

DEPARTMENT OF THE ARMY  
293<sup>RD</sup> BASE SUPPORT BATTALION  
UNIT 29901, BOX 25  
APO AE 09086

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**STANDING OPERATING PROCEDURE  
RELOCATION READINESS**

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AEUSG-MA-ACS (608-1)

4 February 2000

1. PURPOSE. Prescribe procedures for administering the Army Community Service (ACS) Relocation Readiness (RRP).
2. APPLICABILITY. These provisions are applicable to authorized personnel and activities in the 293<sup>rd</sup> Base Support Battalion (BSB) area of operation. Authorized personnel are active duty, reserve military personnel on active duty, DoD civilians, and their family members.
3. SCOPE. The RRP is designed to assist active duty, reserve service members, and DoD civilians and their families by providing proactive relocation assistance to reduce or eliminate problems arising because of frequent moves.
4. RESPONSIBILITIES. The Relocation Readiness Manager (RRM) shall administer a community-wide relocation program that provides information, guidance, and assistance to support soldiers, civilians, and families in moving from one community to another as well as unit deployments. The RRM shall:
  - a. Comply with procedures outlined in this SOP and the following publications as necessary:
    - (1) AR 608-1, Army Community Service Center, 1 Oct 99.
    - (2) AR 600-8-8, The Total Army Sponsorship Program, 1 Jul 93.
    - (3) DA Pam 608-44, Army Community Service Staff Handbook for Assisting Bicultural Military Families, 1 Nov 95.
    - (4) DA Pam 608-42, Handbook on Information and Referral Service for Army Community Service Centers, 7 Aug 87.
    - (5) USAREUR Supplement 1 to AR 600-8-8, 27 Nov 98.
    - (6) USAREUR Pam 600-8-8, How to be a Good Sponsor, 27 Nov 98.

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(7) USAREUR Command Policy Letter 20, 7 Jul 99.

b. Supervise Information, Referral, and Followup Specialist. Serve as Contracting Officer Representative to the Relocation/Sponsorship Educator Contractor, and Lending Closet/Welcome Packet Specialist Contractor to ensure compliance with duties and responsibilities for these positions as outlined in applicable regulations and SOPs.

c. Plan and conduct training for Relocation Program volunteers.

d. Serve as ACS Marketing and publicity primary point of contact. Coordinate with appropriate ACS staff member for publicity on the Relocation Program.

e. Establish and chair a Relocation Assistance Coordinating Committee (RACC). The RACC will meet quarterly to ensure coordination and cooperation among the various relocation services.

f. Provide assistance to commanders through Unit Service Coordinator Program.

g. Provide relocation counseling services to authorized personnel through coordination with appropriate community agencies/activities in order to provide current program information.

h. Upon request, provide pre-move briefings on minimizing personal and financial stresses associated with a PCS move.

i. Upon request, conduct workshops to assist families reentering the Continental United States.

j. Ensure in/out processing briefings are conducted in coordination with the Central Processing Facility.

k. Ensure Sponsorship Training Workshops are conducted quarterly and upon request.

l. Install and maintain the Department of Defense Standard Information Topic Exchange Service (SITES) computer database program. The RRM shall provide updated information to the SITES database according to the schedule set by the Defense Manpower

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Data Center (DMDC). Additionally, the RRM shall provide training to all ACS personnel, contractors, and volunteers as necessary to support the SITES program.

- m. Review and update welcome packet bi-annually.
- n. Provide an installation wide newcomer orientation that includes information on the community and cultural adaptation and area tours.
- o. Administer a lending closet to provide housekeeping items for temporary loan to PCSing families.
- p. Identify and provide, upon request, services to multicultural families. This includes multilevel language programs, cross-cultural training, and cultural mediation services.
- q. Identify and provide, upon request, support services to waiting families.
- r. Collect and consolidate weekly, monthly, quarterly, and annual statistics pertaining to the various functions within the RRP for submission to ACS Officer, BSB, and higher headquarters. Transmit statistics via ACS Link no later than the 5<sup>th</sup> working day of the next month.

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Relocation Readiness  
Program Manager

APPROVED:

DATE:

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