

## I. Functions and Elements of Relocation Assistance

**Agency**                    **AAFES – Hanau Consolidated Exchange**

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### **Elements and function of relocation assistance provided:**

**In-processing** – For incoming personnel we assign a sponsor, send welcome packages, airport pick-up, make hotel reservations, accompany them to housing and assist them in finding housing on the economy, issue ID cards and Ration cards. We process their PCS voucher and TQSA vouchers and Initiate LQA and Post Allowance.

**Out-processing** – For outgoing personnel we prepare PCS travel orders, make airline reservations and issue tickets. We also provide them with an out-processing checklist.



**Agency**                    **Army Community Service (ACS) – Relocation Program**

**Point of Contact**    Kim Hamilton

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**Elements and function of relocation assistance provided:**

**Loan Closet** – Whenever the sponsor’s household goods are in transit, he/she may borrow items free of charge from the Loan Closet. The Loan Closet maintains an inventory of basic kitchen items (cookware, glasses, silverware, baking dishes, etc.); small appliances (toasters, coffee makers, vacuum cleaners, and irons & ironing boards); and children’s items (strollers, high chairs, car seats, and portable cribs).

**Sponsorship Training** – Two levels of classes are available for unit and individual training. The Leader’s Briefing is designed to inform commanders and first sergeants of current regulations, which provide the framework for their sponsorship programs. The Sponsorship Training is designed to inform potential sponsors of their duties and to encourage them to think beyond the basics when helping newcomers adjust to the 414<sup>th</sup> BSB.

**Orientation Tours** – Three separate orientation tours are offered throughout the 414<sup>th</sup> BSB.

The Hanau Orientation Tour and the Buedingen/Gelnhausen Orientation Tour mirror one another by providing clients the opportunity to learn to ride public transportation, shop in a German grocery store, eat in a German restaurant, and see highlights of the local area. Both tours last from 0900 to 1430, are free of charge (participants must provide their own lunch money), and ACS pays for hourly child care for participants from 0800 to 1500 (registration with CDS is the parents’ responsibility). These tours are held once each month; additional tours are added based on demand.

The Kaserne Express is held every Monday from 1000 to 1130. Participants are driven throughout Hanau to twelve separate kasernes. Agency locations and services provided are emphasized throughout the trip. Children are welcome to ride along.

**Welcome Packets** – Installation information is compiled into welcome packets that are handed to newcomers upon their arrival. The welcome packets are also available for sponsors to mail to inbound individuals.

**Welcome Packet Library** – Sample welcome packets from around the world are available for customers to review. Relocation personnel order welcome packets from gaining installations for relocating individuals.

**Standard Installation Topic Exchange Service (SITES)** – The web site containing critical information for anyone in the process of moving to a new duty station. The 414<sup>th</sup> BSB is one of almost 300 sites available on the web and through ACS and Family Service Centers worldwide. Information is updated at least quarterly to maintain accuracy. Relocation personnel print SITES packets for relocating individuals.

**English as a Second Language (ESL)** – Beginner and Intermediate English classes are held twice weekly, free of charge, at Springfield Elementary School. ACS's Relocation Program contracts instructors and supplies class materials for ESL. Multi-cultural support groups and intervention services are also offered in conjunction with the ESL classes.

**Welcome Briefings** – Relocation personnel welcome each new soldier and family member upon arrival into the community at the In-processing Training Center. The newcomers are greeted, provided welcome packets, and encouraged to use the services ACS provides.

**ACS Overview** – Relocation personnel provide a 30-minute briefing covering each of the programs under the ACS umbrella. This briefing is conducted weekly at ITC.

**Levy Briefings** – At every Central Processing Facility Levy Briefing (bimonthly), relocation personnel explain how to clear both ACS and Army Emergency Relief, as well as the range of relocation services available.

**Homeward Bound** – A coordinated workshop designed for personnel returning to the US is held on the second Tuesday of every month from 1300 to 1600. Subject matter experts present topics dealing with the practical, psychological, financial and logistical aspects of moving.

**Relocation Assistance Coordinating Committee (RACC)** – The RACC meets every odd month. It is established to coordinate and facilitate interagency cooperation and create greater support for relocating military personnel. RACC members annually update the Installation Relocation Assistance Plan.

**Agency**                    **Army Continuing Education System**

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**Elements and function of relocation assistance provided:**

**Educational Services Briefing** – Information is provided on the education programs available on post. This briefing is conducted each week at ITC.

**GI Bill Benefits Briefing** – This briefing is mandatory for personnel separating from the service under an ETS.

**Unofficial Transcript Evaluation** – Available upon request, three months prior to relocation.

**Vocational/Interest Testing** – Available upon request, six months prior to relocation.

**Provision of education information available at next duty station** – Assists soldiers/family members with information on college programs, financial aid, and applications. Available upon request, three months prior to relocation.

**On-Line Search** – Internet access to obtain college information is available upon request, four months prior to relocation.

**Levy Briefings** – At every Central Processing Facility Levy Briefing (bimonthly), education personnel explain how to clear the education center, as well as what services are available. Transcript Request Forms are provided.

**AARTS Transcripts (Service Schools Credit)** – The education center will order these transcripts three months prior to the customer's relocation.

**College Entrance Testing** – The education center will schedule students for the SAT, ACT, GRE, GMAT, and LSAT tests (six months prior to relocation).



**Agency**                    **Central Processing Facility (CPF)**

**Point of Contact**    Mack West

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**Elements and functions of relocation assistance provided:**

**In-processing.** The first stop upon arrival into the community for all active duty personnel is at the In-processing Training Center. Accompanying family members are usually taken to the ACS lounge while the sponsors complete the necessary initial processing before being taken to their lodging by the sponsor. Single and unaccompanied soldiers are released to their sponsor for transportation to their lodging at the unit or hotel accommodations, depending on their rank.

a. Welcome Packet – Ideally, should be provided by the sponsor prior to departure from the last duty station. The packet is provided by Army Community Service (ACS) to the In-processing Training Center (ITC) for issue immediately upon arrival. Included are information on Germany and the local surroundings, Emergency and community reference numbers, ACS programs, Department of Defense School System (DODDS) information, youth services programs, TriCare, the Command Orientation and the local bus schedule.

b. Department of Defense Dependent School (DODDS) – Registration documents are distributed by the In-processing Training Center to sponsors with school age children. Sponsors are to complete the registration forms and assemble other required documents to facilitate enrollment of children as early as the day following arrival.

c. Child Development Services – Registration forms are distributed by the In-processing Training Center to sponsors who wish to register their children for childcare and available youth programs. The packet contains a list of necessary documents.

d. Community In-processing – Begins on the second duty day following arrival, at the Central Processing Facility (CPF). During in processing all personal affairs matters (personnel, finance, housing, transportation, medical, dental, and legal) are reviewed and updated. Follow-on requirements (medical, dental, legal, etc.) are scheduled if applicable.

e. Community Orientation and Training – Current USAREUR policy allows 10 duty days to complete training and orientation requirements at the Community's In-processing Training Center (ITC). Upon completion soldiers should be mission ready. Training includes mandatory classes designated by USAREUR and local

classes/orientation designated by the Area Support Group (ASG) and Base Support Battalion (BSB) Commanders. Training and orientation subjects include: TriCare, Equal Opportunity (EO), Health Enrollment Assessment Review (HEAR), Subversion And Espionage Directed against the Army (SAEDA), Army Family Team Building (AFTB), Headstart, Safety, Communication Security (COMSEC), Drug and Alcohol, Noncombatant Evacuation Order (NEO), Customs, Anti-Terrorism and Force Protection (AT/FP), Drivers Orientation, Inspector General (IG), Army Community Services (ACS), Sexual Harassment, Fire Prevention, local Hospital tour and a tour of the City.

f. Supplemental In-processing of Deferred Travel Family Members – Within 5 days following arrival family members are to be accompanied by the sponsor to the Central Processing Facility. Processing includes updating the sponsor's emergency data record at the Personnel Workcenter, spouse's orientation of the community and facilities, and settlement of travel pay.

**Out-processing** – Prior to departure, all personnel must outprocess. A community-wide briefing is conducted twice per month to educate soldiers and spouses on out-processing requirements. The Installation Clearance Record is issued at the Central Processing facility up to 10 duty days prior to the individual's scheduled departure date with final clearance scheduled for 2 duty-days prior to departure.

**Agency**                    **414<sup>th</sup> BSB Staff Chaplain**

**Point of Contact**    CH (LTC) Richard Evans

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**Elements and function of relocation assistance provided:**

**Emergency Assistance Program** - When in the process of moving the pay of a soldier or other unexpected expenses cause a hardship and the soldier needs assistance to purchase food for the family, the chaplains provide, on a one time basis, assistance so that the soldier can go to the commissary and purchase food. This assistance is limited to \$75 and normally may be obtained within 24 hours.

**ITC Briefings** - Each Friday a chaplain provides a briefing about chaplain support activities within 414th BSB. In this briefing the chaplain explains how to schedule appointments, chapel schedules, and other supporting activities.

**Liaison for Other Helping Agencies** - For newly arrived personnel this office provides liaison services to insure that persons are able to acquire appropriate services from the agency that is best able to provide support. Soldiers and family members do not always know what services are available.



**Agency**                    **Child and Youth Services (CYS)**  
**Point of Contact**    Maritza Madera  
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**Elements and function of relocation assistance provided:**

**Central Registration** - CYS offers a one stop office to register children/youth for all CYS programs to include full day, hourly, School age services, summer camp and sports. The Registration Office:

- Provides basic information on registration procedures for all incoming military personnel.
- Maintains the waiting lists for full day, part-day preschool and before/after school programs.
- Offers resource and referral services for Family Child Care homes, teenage babysitters, and German kindergartens.
- Is responsible for placing children in all CYS programs and setting orientation dates with the respective child development center or school age program before final enrollment.
- Is the out-processing office for all outgoing personnel.
- Tracks and monitors sport volunteers (coaches).
- Assesses childcare fees in accordance with USAREUR fee policy.
- Signs-up children for all sports.

**Initial Orientation** - Each Child Development Center and School Age program provides an initial orientation to all new patrons.

**Discontinuation of Services** - Parents are required to give a two weeks notice before terminating services with the CDC/SAS program.

**Agency** Galaxy Teen Center Youth Sponsorship

**Point of Contact** Leon Garrison

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**Elements and function of relocation assistance provided:**

**Sponsorship Recruitment & Training** – Interested Youth are trained in how to perform their sponsorship duties successfully.

**Sponsorship** – The Galaxy Teen Center Staff welcome new teenagers to the area. Newcomers are assigned peer sponsors. Ideally sponsorship begins prior to their arrival into the 414<sup>th</sup> BSB. Sponsors:

- Communicate with through the mail / video's
- Assisting newcomers with "Getting to know the area"
- Accompany newcomers to social events
- Collect information on schools, sports and other important youth information for incoming / outgoing youth

**Welcome Camp** – This program is held quarterly. It is designed to get new and old teens together for a night of fun, food, games and relaxation. It is a great Icebreaker, which serves to enhance the total program by promoting social skills.

**Tours** – This allows new teens the opportunity to meet on one Saturday, quarterly, and visit youth hot spots in the area.

**Newsletter** – The monthly newsletter contains local items of interest and a calendar of events.

**Agency**                    **Civilian Personnel Advisory Center (CPAC)**  
**Point of Contact**    Loretta McKinley  
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**Elements and Functions of relocation assistance provided:**

**In-processing** - CPAC will provide sponsors of arriving Department of Army Civilian (DAC) employees with an in-processing checklist to aid them in providing new 414<sup>th</sup> BSB employees with necessary pre-arrival and in-processing assistance.

**Orientation** - Supervisors of newly assigned DACs are given an orientation checklist to ensure that new employees are provided information on all organization policies and procedures.

**Out-processing** - CPAC provides an out-processing briefing on the 3<sup>rd</sup> Thursday of each month. The briefing is held at the CPAC Training Center, Building 1333, on Fliegerhorst Kaserne. Employees should call the CPAC Information Services Division, 322-8242, to register for the briefing.

**Priority Placement Program (PPP)** - Employees who are not extending their tour in the overseas area may be eligible for registration in the Priority Placement Program. Employees may contact the servicing Personnel Assistant at 322-8577 for registration eligibility.



<b>Agency</b>	<b>Finance</b>
<b>Point of Contact</b>	SGT Hatton
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**Elements and functions of the relocation assistance provided:**

**In-Processing** - We settle travel vouchers for soldiers and their family members incoming to the Hanau community. We pay such entitlements as TDY-en-route (we do not handle any TDY-and-return for in-processing soldiers), per diem, mileage, Dislocation Allowance (DLA), Temporary Lodging Expense (TLE), and any reimbursable expenses (i.e., plane tickets, cab fare, tips). We will resolve any pay problems soldiers might have incurred during PCS or at the end of their tour of duty at their former duty station, should any unresolved issues exist.

**Out-Processing** - We pay advance DLA for soldiers authorized to receive DLA. Also, we can pay advance TDY (en-route to soldier's next duty station). If the TDY is more than 30 days we can pay 100% of the first 30 days of TDY. If the TDY is 30 days or less we can pay 80% of the entire amount. We must have the soldier's DD 1610 before we can process a request for an advance TDY.

**Customer Service** - Our customer service office in building 5 will process soldiers' TLA while they are not residing in government quarters. Should a soldier reside in an off post hotel, he/she will receive a casual payment for the exact amount of the hotel bill on the day he/she checks out (providing that day is a normal duty day).

**Disbursing Office** - The disbursing office is available for use by all uniformed service members and DOD civilians to cash checks and purchase local currency. Family members may cash checks once their sponsor has given us written permission by completing a DD 2761 (Personal Check Cashing Agreement). Specific information about this card may be found at <http://www.dtic.mil/comptroller/fmr/05/index.htm>. The form is in chapter four of DODFMR Vol. 5, figure 4-2.



<b>Agency</b>	<b>Hanau Guesthouse</b>
<b>Point of Contact</b>	Eddie Ricks - Manager
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**Elements and function of relocation assistance provided:**

**Temporary Lodging** - The Hanau Guesthouse is responsible for providing reservations, registration and temporary lodging for incoming and outgoing personnel prior to signing for permanent housing. This includes development and management of procedures for taking reservations, registering and checking-out guests, and providing guest support and housekeeping functions.

**Reservations** - Reservations are accepted 24 hours a day up to 60 days in advance of arrival. Priority is given to PCS personnel, however, due to in-house extensions, reservations are not guaranteed.

If personnel cannot be accommodated in one of the Guesthouse's facilities, a statement of non-availability will be issued. In this case, PCS personnel are required to bring a copy of their orders to the main reception desk on New Argonner Kaserne on the day of their arrival (the day they are due to check-in to lodging). Along with the statement of non-availability, the Guesthouse will initiate reservations in a German hotel and provide a strip map to the client.

The mission of the Hanau Guesthouse is to provide the best possible services to their guests. We strive to make the transition period as comfortable as possible.



**Agency** US Army Health Clinic Hanau  
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**FAX** 328-6668  
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**Elements and function of relocation assistance provided:**

**Health Benefits Briefing** - Information is provided on health benefits provided by Tricare Europe Prime and Tricare Europe Standard. This briefing also covers procedures for accessing Health Care in the Hanau Health Clinic. This briefing is conducted each week at the Health Clinic.

**Tricare Enrollment Services** - Soldiers and Family Members complete necessary Tricare Enrollment Forms to receive their Tricare Benefits and also be assigned a Primary Care Manager. The enrollment is conducted during the Health Benefits Briefing held weekly at the Health Clinic.

**HEARS Survey** - In-processing soldiers complete a Health Assessment and Review Survey that is designed to identify unhealthy habits and other preventable health risks. In-processing soldiers receive information on programs and services that will reduce risk factors associated with unhealthy habits. The HEARS survey is administered every week in the Health Benefits Briefing.

**Immunizations/Medical Records Screening** – Soldiers' medical records are screened by Health Clinic Personnel to identify any missing immunizations or other medical tests. Soldiers are given missing immunizations and will complete other medical tests while in the Health Clinic. This service is offered immediately following the Health Benefits Briefing.

**HIV/STD Briefing** - In-processing soldiers receive the mandatory annual HIV/STD briefing. The HIV/STD Briefing is conducted each week at the Health Clinic during the Health Benefits Briefing.

**Self-Care Class** - Soldiers and Family Members receive Self-Care Classes, which allows them to obtain over-the-counter medication from the Hanau Health Clinic Pharmacy. The class attendees also receive a book titled "Take Care of Yourself". This class is conducted every week during the Health Benefits Briefing.

**Stadt Krankenhaus Tour** - The Patient Liaisons conduct a Stadt Krankenhaus Tour every week. Soldiers and Family Members are shown where they can obtain after-hours emergency care. The Patient Liaisons identify the three emergency rooms and the types of emergencies that each one will see. The Soldiers and Family Members are also given a tour of the Labor and Delivery room.

<b>Agency</b>	<b>Housing Division</b>
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**Elements and function of relocation assistance provided:**

**Primary Function** - The goal of the Housing Division is to provide the service member (SM) with family housing within 15 working days of applying for Army family housing.

**In-processing with Housing** - The counselors in building 4, Pioneer Kaserne, take the SM's application and place the SM on a waiting list. The housing counselor uses a standard in-processing information list informing the SM of his/her projected wait for quarters, who the SM needs to see in building 11, the assignment policy, description of different housing areas, government furniture, etc. The information list, signed by the counselor, is given to the SM for future reference. The housing counselor uses the following regulations and guidance: AR 210-50, UR 210-50 and the 104<sup>th</sup> Standard Operating Procedures. The SM is instructed that all future interactions with the Housing Division will occur at building 11 on Pioneer Kaserne.

Once housing has been projected the housing counselors at building 11 meet with the SM and family to assign housing and to address any questions or concerns the SM or family may have. The SM and family will continue to meet with the same counselor until they are assigned quarters. If there are no government controlled quarters projected to be available within 60 days the SM is given a certificate of non-availability (CNA) so he/she may seek economy housing.

The Housing Division has contracted out the Community Homefinding Referral and Relocation Service. Their office is co-located with the Housing Division in building 11 Pioneer Kaserne. The Housing Division oversees the contractor's performance.

**Temporary Lodging Allowance (TLA) Statement** – After the initial TLA claim is given, the SM is informed that all future claims for TLA are processed in Building 11 on Pioneer Kaserne. TLA is processed every ten days.

**Central Furnishings Management Office (CFMO)** – SMs are provided furniture and appliance support during their tour with the 414<sup>th</sup> BSB. CFMO support is provided by partnering with Base Operations Support (BOS) Gmbh firm. After the SM has accepted housing, he/she is advised to see the BOS contractor to arrange to have furniture delivered or removed from the quarters. BOS provides the SM with a listing of furniture which may be selected on a 90-day loaner basis or for the duration of the SM's tour.

The SM is instructed to call the BOS work reception desk to request facility maintenance needing to be done to their quarters or for appliance repair work.

**Out processing** – When the SM is 90 days from leaving the 414<sup>th</sup> BSB he/she is required to attend a Central Processing Facility Out Brief. At the Out Brief, the Housing Division advises SMs what they need to do to clear housing.

<b>Housing Division In/Out Processing Metrics</b>					
<b>In Processing Time Line</b>	<b>Day 2</b>	<b>Day 10</b>	<b>Day 10-15</b>	<b>Day 15</b>	<b>Day 20</b>
Applies for housing	X				
Placed on Waiting List	X				
Initial TLA	X				
TLA interim/final		X		X	X
Programmed for quarters			X		
Offered quarters			X		
Assigned quarters				X	
In-Check inspection scheduled				X	
Determination made for CNA	X				
<b>Out Processing Time Line</b>	<b>90 Days</b>	<b>45-30 Days</b>	<b>3 Days</b>		
CPF Out Brief	X				
Schedule pre-term inspection		X			
Schedule final inspection		X			
Clear housing			X		
Receive out processing TLA			X		

<b>Agency</b>	<b>Detachment A, 55<sup>th</sup> Personnel Services Battalion</b>	
<b>Point of Contact</b>	CPT Edward W. Allen, Commander	
<b>Phone</b>	322-9142/8579	
<b>FAX</b>	322-8811	
<b>E-mail</b>	<a href="mailto:55psbdetacdr@cmtymail.104asg.army.mil">55psbdetacdr@cmtymail.104asg.army.mil</a>	
<b>Sections</b>	In and out processing:	322-8412/8417
	Reassignments:	322-8755/8972
	Passport/ID Cards:	322-8415/8793
	Personnel Actions:	322-9186/8198
	Enlisted Records:	322-8262
	Officer Records:	322-8265/8797

**Elements and function of relocation assistance provided:**

**Concurrent and Non-concurrent Travel** - 1st PERSCOM processes family travel requests for all soldiers assigned to USAREUR.

Provided the soldier makes timely application for family travel, and a pinpoint assignment is finalized, family travel decisions are transmitted to the soldier's servicing personnel service center (PSC) 90-120 days prior to the overseas arrival date.

The family travel decision is based solely on the availability of housing, both government and private rental, in the soldier's community of assignment. Housing availability forecasts by community family housing offices are made six months into the future. If housing is:

- Forecast to be available within 30 days after the soldier's arrival, concurrent travel is approved and the family travels with the soldier.
- Forecast to be available within 31-140 days after the soldier's overseas availability date, deferred family travel is granted. Family remains at present location or, at soldier's expense, travels to another location. The cost of travel from CONUS will not exceed the AMC rate from soldier's last duty station to overseas duty station. Family will not be authorized to travel overseas until the soldier obtains approved government or private rental housing, applies for family movement overseas, and approved authorization documents are received by the CONUS installation.

- Forecast not to be available within 140 days of the soldier's overseas availability date, family travel is disapproved. Disapproved travel authorizes both family and household goods to be moved to a designated location within CONUS at government expense. When the family is cleared to travel, family members and household goods will be moved from designated place at Government expense. The family will not be authorized to travel overseas until the soldier obtains approved government or private rental housing, applies for family movement overseas, and approved authorization documents are received by the CONUS installation.
- Based on relatives/friend's address or officer trust statement, concurrent travel will be approved.

Enlisted soldiers desiring concurrent travel may have their families reside with relatives or friends in USAREUR, providing they furnish a statement from the relative or friend. This statement must include information that living facilities are not government-owned or government-leased quarters, and are adequate to house all family members until permanent private rental or government housing is available in the soldier's area of assignment. When granted concurrent travel under these provisions, family members are not authorized to receive temporary lodging allowance or stay in transient billets. Travel from the relative's or friend's address to the soldier's permanent duty station will be at personal expense.

Officers desiring concurrent travel may have their families reside with relatives/friends in USAREUR. Officers will execute and sign a statement that "suitable housing is available where the family will reside until such time as permanent housing is available in the proximity of the officer's duty station. Further, the residence meets the command's standards for housing." When granted concurrent travel under these provisions, family members are not authorized to receive temporary lodging allowance or stay in transient billets.

Family travel decisions for soldiers with Exceptional Family Members (EFM) (those who have medical and/or education problems), receive additional review by medical or education officials in the command. Every effort is made to assign the soldier to an area where special care for the EFM is available. See the EFMP section for more details.

POC: DET A, 55TH PSB, Personnel Actions Section, DSN 322-9186/8198

**Exceptional Family Member Program** - The Office of the Deputy Chief of Staff, Personnel (DCSPER) is the USAREUR proponent for the EFMP. The Personnel Movements Branch (PMB), 1st Personnel Command, implements the program as it pertains to family travel and assignment processing. PMB is assisted in program implementation by special medical and educational consultants from Health Services Support Command and Department of Defense Dependents School (DoDDS).

Public Law (PL) 94-142, Education of Handicapped Children Act of 1978, requires free education for all children with educational and health related problems. These children and adults with medical problems are referred to as exceptional family members (EFM). This imposes a requirement for the Army to consider special educational and related health services needs of EFM during the assignment process. Public Law 95-561, Defense Dependents Act of 1978, mandates DoDDS to implement PL 94-142 in overseas locations (for school-age children; providing pre-school services on space-available basis only).

Mandatory medical screening for all family members is required as part of reassignment processing procedures (Soldiers must complete enrollment applications prior to departure). The Army Medical Department has the responsibility for identifying and coding the special education and health related needs of EFM. The coded needs of EFM are forwarded to DA PERSCOM for use in matching family member needs with facility capabilities during reassignment processing.

Commanders should be familiar with basic elements of the EFMP and refer soldiers who inquire about the program to the local medical treatment facility for information and assistance on enrollment. The 1st Personnel Command screens all family travel requests to ensure that soldiers who have identified EFM are considered for assignment to communities where special care is available.

POC: DET A, 55TH PSB, Personnel Actions Section, DSN 322-9186/8198

**Birth Registration** - When a child is born overseas, the parents are responsible for registering the child's birth with appropriate U. S. or foreign authorities (in some instances, with both). This requirement applies to children born in both U. S. Forces medical and civilian facilities.

The birth registration documents the child's citizenship and enables the child to get a passport. A child must have a passport to travel in Europe and to enter the United States.

To apply for a child's birth registration and passport, parents who are assigned to the United States Army, Europe (USAREUR), and who are U. S. Citizens should report with the child and required documents and fees to DET A, 55TH PSB, Bldg. 5, Pioneer Kaserne within 30 days after the child's birth for initial processing.

POC: DET A, 55TH PSB, Passport/ID Section, DSN 322-8415/8793

**Social Security Number Requests** - All U. S. citizens and residents must have a social security number. Military personnel, DOD civilians, and their family members must obtain a social security number for their family members.

For new born children and newly acquired children under age 5, the sponsor must complete an Application for Consular Report of Birth Abroad of a Citizen of the United

States of America/Application for Social Security Number Card, Form FS-579/SS-5. Sponsors must report to DET A, 55TH PSB, Bldg. 5, Pioneer Kaserne with the child to complete this form. This form will ensure the child's birth is registered and social security card is requested.

POC: DET A, 55TH PSB, Passport/ID Section, DSN 322-8415/8793

**Passports** - U. S. citizens need a valid passport to cross international borders. The one exception to this requirement is U. S. Forces active duty military personnel who are U. S. citizens and are traveling to certain foreign countries.

To apply for passports, U. S. citizens who are assigned to the United States Army, Europe (USAREUR) should report with evidence of U. S. citizenship, two passport-size photographs (2 by 2 inches), and a U. S. postal money order in amount due or DD Form 1056 (Authorization to Apply for a "no-Fee" Passport and/or Request for Visa) and travel orders to DET A, 55TH PSB, Bldg. 5, Pioneer Kaserne well ahead of the dates they plan to travel. The passport-acceptance agent at the PD will help the applicant fill out the passport application (including applicable affidavits and statements), administer the oath, assemble the application and required items, and send them to the servicing American embassy or U. S. consulate.

POC: DET A, 55TH PSB, Passport/ID Section, DSN 322-8415/8793

**Immigrant Visas** - The procedures and guidance in obtaining an immigrant visa are intended to help soldiers and their chain of command to minimize the inconvenience of a lengthy process.

U. S. citizens who have acquired non-U. S. Citizen family members need to have an immigrant visa for entry into the United States.

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**Non-Immigrant Visas** - Hanau travel clearance manager office telephone numbers is: Hanau 322-8144/8995 (414th BSB).

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**SOFA Identification for Germany** -The North Atlantic Treaty Organization (NATO) Status of Forces Agreement (SOFA), article III, requires U. S. citizen civilian employees and family members of U. S. Forces military personnel and U. S. citizen civilian employees to be so described in their passports when assigned in the territory of another NATO country. Types of identification vary from country to country. The identification issued for Germany is commonly called a SOFA letter of SOFA stamp.

Department of State officials in the United States generally issue SOFA stamps to the following eligible persons being assigned to Germany before they depart the United States:

- U. S. citizen civilian employees recruited in the United States to work for the U. S. Forces in Germany.
- Command-sponsored family members of U. S. Forces military personnel assigned to Germany and U. S. citizen civilian employees described in preceding paragraph.

Designated SOFA identification-issuing authorities (SIIA) in Germany generally issue SOFA stamps or SOFA letters to the following eligible persons:

- Non-command-sponsored or newly gained family members who reside with the sponsor that is assigned to Germany.
- DOD full-time U. S. citizen civilian employees of appropriated and non-appropriated funds who are reassigned to Germany from another overseas command or hired in the local area and their eligible family members who reside with them.
- U. S. citizen civilian employees of organizations and institutions accredited or contracted by the U. S. Government and their eligible family members whom resides with them. Examples are military banking facilities and credit unions, American Red Cross, University of Maryland.
- Eligible persons who get a new passport.
- Eligible persons who have an invalid SOFA stamp (unsigned SOFA stamp).

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**Agency**                    **Installation Transportation Office (ITO)**

**Point of Contact**    Penny Cacoulidis (ITO)  
Birgit Smith, Personal Property Processing Office (PPPO), Traffic  
Manager

**Phone**                    322-9323 (ITO)  
322-8147 (PPPO)  
Civilian: 06181-88-9323/8147

**FAX**                        322-8054 (ITO)  
322-8786 (PPPO)

**E-mail**                    CacoulidisP@414bsbexch.hanau.army.mil  
SmithB@414bsbexch.hanau.army.mil

**Elements and function of relocation assistance provided:**

**Shipment of Privately Owned Vehicles (POV)** – The PPPO provides information on pick up of inbound POV. Customers transport vehicles to Mainz-Kastel Vehicle Processing Center (VPC) for pick up. The PPPO counsels outbound customers on POV shipments. The POV shipment form is prepared and customers make appointments with the Mainz-Kastel VPC for POV shipments. PPPO counselors or Customs can provide information on the shipment of non-conforming POV (shipment not IAW US specifications).

**Driver Testing** – DOL Driver Testing Station (DTS) personnel present a two hour orientation on the peculiarities and dangers of driving in Europe, administer the international road sign test, and administer the written test. To acquire a USAREUR certificate of license, military and civilian personnel and their family members must have a valid stateside or country operator's license. Military and civilian personnel may use OF 346 in place of a current stateside or country operator's license to apply for a USAREUR certificate of license.

**Shuttle Bus Service** – Community shuttle bus service is available. Copies of the shuttle bus schedule are available at the In-processing Training Center, Army Community Service, and on the community web page: [WWW.HANAU.ARMY.MIL](http://WWW.HANAU.ARMY.MIL).

**Household Goods In-Bound Shipments** – Personnel who have shipped unaccompanied baggage (UB) or Household Goods (HHG) should inprocess as soon as possible with the Inbound section of the Installation Transportation Office (ITO) Personal Property Processing Office (PPPO). To speed up the in-processing time bring one copy of each of the following: complete set of orders, to include amendment(s) if applicable; inventory/shipping documents for UB and HHG; and DD Form 788, POV shipping document. Personnel who need to release property from storage should report to this office with all documents concerning the property in storage.

**Household Goods Out-Bound Shipments** – Plan Ahead! Do not wait until the last minute! Personnel who are expecting orders can start preparing for their reassignment by contacting the Outbound section of the Installation Transportation Office (ITO) Personal Property Processing Office (PPPO). Ask at the reception desk for an outbound packet. Orders are not required to complete the paperwork, but are required to set up an appointment for shipment. Secure a packet and complete all forms to the best of your ability. Due to limited appointments, keep your scheduled appointment. If you require an exception to policy to any regulations, get busy; exceptions can add up to four weeks to your processing time.

## **II. Training Requirements for Relocation Service Providers**

When examining the training requirements needed for all relocation service providers within the 414<sup>th</sup> Base Support Battalion, the Relocation Assistance Coordinating Committee focused on the need for our customer service providers to be familiar with the specific assistance each agency gives to customers in transition.

This information is contained in the Relocation Assistance Booklet. Copies of this booklet are supplied to each front door of the agencies involved in relocation. The functions of the booklet are:

- 1) to educate each agency involved in the relocation process about the services their counterparts provide.
- 2) to educate each customer in transition about the relocation services available to them.

Customers seeking assistance from any relocation agency will be given a copy of said booklet, and encouraged to explore all of the services available.

All relocation service providers also must provide quality customer service. Operation Excellence, customer service training provided through the DCA, is available for RACC agencies. The point of contact for Operation Excellence is Mr. Eddie Ricks, 322-1700.

## **III. Evaluation Plan**

Once systems are in place, it is the responsibility of program managers to continuously examine opportunities for improvement. The two means for evaluating whether the Installation Relocation Assistance Plan is accessible, effective and responsive are the In-processing Training Center's End of Course Critiques and the Relocation Assistance Coordinating Committee.

At the conclusion of each new soldier's in-processing, he/she is given an End of Course Critique which offers the opportunity to provide comments on the relocation services each agency provided. The comments from these critiques are forwarded to the director of the responsible agency for evaluation and, if necessary, corrective action. The community's Command Sergeant Major also receives the critique results.

A function of the Relocation Assistance Coordinating Committee is to continuously improve the individual and cooperative functions of relocation provided in the 414<sup>th</sup> Base Support Battalion. As a peer group, issues are brought forward for discussion and resolution at each RACC meeting. As the RACC Chairperson, the community Executive Officer addresses issues needing higher headquarters intervention or assistance.



## **IV. Supporting Documents**

Samples follow of the Installation Relocation Assistance Services Brochure, the ITC End of Course Critique, and the RACC Standard Operating Procedures.