
- Housing Services Office (HSO)/DPW Housing Division Lewis-McChord Communities On Base Family Housing
- Directorate of Family and Morale, Welfare and Recreation (DFMWR)
- Logistics Readiness Center (LRC)/Installation Transportation Division (ITD)/Personal Property Processing Office (PPPO)
- Madigan Army Medical Center
- Military Personnel Division (MPD)
- Relocation Readiness Program (RRP)

A. Pre-Arrival Support

Goal: To provide inbound Service members and Families with essential information needed to make informed decisions, to help them get settled in quickly, reduce their fears of the unknown and relieve stress associated with transitioning into a new and unfamiliar community.

JBLM Strengths:

- Highly desired assignment/location
- Joint Base Community (Army and Air Force)
- Off-installation community support
- One-Stop Welcome Center
- Scheduled Video Teleconferences with AIT Installations

JBLM Weaknesses:

- Information is gained primarily through Service member initiated actions
- Lack of awareness of available relocation assistance from losing/gaining installations
- Short-notice Permanent Change of Station (PCS) orders
- Insufficient relocation support from AIT/Technical School to obtain and contact a sponsor prior to departing.

Major Resources Utilized for Service member and Relocation Readiness:

- Plan My Move (PMM) Website Tools www.militaryonesource.mil
- Military INSTALLATIONS www.militaryinstallations.dod.mil
- Relocation Website www.jblmafcs.com
- JBLM MWR Website www.jblmmwr.com/
- Relocation Readiness e-mail
usarmy.jblm.imcom.list.dfmwr-acs-relocation-readiness@mail.mil
- Armed Forces Crossroads Website www.afcrossroads.com
- Billeting/Lodging Access on Lewis Main and McChord Field [www.ihgarmy.com](http://www.ihgarmy.com/pet-travel)
[pet travel www.aphis.usda.gov/ac/pet-travel.html](http://www.aphis.usda.gov/ac/pet-travel.html)
- On-Base Family Housing (Lewis-McChord Communities)
www.jblmc.com
- Housing Services Office (HSO) (Off-Base Housing)
www.lewis-mcchord.army.mil/publicworks/sites/housing/hso.aspx
- Joint Newcomers Orientation Briefing
- JBLM Welcome Center In/Out-Processing at Waller Hall-Lewis Main and Building 100 on McChord Field
- CD Welcome Packets
- Child, Youth Services (CYS) and School Support Services
<http://jblmmwr.com/CYS.htm>

- Madigan Army Medical Center www.madigan.amedd.army.mil/
UnitedHealthcare Military and Veterans www.uhcmilitarywest.com
- Exceptional Family Member Program (EFMP)
www.jblmmwr.com/acs/acs_efmp.html
- Chaplain Support www.lewis-mcchord.army.mil/chapel/ or (253) 967-3718 for a full scope of services offered at the Chapels.
- Logistics Readiness Center (LRC), Installation Transportation Division (ITD), Personal Property Processing Office (PPPO) www.move.mil
- eSAT Sponsorship Training website www.apps.militaryonesource.mil/esat
- Incoming Soldiers requesting a Sponsor
usarmy.jblm.imcom.list.dhr-mpd-es@mail.mil
- JBLM Home Page www.lewis-mcchord.army.mil/
- Tricare www.tricare.mil
- Go Transit <http://www.jblmmwr.com/golewismcchord/>

PMM - Is a set of online organizational tools designed to make frequent moves easier and less disruptive for Service members and Families. Tools include a customizable calendar, to do lists, departure and arrival checklists, installation overviews and installation-specific information on 23 topics such as education, transportation, childcare and employment. PMM can be found at www.militaryonesource.mil.

MilitaryINSTALLATIONS – Is available on the Military Onesource website at www.militaryinstallations.dod.mil. It is a searchable directory of programs and services of military installations worldwide, allowing easy access to contact information, websites, maps and directions to installation programs and services.

AFCS Relocation Readiness staff is responsible for ensuring the information contained in Military Installations is accurate and up-to-date. This will be accomplished by contacting the appropriate agencies for updates and revisions to their information. Information is certified quarterly on the following dates: September 30, December 31, March 31, and June 30. Updates are due to AFCS Relocation by the 20th day of the month, preceding the certification date. Updates and changes are submitted through Defense Installation Messaging System (DIMS).

The JBLM Military Installation site includes links to major units and organizations, the installation newspaper, master calendar of events, sponsorship program and relocation services. The www.jblmmwr.com website provides joint base-oriented MWR activities and agency information. The website also provides information on Family, fitness and recreational opportunities at JBLM.

Relocation Readiness E-mail - An account is established for inbound Service members, Families and relocation professionals around the world to gain quick access to needed information. JBLM Relocation Readiness e-mail is:
usarmy.jblm.imcom.list.dfmwr-ac-relocation-readiness@mail.mil

eSponsorship Application and Training (eSAT) - Is located at Army Learning Management System (ALMS) and incoming Soldiers request a sponsor at usarmy.jblm.imcom.list.dhr-mpd-es@mail.mil. The point of contact for inbound Airmen needing a sponsor is the Military Personnel Section, (253) 982-9646, or e-mail: 627FSS.fsmc@us.af.mil, located at McChord Field, Building 100, Col Joe Jackson Blvd. Outbound Airmen needing a sponsor should contact the Relocation Section at Outbound Reassignments (253) 982-9866, located at Building 100. Armed Forces Community Service-McChord (253) 982-2695 at 552 Barnes Blvd, may also assist in expediting sponsor request.

The Department of Defense (DoD) introduced eSAT to address a number of concerns and issues with the sponsorship process. This website was created based on the issues and challenges reported by commanders, relocation assistance managers, sponsors, and newcomers. This application includes their ideas about operating and managing good sponsorship programs. The eSAT was developed as a joint effort by the Office of the Secretary of Defense for Military Community and Family Policy and the military services. In addition to meeting the requirement for the Relocation Program to train unit sponsors, eSAT provides sponsors and newcomers with an online, easily accessible and authoritative resource for training, needs assessment, communication, access to trusted relocation information, resources and feedback for improvement. The eSAT application and sponsorship process is available for use by all Service members. The application can be found in Army Career Tracker (ACT). You must access the site from a Common Access Card (CAC) enabled computer using your CAC. The eSAT is a standardized sponsorship training and tracking system designed to support all appointed unit sponsors in the successful management of their sponsorship duties.

The AFCS RRP staff provides sponsorship training to Service members, Spouses and civilians, upon request. This training provides dos and don'ts of sponsorship with an emphasis on the JBLM installation area. Sponsorship welcome CDs are developed and distributed by AFCS RRP.

Youth Sponsorship Training - Families with teenagers can contact the Teen Zone at (253) 967-4441 or Youth Center at (253) 982-2203 to request a youth sponsor. New youth will be paired up with existing youth to help them transition into the program and learn about academic and recreational programs that the Teen Zone/Youth Center offer. For more information go to www.jblmmwr.com/cyss_teen_zone.html or Military Youth on the Move at www.militaryonesource.mil.

CYS - Is responsible for coordinating youth sponsorship training through the program manager. Information on this program can be accessed through the MWR Website on the youth services home page. The AFCS RRP provides youth sponsorship training upon request. Teen sponsorship programs are held during the summer months for newcomer teens. This program is held through RRP and School Support Services.

School Support Services - Is available to assist active duty military Families with school age children PK-12th grade and the process of enrolling them in school upon arrival.

JBLM's population expands into more than 21 different school districts with the Clover Park School district being the largest. School Support Services provides information concerning children's educational transition process including but not limited to registration, IEPs, entrance requirements for the state of Washington and school options available. Information may be located on the JBLM webpage http://jblmmwr.com/cyss_school_liaison.html or contact the office directly at DSN (357) 7195 or (253) 967-7195. The office is committed to assisting Service members or Family members prior to arrival, upon arrival, while stationed at JBLM and when preparing to depart, regarding educational issues or concerns.

Madigan Army Medical Center/United Healthcare Military and Veterans/TRICARE - Madigan is a Level II Trauma Center and is one of DoD's premier tertiary medical centers. Madigan has an enrollment of over 100,000 beneficiaries and has more than 5,000 military and civilian health care professionals who are committed to providing military Families the highest level of health care and customer service. Madigan has seven patient centered medical homes around the Puget Sound to include Puyallup and Olympia. The Madigan Patient Assistance Center is located on the 2nd floor of the Medical Mall and is open Monday - Friday, 0730-1630, and by phone at (253) 968-1145. To make medical appointments, contact the regional appointment center at (800) 404-4506. The appointment line is open Monday - Friday, 0600-2000 and Saturday - Sunday, 0700-1530. Madigan's EFMP integrates military and state agency services necessary for Families with special health care needs. Check with Madigan for any changes in service contractors or clinic operations. To enroll in the TRICARE prime health plan, call UnitedHealthcare Military and Veterans at (877)-988-9378.

International Hotel Group (IHG) / JBLM Lodging - Lodging reservations are accepted at any time prior to arrival. Reservations may be made six months to a year in advance through the Ranier Inn at Lewis Main (253) 964-0211 or DSN 357-5051 or McChord Field at (253) 982-5613 x2503. To reserve rooms you may also use the Worldwide Temporary Lodging Reservation system at (877) 711-8326 or make your reservation on the web at www.ihgarmy.com. IHG is a "pet-friendly" hotel. Families traveling with pets can find more information about pet travel at the following website www.aphis.usda.gov/ac/pet-travel.html. Lodging is open to everyone, regardless of TDY or PCS status. Retirees are welcome.

Religious Support - Please refer to the Chaplain Website, www.lewis-mcchord.army.mil/chapel/ or (253) 967-3718 for a full scope of services offered at the Chapels.

B. Arrival Support

Goal: To provide the support and assistance Service members and Family members need to get settled in quickly, with minimal stress. To provide relocation counseling for complex issues as soon as possible after arrival.

Strengths:

- Welcome Center Lewis Main, 2140 Liggett Avenue, Welcome Center McChord Field, Building 100, Col Joe Jackson Blvd, Monday-Friday 0730-1630.
- AFCS, RRP, 2140 Liggett Ave, Room 400, Waller Hall, and Relocation Office at AFCS-McChord, 552 Barnes Blvd, McChord Field.
- Great quality of life at JBLM. Go to www.jblmmwr.com to view recreational opportunities such as trips through the Northwest Adventure Center, Leisure Travel or access to two Golf Courses, etc.
- MWR Marketing distributes information via the monthly Focus magazine and website www.jblmmwr.com and AFCS website www.jblmafcs.com on McChord Field and Lewis Main. Refer to JBLM MWR on Facebook www.jblmmwr.com. Get up to date information on discounts, giveaways and upcoming events.
- Tricare Representative on-site at the Welcome Center to accept enrollment applications for the Tricare Prime health plans.
- Positive, dedicated population; Strong community support for Service members and Families. Strong command support for Families through Total Army Strong (TAS), TRICARE representatives are on-site at the Welcome Center to enroll Service members in TRICARE Prime.

Weaknesses:

- Shortage of affordable four-five bedroom housing for large Families
- Long wait list to receive on base housing
- Low spouse participation at Joint Newcomer Orientation Program

Major Resources Utilized for Service member and Relocation Readiness:

- Joint Newcomers Orientation Briefings
- JBLM Welcome Center In/Out-Processing at Waller Hall/McChord Field
- Plan My Move Website Tools www.militaryonesource.mil
- Military INSTALLATIONS www.militaryinstallations.dod.mil
- Relocation Website/JBLM AFCS Website www.jblmafcs.com
- eSAT Sponsorship Training www.apps.militaryonesource.mil/ESAT
- Sponsorship Training and Welcome CDs
- Billeting/Lodging Access on Lewis Main and McChord Field www.ihgarmy.com
- On-Base Family Housing (Lewis-McChord Communities) www.jblmc.com
- HSO (Off-Base Housing)

- www.lewis-mcchord.army.mil/publicworks/sites/housing/hso.aspx
- CYS and School Support Services <http://jblmmwr.com/CYS.htm>
- Madigan www.madigan.amedd.army.mil / UnitedHealthcare Military and Veterans www.uhcmilitarywest.com, / Tricare www.tricare.mil
- EFMP http://jblmmwr.com/acs/acs_efmp.html
- Chaplain Services www.lewis-mcchord.army.mil/chapel
- LRC, ITD, PPPO www.move.mil
- Go Transit <http://www.jblmmwr.com/golewis-mcchord/>

JBLM Joint Base Command Reception Center - Inbound Service members in-process through the Joint Base Reception Center, regardless of direct unit of assignment. To ensure it's quick, simple and convenient, all requirements are met while the Service member is in-processing the installation. The JBLM Reception Center for Army personnel is located on Lewis Main, Building 2021, Pendleton Avenue and is open 365/24/7 and for Air Force Personnel on McChord Field, Building 100, Col Joe Jackson Blvd Monday-Friday 0730-1630.

Unaccompanied Service members (Sergeant and below) are billeted at the HHC Joint Base Reception Barracks. Accompanied Service members make their own lodging arrangements via the JBLM Lodging Office, IHG (253) 964-0211 or (253) 982-5613. All Army Service members in the rank of O-6 and below participate in a seven (7) day in-processing. Airmen O-5 and below in-process at McChord Field, Building 100, Monday-Friday 0730-1630.

TRICARE Enrollment - With the TSC closure, the local contractor staff at Waller Hall does the brief for ADSMs and assists them with completing the enrollment form for themselves and their family members; they do not take walk-ins for other beneficiary questions. Visit the Madigan Patient Assistance Center for assistance with TRICARE benefits questions.

For Service members' convenience, the following services are also located in or adjacent to Waller Hall:

- AFCS (for base and community information and resources)
- AFCS RRP (Relocation counseling, multicultural services and Lending Closet)
- LRC, ITD, PPPO
- CYS, School Support Services
- Dental In-processing Center
- Finance In/Out-processing
- HSO (Off-Base Housing)
- On-Base Family Housing (Lewis-McChord Communities)
- ID Card Facility/DEERS
- Library
- Vehicle Registration
- Voter Registration

- Credit Union and Banking services (next door)

At McChord Field, the following agencies are located in the Customer Service Mall of Building 100, Col Joe Jackson Blvd:

- In/out-process Military Personnel Section (Customer Service)
- Accounting and Finance Office
- LRC, ITD, Travel Management Office, PPPO and Passenger Travel
- Vehicle Registration
- ID Card Section/DEERS

AFCS RRP - The mission of the AFCS RRP is to facilitate Commanders ability to provide consistent responsive services that support readiness, by assisting Service members and Families with services to eliminate or reduce stress associated with frequent moves.

Joint Newcomers Orientation – JBLM newcomers are required to attend the Joint Base Newcomers Orientation held once a month at The American Lake Conference Center (ALCC) on Lewis North. The orientation schedule and required mandatory participation memorandum can be found at www.jblmafcs.com at the AFCS RRP link. Service members register for Newcomers Orientation at AFCS RRP in Waller Hall. Airmen are scheduled for the monthly Joint Newcomers Orientation by the in-processing section at Building 100 Col Joe Jackson Blvd, at McChord Field.

Joint Newcomers Orientation is widely advertised. The briefing is mandatory and must be attended within 30 days of arrival by all Service members. Spouses, civilians and other military Service members are strongly encouraged to attend. All Service members are expected to be present by 0730 and must attend the unit-based briefings at 1115-1215. Service members are strongly encouraged to take advantage of the Corporate Sponsors of Joint Newcomers Orientation and the on-base agency representatives. Joint Newcomers Orientation begins at 0800 and ends at approximately 1215. On-site child care is provided at no cost to the participant. A breakfast goodie bag is provided, courtesy of Corporate Sponsors. Additionally, a bus tour for first-termer Soldiers is conducted after the orientation. This bus tour departs at 1330 from the ALCC and provides a detailed tour of Lewis Main, Lewis North and McChord Field. Bus returns to ALCC by 1530.

Relocation Resources Provided - The AFCS RRP staff distributes welcome CDs, providing information and referral to community agencies that assist newcomers with relocation related issues and assist with relocation crisis issues. Service members and/or Family members should contact AFCS RRP at (253) 967-3628 to schedule relocation counseling or settling in services as soon as possible after arrival at JBLM. Airmen and/or Family members should contact the RRP on McChord Field at (253) 982-2695.

Spouses out on the Town - Is a program offered to newcomer spouses of Service members and DA civilians. The bus departs at 0830 (for Seattle) and 0900 (for Tacoma-Olympia) from AFCS Waller Hall (Lewis Main) (outside between Waller Hall and PPPO buildings) taking Newcomer Spouses off the installation and touring the surrounding cities and sites. When coming from Seattle, bus returns at approximately 1600. When coming from Tacoma/Olympia, bus returns at approximately 1500.

United States Citizenship and Immigration Service (USCIS) – USCIS Officers assist Service members and foreign born spouses with immigration related issues. They are available for an appointment at Waller Hall the Second and Fourth Wednesdays of the month. To schedule an appointment to meet with a USCIS Officer go to jblmafcs.checkappointments.com. At any time, contact the Department of Homeland Security, USCIS in Seattle, at www.uscis.gov or (877) 247-4645.

A USCIS Workshop to provide information and resources available, is held the Second Thursday of every month at AFCS-McChord, McChord Field. To schedule an appointment to attend the USCIS Workshop at McChord Field, register at jblmafcs.checkappointments.com.

International Spouse Orientation - Is held quarterly and sponsored by AFCS RRP. Installation agencies provide information to assist foreign born spouses in adaptation/acclimation to the American culture and understanding American laws and their rights as military spouses. Participants interested in English as a Second Language (ESL) classes, are referred to community agencies. For more information call (253) 967-3633.

International Spouse Cooking Demonstration - Is held quarterly and allows foreign born spouses to demonstrate how to make cuisine from their culture. This is a great way for foreign born spouses (participants) to experience other cultural foods. Offers a wonderful environment to network with other foreign born spouses.

Naturalization Ceremony - An annual Military Naturalization Ceremony is held at JBLM and open to all naturalizing Service members, Family members and retirees. Details are widely publicized. For more information call (253) 967-3633.

AFCS Lending Closet - AFCS operates a Lending Closet at AFCS on Lewis Main and McChord Field for Service members, Family members and Civilians in transition. The household items are loaned at no cost for 30 days (or until household goods (HHG) are received). Extensions are granted if additional time is needed and items are not in short supply. For more information call (253) 967-3635 Lewis Main or (253) 982-2695 McChord Field.

Hearts Apart/Waiting Families Support Group (HA/WFSG) - Is a support program for Families who are living separately from their military sponsor and remain within 50 miles of JBLM. Families of Service members with TDY en-route for six (6) months or longer, will be identified and AFCS Relocation will be notified by the units. Upon notification, a

member of the AFCS Relocation Readiness staff will contact the identified Family member to inform them about the services offered through this program. Information on upcoming events, community resources and coping with Family separations is emailed to Families. For more information call (253) 967-3633.

AFCS Financial Readiness Assistance - Briefings on the financial aspects of relocation are conducted during the AFCS Levy brief/Smooth Move workshop and available upon request. Members of the Financial Readiness team discuss budget assistance, spending plans, vehicle purchases and consumer affairs support. Financial Readiness assistance is available at the AFCS Annex, located at 2166 Liggett Avenue, Monday - Friday from 0730 to 1630 to help newcomers resolve financial issues. Appointments can be made by calling (253) 967-1453. Service members and/or Family members may also contact the Financial Readiness Office in AFCS-McChord Field, 552 Barnes Blvd at (253) 982-2695.

Employment Readiness Program (ERP) - The mission of the ERP is to assist eligible individuals in acquiring skills, networks and resources that will allow them to participate in the work force, find local job listings and obtain employment. Services include centralized job bank, resume and professional portfolio development, job application assistance, interview skills, development and career transition assistance. Services are available to military spouses, Family members of active duty military, retired military and civilian employees at JBLM McChord Field, AFCS-McChord Annex, 552 Barnes Blvd, phone (253) 982-2695/2328. Office is open Monday - Friday, 0730-1630. No appointment is needed to use the program resource centers; however, we recommend calling for an appointment if special help is needed.

EFMP - Service members who have Family members enrolled in EFMP are identified and referred to the AFCS EFMP office. One can receive informational brochures, monthly newsletter, rights and responsibilities and contact numbers for EFMP services. Service members with Exceptional Family Members (EFM) are required to enroll in this program. The EFMP medical component works with the Personnel Branch to ensure required medical and educational services required by Family members are available wherever the Service member is assigned. Enrollment is completed through the EFMP office at Madigan on the first floor of the Nursing Tower, Room 1-28-17, Monday, Tuesday, Wednesday and Friday from 0730 to 1600. For additional information please call (253) 968-4355/0254/1370.

EFMP is an integral part of each community, working in unison with medical facilities, CYS, local school districts and community service agencies to ensure every EFM receives a quality care experience. EFMP is a comprehensive, coordinated, multi-agency program which also provides community support for housing, medical, educational and personnel services to Families with special needs through information, referral, resources and advocacy. Visit us on Facebook at www.facebook.com/efmpjblm or on our website at www.jblmafcs.com. AFCS EFMP can be reached by phone at (253) 967-9704/9705/3451/5795.

Armed Forces Team Building (AFTB) - Helps adaptation in being a military spouse in coping and enjoying the military lifestyle. It provides knowledge and self-confidence by offering classes that provide an opportunity to make friends and network. Many of the courses can be applied to resume and career building, self-development and leadership skills. The training is available to Family members, Service members, DoD civilians and volunteers. Visit the AFTB office located in the Family Resource Center, 4274 Idaho Avenue or call (253) 967-2382.

Sponsor Support - Effective sponsors are actively involved in the arrival process. They help newcomers get settled both in the unit and community. Sponsorship responsibilities include providing a tour of the installation and places of interest in the community, introduce the newcomer and spouse to co-workers, unit leadership and Family Readiness Group (FRG) members and Key Spouses. Sponsors are assigned by the units. Sponsors can be requested through the following email: usarmy.jblm.imcom.list.dhr-mpd-es@mail.mil.

Youth Sponsors - Youth sponsors are assigned upon request. Generally requests are made prior to the Families arrival, however sponsors can be assigned after arrival by calling CYS Teen Zone at (253) 967-4441 or www.jblmyouth.org.

School Support Services - Can ease the process of enrolling your child into school from kindergarten to high school. They also provide information on home-schooling in the state of Washington. Requirements and information on before and after school options are available through the School Age Center and the Youth Center. JBLM webpage www.jblmmwr.com/cyss_school_liaison.html or call (253) 967-7195.

Defense Military Pay Office (DMPO) Military Pay Assistance - For Service member convenience, the JBLM DMPO, In/out- processing, PCS Travel and Separations Sections are located in Waller Hall. Final Outs Customer Service; **PCS Out Processing** hours are Monday, Tuesday, Wednesday, Friday 0900-1230 and Thursday 1230-1530. Final Outs Customer Service; **Separations (ETS / Retirement / Medical / Chapter)** Monday, Tuesday, Wednesday, Friday 0900-1300 and Thursday 1230-1530. Closed on Federal Holiday, DONSA's and Installation Holidays. For McChord Field the Accounting and Finance Office (AFO) hours are 0730-1530 and phone is (253) 982-3945.

General Finance Support - During day one in-processing, Service members update their Basic Allowance for Housing (BAH) and Basic Allowance for Subsistence (BAS) entitlements. Additionally, Service members have the opportunity to change their direct deposit to a different financial institution, start or stop allotments, submit pay inquiries and request advance pays incident to their PCS move.

PCS Travel Settlements - Service members are instructed to bring the appropriate paperwork for settling their PCS travel claims on the first day of in-processing. During the finance portion, the briefer assists incoming Service members with completing each

block of DD Form 1351-2. Airmen process their PCS travel claims on the same day of in-processing at Building 100, Col Joe Jackson Blvd, McChord Field.

Reimbursement of Temporary Lodging Expense (TLE) and Temporary Lodging Allowance (TLA) Expenses - On the first day of in-processing, eligibility and documentation requirements for TLE/TLA reimbursement are explained. TLE is a Continental United States (CONUS) allowance designed to help offset the additional costs of staying in Temporary Lodging while clearing their residence at the old Permanent Duty Station (PDS) or to look for a place to live at the new PDS. This allowance is limited to ten (10) days, split between old and new PDS. Service members apply for TLE, after incurring the expense, by completing the required documents and submitting them at the Travel Customer Service counter after their entitlement has ended. TLA is an Outside CONUS (OCONUS) allowance and is submitted during day one in-processing, if not already settled at losing duty station.

HSO - The Department of Defense (DoD) requires that Service members report to the HSO prior to entering into any lease, rental or purchase agreement for off-base housing.

Newly assigned Army personnel in the grade of O5 and below are required to attend a mandatory housing brief. Briefings are held Monday - Friday from 0930-1000 hours in Waller Hall, 2140 Liggett Avenue, Room 202, JBLM Lewis Main. The briefing provides an overview on the local community, Service members housing options, the Washington State Landlord-Tenant law, and information on tools and resources available to help Service members make informed decisions when securing housing. Service members are highly encouraged to attend the brief upon their arrival to JBLM.

All newly assigned Air Force personnel are encouraged to check in with the HSO located at Building 5128, Pendleton Ave, Lewis Main to be briefed on information about renting in the local community and how to apply for privatized on-base Family housing.

The HSO provides off-base housing education and referral assistance to military personnel, their Family members and DoD civilians. Services include providing home search assistance, managing the Rental Partnership Program (RPP), reviewing leases, mediating landlord-tenant disputes and providing home buying and selling workshops. HSO offers a variety of resources to Service members including area maps, non-discriminatory rental listings, temporary accommodation listings and access to several computer terminals for Service members to conduct house hunting. Service members may meet one-on-one with a housing counselor for customized rental listings meeting their Family's preferences and needs. HSO is located in Building 5128, Pendleton Ave, Lewis Main, and is open 0900-1115 and 1200-1500 Monday-Friday and 0800-1200 on the fourth Thursday of every month. HSO may be reached at (253) 967-3581 or via email at usarmy.jblm.imcom.list.dpw-rcd-hso@mail.mil.

Rental Partnership Program (RPP) - The RPP is a voluntary program designed to assist JBLM Service members and Families with finding affordable off-base housing. The intent is to help ease the financial stress of PCS moves by encouraging landlords to

waive the security deposit, provide a five percent (5%) or more discount on monthly rent and waive fees for background and credit checks. Landlords also agree that the units can be inspected by the HSO to ensure they meet acceptable standards. Over 2,000 Service members participate in the program annually with a cost savings of over \$1.4M. Additional information about the RPP, including how to enroll into the program and a list of participating properties, is available at www.lewis-mcchord.army.mil/publicworks/Sites/Housing/rentalPartnership.aspx.

On-Base Family Housing (Lewis-McChord Communities) - Residing in on-base housing is voluntary, not mandatory, except for personnel assigned to key and mission essential positions, as designated by the Installation Commander. All Service members with a Family housing requirement are entitled to apply for on-base housing. Eligible Service members wishing to apply for on-base housing may do so prior to or after arrival to JBLM. To apply please visit their website at www.jblmc.com. Service members will be required to choose one housing community at the time of application. Service members are placed on the waiting list for on-base housing based on their rank, bedroom requirement and community chosen. Service members can update their unit, duty and contact phone numbers through their resident portal. The waiting lists are updated weekly and can be viewed by visiting www.jblmc.com. Service members are required to attend a fire safety briefing within the first 30 days of occupancy of on-base Family housing. Located in Building 5128, Pendleton Ave, Lewis Main, Monday, Tuesday, Thursday and Friday from 0800-1600, Wednesday from 0830-1600. The phone number is (253) 912-2122 and email address: familyhousingservices@eqr.com

LRC, ITD, PPPO - Incoming Service members can track their shipment(s) immediately from departure of their last duty station by visiting www.move.mil and requesting access to the Defense Personal Property System (DPS), or by calling their designated Transportation Service Provider (TSP) and or the TSP's Local Agent. Delivery of the Service member's Personal Property can be coordinated through the TSP and or through the TSP's Local Agent. However, if the PPPO, the TSP and or the TSP's Local Agent is not able to assist the Service member, the Service member can contact Joint Personal Property Shipping Office Northwest (JPPSO-NW) Call Center at (800) 521-9959 or local at (253) 967-5093.

Service members who perform Personally Procured Moves (PPM) should turn their paperwork in to the LRC, ITD, PPPO immediately upon arrival in order to expedite the receipt of their incentive payment. Also, Service members who mailed items for their convenience, such as mailing some of their personal property via the U.S. Postal Service, may be entitled to reimbursement of those out of pocket expenses. The PPPO is located in Building 2150, adjacent to Waller Hall. Hours are 0730-1500 Monday-Friday.

Air Force (AF) Traffic Management Office (TMO) - AF inbounds can track their HHG and vehicle shipments by visiting www.move.mil and requesting access to the DPS or by calling (253) 982-2585/DSN: 382-2585. Delivery of Personal Property can be coordinated through the LRC, ITD, TMO, PPPO. For information call (253) 982-2585.

AF inbounds who chose PPM should turn their paperwork in to TMO PPPO immediately upon arrival in order to expedite the receipt of their incentive payment. Also, members who mailed some of their personal property via the U.S. Postal Service, may be entitled to reimbursement of those out of pocket expenses. The TMO PPPO is located at Building 100, Col Joe Jackson Blvd, Customer Service Mall, Room 101T. Hours are 0730-1530 Monday-Friday and email address is 627lrs.tmo@us.af.mil.

Chapel Programs - Outside of worship services, the JBLM Unit Ministry Team (UMT) offers daily spiritual growth opportunities. Programs such as Promise Makers, Protestant Women of the Chapel (PWOC), and Catholic Women of the Chapel (CWOC) are rewarding programs that encourage involvement. The UMT welcomes all Service members, Families, retirees and civilians to JBLM. Chapel offers diverse programs that will unquestionably address all spiritual needs. They offer support and participate in a wide variety of worship opportunities for adults, children, teens, singles and couples. Make sure to visit one of the numerous chapels on the installation to see which one suits your style.

For weddings, any of the installation chapels makes for the perfect wedding spot. A pre-marital preparation class is required for every couple getting married in any of the installation chapels. This one-day class is presented by the Family Life Chaplain and is beneficial even for those who have already had a civil ceremony. Each of the chapels has their own rules regarding times, decorations, etc. Contact the chapel of your choice and they will be glad to help facilitate your special day. The website is www.lewis-mcchord.army.mil/chapel/ or call (253) 967-3718 for a full scope of services offered.

III. Pre-Departure Support

Goal: To ensure PCSing Service members have the information needed to make informed relocation decisions prior to departing JBLM; to provide relocation counseling as soon as Service members know of their PCS.

Strengths:

- Service members out-process through relocation and Central Clearance
- Information is easily accessible through various websites
- Effective working relationship between relocation service providers
- The AFCS Levy Briefing is conducted every Monday except Federal Holidays and DONSA. An overflow day is added during high PCS times (Wednesday)
- Overseas Cultural Orientation Briefing is conducted and mandated for Service members going OCONUS
- Service members on Levy are required to attend the AFCS Levy Briefing via orders
- Effective Web Tools
- Smooth Move Workshops (for all, for overseas PCS & for first-time PCS/first-termers) for outbound personnel offered monthly at AFCS-McChord

Weaknesses:

- Service members delay or omit attending AFCS Levy briefings, Financial Briefings, Relocation classes, HHG shipments and housing appointments
- Selective Command compliance with clearance process
- Service members fail to take advantage of relocation counseling

Major Resources Utilized:

- PMM Website Tools www.militaryonesource.mil
- Military INSTALLATIONS www.militaryinstallations.dod.mil
- Pre-Departure AFCS online Levy Briefing and Smooth Move Workshops: For First-Termers, Europe and Pacific Bound
- Overseas PCS classes
- Billeting and Lodging Access on Lewis Main and McChord Field www.ihgarmy.com
- On-Base Family Housing (Lewis-McChord Communities) www.jblmc.com
- HSO (Off-Base Housing) www.lewis-mcchord.army.mil/publicworks/sites/housing/hso.aspx
- CYS and School Support Services <http://jblmwr.com/CYS.htm>
- Madigan www.madigan.amedd.army.mil / UnitedHealthcare Military and Veterans www.uhcmilitarywest.com / Tricare www.tricare.mil
- Out-Processing, MPD/AF - Military Personnel Section (MPS), 627FSS.FSMPC@us.af.mil

- Service member for Life (SFL) – Transition Assistance Program (TAP)
- Passports Office, MPD/MPS
- Finance Briefings
- Official Travel
- LRC, ITD, PPPO

SFL/TAP - The Veterans Opportunity to Work (VOW) Act effective 1 October 2011, requires all separating and retiring Service members to start TAP 12 months prior to leaving the service, in order to take full advantage of transition services offered. These include a pre-separation briefing, VA benefits briefing, three-day Department of Labor Employment workshop, resume and cover letter development, job search assistance, Internet job sites access, educational, career technical, small business and standard career track support and a multitude of additional events and resources. Throughout the process, Service members complete an individual transition plan and must meet benchmarks towards the Career Readiness Standards. Retiring Service members are entitled to start TAP services 24 months prior to retirement. Service members exiting short of retirement are authorized to begin 18 months out.

Service members pending possible separation (Chapter or Medical Boards) are required to register for services as soon as the separation review process is started. Expiration Term of Service (ETS) orders are not issued until proof of attendance is given. Family members are encouraged to attend any and all TAP services and the JBLM Transition Assistance for Spouses (TAS). SFL/TAP is located at Building 3271, 2nd Division Drive, Lewis Main. They can be reached at (253) 967-3258/5599, Monday, Tuesday, Wednesday, Friday 0800-1700, Thursday, 1000-1700.

In/Out-Processing Finance Office - The Finance office provides a PCS out-processing briefing at which time PCS entitlements are explained. This briefing is held on Wednesday at 1500 in Room 202 at Waller Hall. Separating Soldiers must attend a finance separation briefing, contact the Finance Separation section at Waller Hall for more information.

AFCS - The relocation assistance and resources listed in this plan are included on the Relocation home page www.jblmafcs.com. The website also includes this IRAP, current relocation program schedule and the Leader's Guide to ensure Service members are given ample time to prepare for departure.

AFCS RRP - Access to pre-departure information is gained primarily through Service member and Family member initiative and AFCS RRP managers at military installations worldwide. Contact the relocation manager prior to your departure or when you arrive at JBLM, call (253) 967-3628 or (253) 982-2695 to arrange relocation counseling. Relocation counseling is highly recommended for complex issues related to moving and settling in.

IHG/JBLM Lodging - Lodging reservations are accepted at any time prior to arrival. Reservations may be made as far out as six months to a year in advance through the

Lodge at Lewis Main (253) 964-0211/DSN 357-5051 or McChord Field at (253) 982-5613 x2503. To reserve rooms you may also call the Worldwide Temporary Lodging Reservation system at (877) 711-8326 or make your reservation on the web at www.ihgarmy.com. IHG is a “pet-friendly” hotel. Families traveling with pets can find more information about pet travel at the following website <https://www.aphis.usda.gov/aphis/pet-travel/>. Lodging is open to everyone, regardless of TDY or PCS status. Retirees are welcome.

Religious Support - Please refer to the Chaplain website, www.lewis-mcchord.army.mil/chapel/ or call (253) 967-3718 for a full scope of services offered at the Chapels.

D. Out-Processing

Central Clearance – First stop is Central Clearance with a copy of the orders and DA31 leave form (30 days from JBLM departure date) to initiate the installation clearance process. Located in Waller Hall, Room 206 B. Hours 0830-1530. For more information visit the website at: <http://www.lewis-mcchord.army.mil/dhr/ag/in-processing.htm>.

AFCS - Offers information and services for Permanent Change of Station (PCS) Service members who are on Levy. This briefing is annotated in the Service members orders. Service members must complete the online Levy Briefing. Service members on OCONUS assignments must also attend the Overseas Cultural Orientation Briefing. Spouses are encouraged to participate.

The AFCS online Levy brief/Smooth Move Workshop contains information on relocation related programs and services offered. This includes relocation consultations and resource pamphlets, PMM information, moving checklists, relocation websites, overseas cultural orientation briefings and tips on preparing Family members for the move. PPPO provides information on how to move HHG and Financial Readiness provides information on budgeting for the PCS move. It is mandatory for Service members, especially first termers and those with OCONUS assignments, to attend these briefings. Spouses are encouraged to participate in these valuable services.

Overseas Cultural Orientation Briefing/Smooth Move Overseas – The Overseas brief is held at AFCS Waller Hall every Monday at 1500 (except on DONSA/Federal Holidays). The Smooth Move Overseas brief is held monthly at AFCS-McChord. These briefs focus on Europe and Pacific bound PCS moves. Participants receive a country-specific packet. Service member is informed on what to expect at their next assignment and answers questions about housing, schools, culture, food, etc. Spouses are encouraged to participate. A separate Alaska brief is conducted twice a month.

Re-Entry Workshop - This mandatory workshop is provided for transferees returning from OCONUS. It is designed to prepare Service member and Families for unexpected logistical, financial and psychological adjustment of returning from overseas tours. Spouses are highly encouraged to attend with their Service member.

HA/WFSG - Is a support program for Families who are living separately from their military sponsor due to mission requirements. Families are identified voluntarily by the military sponsor, the losing Unit Commander or through notification from AFCS at the deploying location. A member of the AFCS Relocation Readiness staff contacts the identified Family member a few days following the Service member's departure to inform them about the services offered through this program. Information on upcoming events, community resources and coping with Family separations is emailed to enrolled Families.

The AFCS Relocation Office can be reached at www.jblmafcs.com or by phone at (253) 967-3633 for Lewis Main or (253) 982-2695 for McChord Field.

EFMP - The EFMP medical component works with the Personnel Branch to ensure required medical and educational services required by Family members are available wherever the Service member is assigned. Enrollment is completed through the EFMP office at Madigan on the first floor of the Nursing Tower, Room 1-28-17, Monday, Tuesday, Wednesday and Friday from 0730 to 1600. For additional information please call (253) 968-4355/0254/1370.

The EFMP is an integral part of each community, working in unison with Medical Facilities, CYS, local school districts and community service agencies to ensure every EFM receives a quality care experience. EFMP is a comprehensive, coordinated, multi-agency program which also provides community support for housing, medical, educational and personnel services to Families with special needs through information, referral, resources and advocacy.

HHG Shipments - No more waiting at PPPO. As of 2010, those military Service members and DoD civilian employees that are going to be executing PCS Orders, can expedite the process by performing their own self-counseling via the Internet. The DoD has implemented Defense Personal Property System (DPS). This new system of procuring transportation services for shipping your personal property was designed to stream line the process by empowering the Service members and reducing PPPO involvement.

Air Force outbound may do the self-counseling by going to www.move.mil; Airmen may schedule an appointment for a briefing/appointment by calling (253) 982-2585 or by e-mailing: 627lrs.tmo@us.af.mil.

Service members and DoD civilian employees can go to www.move.mil to register and perform the online counseling. Once completed, the shipment information will be electronically sent to the PPPO. Forms applicable to the move must be printed and signed (e.g., DD Form 1299, DD Form 1797, Customs Forms) as indicated and submit forms along with a copy of orders to PPPO via email at usarmy.jblm.404-afsb-lrc.mbx.pppo-lewis@mail.mil, FAX to 253-477-2617 or bring the forms in person. Shipment will be verified and forwarded to the booking agent. Once shipment is booked, the carrier will notify Service member with agent information and that agent will contact the Service member to perform pre-move survey and also confirm the pack-out dates. Communication can be maintained throughout the entire move process with the carrier as well as establishing delivery dates to the final destination.

There are some restrictions that each of the military services have placed as to who cannot use the self-counseling module in DPS. For the Army, the below listed restrictions apply:

- If this is your first personal property move.
- If this is your last personal property move (i.e. retirement).

- If you are storing or moving personal property in conjunction with contingency orders or in conjunction with a designated location for your dependents to an OCONUS or Non-Foreign OCONUS locations.
- If the Service member is not the property owner and using a Power of Attorney.
- If the Service member is moving personal property as next of kin or are a Summary Court Officer.
- If the Service member is placing personal property in Non-Temporary Storage (NTS).
- If the Service member is moving personal property in a Local Move either from Off-Post to On-Post or reverse.
- If the Service member is moving personal property to a unique destination such as Morocco.
- If the Service member is moving a mobile home and/or boat.

If Service member meets any one of the above mentioned situations, they will need to coordinate directly with LRC, ITD, PPPO.

To perform a Personally Procured Move (PPM), Service members must make an appointment in person with copies of travel orders to attend a PPM briefing. Requests for PPM advances can also be initiated during this briefing. Service members submit the request forms for a PPM Advance to Defense Finance and Accounting Service (DFAS) for processing. PPM advances can be paid up to ten (10) days prior to departure. LRC, ITD, PPPO is located in Building 2150, Monday-Friday 0730-1500. Contact at usarmy.jblm.404-afsf-lrc.mbx.pppo-lewis@mail.mil or by phone at (253) 477-5446.

Out-processing Finance Office - The Finance office provides a PCS out-processing brief at which time PCS entitlements are explained. This briefing is held on Wednesday at 1500 in Room 202A at Waller Hall. Separating Service Members must attend a finance separation briefing. This briefing is held Monday, Tuesday, Wednesday, and Friday from 0745-0900. Appointments are required for this briefing; please contact the Finance Separation section at Waller Hall for more information (253) 967-4098.

Effective July 25, 2014, Department of the Army mandated the use of the Government Travel Card (GTC) for PCS expenses. PCSing Service members will use their Government Travel Card for PCS expenses instead of receiving a PCS travel advance. Separating Service members are still authorized to request a travel advance. Contact the Finance Office at Waller Hall for more information. Contact your agency program coordinator for questions related to allowable PCS expenses using the GTC.

HSO / Off-Base Housing – HSO provides assistance to departing Service members to include explaining steps for a smooth move-out process, assisting in the relocation and home-finding process for their new duty assignment and counseling for homeowners who must rent or sell their home.

Service members residing in off-base housing should properly clear their residence with the landlord/manager. A notice must be given in writing in accordance with the lease contract, usually 30 days or more. It is highly encouraged for Service members to be present at the move-out inspection and to obtain a written and signed copy of their move-out inspection form to avoid any discrepancies. State law requires the landlord to return deposits within 21 days after termination of the rental agreement. For additional information on local landlord-tenant laws or to request assistance should they experience any difficulties during the move-out process, Service members may visit the HSO during office hours or contact the Legal Assistance Office at (253) 477-1873 to schedule an appointment. Upon receiving notification of a Reassignment, Service members are encouraged to email the HSO at usarmy.jblm.imcom.list.dpw-rcd-hso@mail.mil for an updated information packet which provides guidance on how to clear off-base housing, on-base privatized housing and unaccompanied housing, as well as additional information on things you need to know as you prepare to depart JBLM and transition to your next duty station. Please use "Request Departure Information for PCS" in the subject line.

Rental Partnership Program (RPP) - After completing the lease or receiving orders, a Service member can terminate RPP by providing their landlord with a 30 day written notice, a copy of their orders if applicable and a copy of the RPP Move-Out Clearance Form. Once all belongings have been moved out of the rental unit and keys have been turned into the landlord, the landlord will complete the Move-Out Clearance Form. It is highly encouraged for Service members to complete the move out inspection with the landlord if possible. The Service member will return a copy of their Notice to Vacate and a completed Move-Out Clearance Form to the HSO and the allotment will be stopped by a HSO counselor.

Please note, Service members are required to move out of their RPP rental unit prior to clearing the installation. As such, it is recommended that Service members contact PPPO immediately upon receiving orders to schedule their move so they are able to setup their move out inspection before their final out date. Service members are welcome to visit the HSO anytime during business hours to pick up a copy of the Notice to Vacate Form or Move-Out Clearance Form or to discuss the move-out process.

On-Base Family Housing, Lewis-McChord Field Communities - Service members vacating on-base housing are required by lease to provide 30 day notice of intent to vacate their home. The Service member will need to schedule an appointment with his or her Community Manager to complete a Notice to Vacate (NTV) form. If the Service members orders do not allow the Service member to give 30 day advance notice, a copy of the appropriate dated orders are required. All NTV appointments should occur after transportation appointments have been completed and scheduled pick-up dates for the HHG have been scheduled. The pre-inspection and final inspection times will be scheduled on the NTV form. All final move-out documents will be received at the final inspection of housing. Service members are required to move out of on base housing prior to clearing the installation.

School Support Services - Assist parents with school age children in making a smooth transition from one school to the next. As soon as orders are received, stop by or call (253) 967-7195 to find information on the schools available at the next duty station and the options available while in transition.

E. Civilian Relocation Support

Pre-Arrival - The same pre-arrival information available to Service members is also available to inbound DoD civilians. When a new employee is hired, the gaining organization shall appoint a sponsor. The sponsor's responsibilities include sending or emailing a sponsor welcome packet and welcome letter, answering questions about the base and community and helping the new employee get settled in the organization and community. Civilian sponsors are encouraged to attend Sponsorship Training offered by AFCS. For more information call (253) 967-3633 or (253) 982-2695.

Arrival Support - In addition to assistance provided by the sponsor, the Civilian Personnel Advisory Center (CPAC) provides information to incoming Army civilian and military service member spouses during Priority Placement Program registration appointments, if otherwise eligible. For more information call (253) 967-5020.

Pre-Departure Support – The CPAC assists departing civilians by explaining entitlements and employee responsibilities.

II. Training Requirements

Training Requirements for Relocation Service Providers and RACC Members
Per AR 608-1, Section 4-19

| TRAINING | TRAINEES | SCHEDULE |
|---|---|--------------|
| Relocation Service Provider Training; Provided by each relocation agency | Relocation Service Providers RACC Members | Quarterly |
| Worldwide ERC Conference to obtain Global Mobility Specialist (GMS) Certification, Training provided by Worldwide ERC | AFCS RRP Managers, Lewis Main & McChord Field | Annually |
| HHG Shipments, Contact ITD for any request for training. | Relocation Service Providers RACC Members | As Needed |
| Military Pay Updates DPMO: Will provide training updates | Relocation Service Providers RACC Members | As Needed |
| Sponsorship Training, AFCS will provide training | Units, Individuals, CPAC/CPO | Upon Request |
| Youth Sponsorship Training, AFCS will provide training | School Support Services/CYS staff | Upon Request |

III. Evaluation Process

Evaluation Process - Relocation Service Providers use various evaluation tools such as critiques, customer satisfaction cards, Interactive Customer Evaluation (ICE), direct feedback and other tools as needed, to assess the effectiveness of their individual services. An overall analysis of the appropriateness, effectiveness, accessibility and satisfaction of these combined services is conducted by the RACC.

Inbound Support - Total Army Sponsorship Program (TASP) survey results are tracked monthly. If you haven't already done so, complete the Sponsorship Program Counseling and Information Sheet, DA Form 5434 (DA Form 5434.pdf). If you are a part of the Army Career Tracker (ACT) Total Army Sponsorship Program (TASP), complete the DA Form 5434 in the ACT TASP at <https://actnow.army.mil>. Your request will be forwarded to your gaining unit/agency and the designated sponsor will contact

you by email or via the ACT system with information about your new unit/agency. Air Force sponsor questionnaires are distributed, calculated and forwarded to units.

Outbound Support - One of the most important pre-move actions you can take is to request a sponsor. Please complete the Sponsorship Program Counseling and Information Sheet, DA Form 5434 (DA Form 5434.pdf) and see your unit's sponsorship coordinator. If you are a part of the Army Career Tracker (ACT) Total Army Sponsorship Program (TASP), complete the DA Form 5434 in the ACT TASP at <https://actnow.army.mil>. Your request will be forwarded to your gaining unit/agency and the designated sponsor will contact you by email or via the ACT system with information about your new unit/agency.