

Fort Carson's Relocation Assistance Plan

A Leader's Handbook

*to help soldiers and families meet the
challenges of the mobile Army lifestyle*

Prepared by the Relocation Assistance
Coordinating Committee (RACC)
February 2000

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Fort Carson Relocation Assistance Plan

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

Target Markets:

- All first-term soldiers (inbound and outbound)
- Levy soldiers and families with their first overseas assignment
- Levy soldiers and families facing an unaccompanied tour

Identified Problems Affecting Target Markets:

- Lack of awareness of available resources
- Selective command compliance with clearing process
- Shortage of post housing on Fort Carson
- High housing costs in Colorado Springs
- Lack of pinpoint assignments
- Short notice assignment from AIT

Relocation Assistance Coordinating Committee (RACC) Membership:

Donna K. Finney (Chairman)	Relocation Readiness Program, ACS
Mr. Steve McCoy	Garrison Commander Office
Mary Jane Fletcher-Hermes	ACS
MAJ Keir-Kevin Curry	G1
Mr. Doug Rule	Public Affairs Office
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Ms. Susan Shea	4 th PSB
Ms. Darrilyn Young	DCA
Ms. Dawn McCarty	G1 (Sponsorship)
SGM Mallette	Garrison CSM
1LT John Roub	4 th Finance
1LT Gregory Leiphart	USA Replacement Detachment
SPC Doug MacLauchlan	4 th Finance
Ms. Cheri Ruch	JPPSO
Ms. Lorene Thomas	CPAC
Ms. Susan Moyer	ACS

Pre-Arrival Support

Goal: To provide inbound soldiers and family members with the information needed to make informed decisions and to reduce their “fears of the unknown.”

Strengths:

- Highly desired assignment
- Internet accessibility

Weaknesses:

- Lack of pinpoint assignments hampers sponsorship program
- Information is gained through soldier initiative
- Lack of awareness of available relocation assistance
- Short notice PCS orders from AIT

Major Resources Utilized:

- Fort Carson SITES
- Fort Carson Home Page
- Fort Carson Relocation Readiness E-mail
- Sponsorship Program and Packages
- Post Guide
- Pre-Departure Installation Relocation Readiness Programs
- Billeting

Fort Carson SITES

The Fort Carson SITES packet contains information to help soldiers, civilians and family members make informed decisions prior to moving to Fort Carson. SITES is accessible through the Internet, the Fort Carson Home Page and relocation assistance programs located on military installations worldwide.

The ACS Relocation Readiness staff is responsible for ensuring the information contained in SITES is accurate and up to date. Appropriate agencies are contacted quarterly for revisions.

Fort Carson Home Page

DOIM is the web master for the Fort Carson Home Page; however, Public Affairs reviews all submissions prior to implementation. This web site includes links to major units and organizations, the post newspaper, master calendar of events, sponsorship program, and SITES.

The Fort Carson Home Page address is included in the "Remarks" section of the PCS orders of all inbound soldiers. A comprehensive relocation section that includes the resources listed in this plan will be added in March 2000.

Fort Carson Relocation Readiness E-mail

A Fort Carson Relocation Readiness E-mail account (relocation@carson.army.mil) has been established for inbound soldiers and relocation professionals around the world to gain quick access to needed information. The E-mail address is included in the Fort Carson Home Page, SITES packet and sponsor packet.

Sponsorship Program

A Process Action Team (PAT) has been chartered to review the current Sponsorship Program and to make recommended changes. The PAT's recommendations are due July 00.

The ACS Relocation Readiness Team provides sponsorship training to individuals on a monthly basis and to units upon request.

Sponsorship packets are currently assembled and distributed by the Sponsorship Office and the Relocation Readiness Program. The PAT team's recommendations will include the sponsor packet process and contents.

Post Guide

Public Affairs Office produces the Post Guide through a contract. Currently, hard copies of the guide are produced and distributed through sponsor packets and the Welcome Center.

Youth Sponsorship

The Youth Service Center coordinates the Youth Sponsorship Program. Information on this program can be accessed through the Fort Carson Home Page, Relocation Page, and SITES packet. The ACS Relocation Readiness Program provides youth sponsor training upon request.

Pre-Departure Installation Relocation Readiness Program

Access to pre-arrival information is gained primarily through soldier initiative and proactive Relocation Readiness Programs at other military installations worldwide. All of our pre-arrival resources encourage soldiers to contact the Relocation Readiness Program at their current installation to gain relocation assistance and information on Fort Carson. The Sponsorship and Relocation PAT is looking at ways to improve communication with soldiers reporting to Fort Carson from AIT.

Billeting

Billeting reservations are accepted 60 days prior to arrival. Reservations may be made through the Colorado Inn or the Army's Worldwide Temporary Lodging Reservation system. Pets are not allowed in post billeting and there are no kennels on post. Families with pets must make their own arrangements for pet boarding. The Fort Carson SITES packet contains information on off-post lodging and kennels.

Arrival Support

Goal: To provide the support and assistance soldiers and family members need to feel welcomed, important and “at home” quickly and smoothly.

Strengths:

- One-stop inprocessing center
- Welcome Center always open
- Great quality of life at Fort Carson
- Positive, dedicated population
- Strong command support for families
- Every soldier is immediately deployable before arrival at the unit

Weaknesses:

- Shortage of post housing
- Shortage of affordable off-post housing
- Lack of pinpoint assignment hampers sponsor assistance
- Low spouse participation in newcomer orientation programs

Major Resources Utilized:

- USA Replacement Detachment
- 4th Finance Battalion
- 4th PSB
- ACS
- ACS “Greeters”
- Loan Closet
- Emergency Food Locker
- Welcome to the USA
- Command Financial NCO
- Housing Office
- JPPSO
- Sponsors
- Youth Sponsors
- Newcomer Orientation

Sponsors

Soldiers flying into Colorado Springs are met at the airport by their sponsor or the USO Greeter. If requested, the USA Replacement Detachment provides transportation from the

airport to the Welcome Center. Soldiers driving to Fort Carson meet their sponsors at a pre-arranged location, usually billeting.

If a sponsor was not requested in advance, a reactionary sponsor is assigned and meets the newcomer on Day 2 of inprocessing.

USA Replacement Detachment

All inbound soldiers and officers below the rank of Lieutenant Colonel inprocess through the USA Replacement Detachment, regardless of direct unit of assignment. To ensure inprocessing is quick, simple and convenient, all inprocessing requirements are met while the soldier is assigned to the Detachment. The Replacement Detachment is located in the Fort Carson Welcome Center which is always open.

Unaccompanied soldiers (SSG and below) are billeted at the Mountain Post Inn while assigned to the Detachment. Accompanied soldiers make their own lodging arrangements.

Soldiers in the ranks of E1 to E6 participate in a four-day orientation program, E7s and above, to include officers, a two-day program.

Two computer stations have been installed in the waiting area of the Welcome Center for newcomer support (Mar 00). Soldiers in transition can notify their family and friends of their safe arrival using this E-mail service.

For soldier convenience, the following services are also located in the Welcome Center:

- Vehicle Registration
- Finance (for travel claims and in-processing support)
- Command Financial NCO services
- ACS Greeter for post and community information and maps
- ACS Emergency Food Locker
- ACS Lending Closet
- Credit Union and Banking services
- Colorado Springs Utilities services
- Chaplain assistance
- Army Career Assistance Program (ACAP)
- Personal E-mail accessibility for new arrivals
- A touch-screen computer with information and maps for most post agencies
- Medical Readiness Center
- Dental Processing Center

Military Pay Assistance

For soldier convenience, the 4th FINB A Detachment (In/Out Processing, Separations & Transitions) is located in the Welcome Center. In addition to the following services, Finance performs a quality review of the pay accounts of all newly arrived soldiers.

General Finance Support – During the Day 1 briefing, soldiers update their Basic Allowance for Housing (BAH) and Basic Allowance for Subsistence (BAS) entitlements. Additionally, soldiers 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.

Self Procured Move (SPM) Settlements - SPM settlements are received on a walk-in basis Monday through Friday, from 0900 to 1130. In-processing soldiers are notified of SPM office hours and procedures during the Day 1 briefing. Upon receipt, Finance forwards the claim to the Joint Personal Property Shipping Office (JPPSO) for eligibility determination and calculation. JPPSO returns the calculated claim within 7 days to Finance for processing. The complete process, from filing the claim to receipt of payment, generally takes 2 to 3 weeks.

PCS Travel Settlements – In-processing soldiers are told to bring the appropriate paperwork for settling their PCS travel claims to the Day 1 briefing. During the Finance portion, the briefer assists incoming soldiers complete each block of DD Form 1351-2. Finance processes the travel claim within 3 working days and the soldier can generally expect payment 6 to 10 days after their Day One briefing.

Reimbursement of TLE and TLA Expenses - During the Day 1 briefing, eligibility and documentation requirements for TLE/TLA reimbursement are explained. The soldier can expect reimbursement 6 to 10 days from the date the documentation is submitted to Finance in Room 128 of the Welcome Center.

Relocation Readiness Team Assistance

A member of the ACS Relocation Readiness team briefs newcomers during the Day 1 briefing at the Welcome Center. The briefing focuses primarily on the emotional and situational stresses of relocation and the immediate needs of newcomers, such as housing, food, adequate clothing, loan closet, schools, spouse employment, Exceptional Family Member Program, community resources and the *Greeters* program. Participants are encouraged to visit the Relocation team if additional assistance is needed. At the end of the briefing, newcomers are asked to give verbal feedback on the accessibility and value of the pre-arrival information and support they were provided.

ACS Greeters Program

ACS has contracted Greeters at the Welcome Center and the Housing Office. The Greeters distribute welcome packets, provide information on community agencies and assist

newcomers with relocation-related issues. Both contractors are available Monday through Friday from 0730 to 1630.

ACS Loan Closet

ACS operates a Loan Closet at the Welcome Center for soldiers and family members in transition. The items are loaned at no charge for 30 days. Extensions are granted if additional time is needed.

Emergency Food Locker

ACS, in partnership with the USA Replacement Detachment, operates a 24-hour Emergency Food Locker at the Welcome Center. While most soldiers on Fort Carson are referred to a local community food bank, this service for new arrivals ensures basic needs are being met without disruption to the inprocessing schedule.

Welcome to the USA

The ACS Relocation Readiness Program offers the following assistance to Fort Carson's foreign-born soldiers and family members. (Attachment A lists the schedule of ACS relocation classes for 2000.)

ACS offers *Understanding the Immigration and Naturalization Process* monthly. This informational briefing provides a general overview of immigration issues affecting soldiers and the assistance available through ACS.

The Immigration and Naturalization Outreach Center provides individual guidance and the necessary forms for Visas, Green Cards, and Naturalization processes, along with cultural mediation services. Appointments are available on Mondays and Tuesdays, from 0830 to 1530. Clients with complex cases are scheduled to meet with the Federal INS agent from Denver that visits ACS on the second Friday of every month.

Welcome to the USA is an educational class offered by ACS to help foreign-born soldiers and spouses adapt to American culture. Participants desiring English as a Second Language classes are referred to community agencies.

Financial Readiness Assistance

Briefings on the financial aspects of relocation are also included in the Day 1 briefings. A member of the Financial Readiness team discusses budget assistance, vehicle purchases and consumer affairs support. A Command Financial NCO (CFNCO) explains how to access the financial assistance through the CFNCO program. A CFNCO is available at the Welcome Center Monday through Friday from 1400 to 1600 to help newcomers resolve financial issues.

Exceptional Family Member Support

Soldiers who have family members enrolled in the Exceptional Family Member Program (EFMP) are identified and referred to the ACS EFMP Program during in-processing. The Relocation Readiness Day 1 briefing also includes information on the support available through ACS.

Sponsor Support

Effective sponsors are actively involved in the arrival process. They help newcomers get settled both in the unit and in the community. Sponsorship responsibilities include providing a tour of the post and places of interest in the community; assisting the newcomer with finding affordable housing; introducing the newcomer and spouse to coworkers, unit leadership and Family Readiness Group members; and helping in other areas as needed.

Youth Sponsors

Youth sponsors are assigned upon request. Generally, requests are made prior to the family's arrival; however, sponsors can be assigned after arrival by calling Youth Services.

Housing Assistance

Housing in the Colorado Springs area is expensive and difficult to find. The waiting list for on post housing generally runs from 12 to 24 months. The off post vacancy rate for apartments, townhouses and homes averages 5 percent. To ensure our soldiers and families obtain affordable, quality housing, the Housing Office has implemented several successful initiatives.

First, all service members are required to receive a housing referral briefing before entering into any rental or sales agreement. This requirement is communicated through the Commanding General Policy File, SITES, the Fort Carson Home Page, the Sponsors Program and the Day 1 briefing. The Day 1 briefing fulfills the requirement for single soldiers without dependents. All other soldiers must visit the Housing Office for an individual briefing. Appointments are not required for this briefing.

Second, Fort Carson has entered into a Community Housing Incentive Program (CHIP) partnership with local landlords. Through CHIP, soldiers receive special renting incentives, such as reduced or no security deposits and waiver of application or credit check fees. The CHIP manager also assists with landlord/tenant disputes. The CHIP office is open Monday, Wednesday and Friday from 0730 to 1600 and on Thursdays from 1000 to 1600. Appointments are not required.

Third, new arrivals can obtain assistance and information on home buying through the Volunteer Realtor Program located in the Housing Office. This service is available Monday through Friday from 0800 to 1600.

To register for on-post housing, the soldier and/or spouse must be physically present on post. If registration is made within 30 days of arrival on Fort Carson, the eligibility date will be the soldier's departure date from last permanent duty station. Soldiers reporting to Fort Carson from a hardship tour receive credit for their entire hardship tour up to a maximum of 14 months. A copy of the PCS orders for the unaccompanied tour is required.

Newcomer Orientation

All Fort Carson newcomers are required to attend the Commanding General's Newcomer Orientation. The orientation is held monthly at the McMahon Theater. Free childcare is provided to encourage spouses to attend.

Joint Personal Property Shipping Office (JPPSO)

For soldier convenience, delivery of household goods is arranged through a phone call to JPPSO. Soldiers are asked to call JPPSO upon arrival at Fort Carson to find out the shipment's arrival date and to schedule delivery.

Pre-Departure Support

Goal: To ensure transitioning soldiers have the information needed to make informed relocation decisions prior to departing Fort Carson.

Strengths:

- All soldiers outprocess through ACS Relocation Readiness Program
- Information easily accessible through the Internet
- Effective working relationship between Levy section and Relocation Readiness
- Limited childcare provided for Relocation education classes

Weaknesses:

- Many Levy soldiers lack pinpoint assignments and sponsors
- Soldiers delay in scheduling Levy, household goods and housing appointments
- Selective command compliance with clearance process

Major Resources Utilized:

- USA Replacement Detachment
- 4th PSB
- 4th FINB
- ACS
- JPPSO
- Housing
- ACAP

4th PSB

PCS – The Reassignment Section notifies soldiers of their assignments within 7 days of the Enlisted Distribution Assignment System (EDAS) cycle date. Enlisted soldiers are scheduled for a Levy briefing within 30 days of the EDAS cycle date. Individual interviews are conducted as part of the Levy briefing. During the individual interview, soldiers with OCONUS assignments are scheduled for an overseas orientation conducted by ACS. The overseas orientation is also scheduled within 30 days of the EDAS cycle date. The following agencies are included in the Levy briefing: Finance, Retention, Travel, ACS (Relocation Readiness and Financial Readiness), MEDDAC, Transportation and Family Travel. Officers receive an individual OCONUS interview at their convenience (preferably within 30 days of receipt of a Request for Orders).

Army Career Assistance Program (ACAP)

Transitioning - CG policy memorandum S-11 requires all separating and retiring soldiers to contact ACAP 5 to 6 months prior to leaving the Army in order to take full advantage of transition services offered. These include a 3-day workshop, resume and cover letter

development, job search assistance, Internet job sites access, and Department of Labor and Department of Veterans Affairs support.

Separating and retiring soldiers are also required to attend an ACAP pre-separation briefing no later than 90 days prior to separation. Soldiers pending possible separation (Chapter or Medical Boards) are encouraged to register for the briefing as soon as the separation review process is started. ETS orders are not issued until proof of attendance is given. Family members are encouraged to attend the briefing and make use of all ACAP services. A member of the Relocation Readiness team briefs attendees on the services available through ACS.

Central Clearance Agency (USA Replacement Detachment)

For soldier convenience, the Central Clearance Agency (CCA) is a one-stop clearing office for most agencies on post, including advance pay, travel pay, dislocation allowance, transfer of TriCare and DCA facilities. Soldiers must report to the Central Clearance Agency (Bldg. 1218) 30 days prior to the desired departure date to begin the clearing process. An appointment is not required. Requests for advance pay and entitlements will be initiated during this initial visit. Soldiers with PCS orders will need at least 5 copies of their orders and a copy of their leave papers (DA Form 31) to begin the process; separating and retiring soldiers will need one copy of each applicable form.

Soldiers return to CCA 10 days prior to the desired departure date to receive the Installation Clearance Report. Soldiers must clear all agencies not already pre-cleared by CCA. A "final out" appointment will be scheduled with CCA for the day prior to the leave start date. (The final outprocessing appointment for retiring and separating soldiers must be scheduled with G1 Retirement/Separation Transfer Point.) Soldiers must bring the completed Installation Clearance Record, signed by the commander, and the Unit Clearance Record to the final outprocessing appointment. Soldiers receive their official records (201 file, promotion package and education record, etc.) during this final appointment.

Army Community Service

Relocation Home Page – The relocation assistance and resources listed in this plan are included on the Relocation Home Page. The web site also includes the Leader's Guide to Outprocessing (Attachment B) to ensure soldiers are given ample time to prepare for departure. The Leader's Guide is also distributed through the new commander orientation program.

Outprocessing – The Garrison Commander requires all soldiers (PCS, ETS, Retirement and Chapters) to outprocess through the ACS Relocation Readiness Office. A comprehensive intake assessment is conducted on all soldiers preparing for their first CONUS and/or OCONUS assignment. This additional step ensures soldiers have the information needed to make informed relocation decisions.

Exceptional Family Member Program – Soldiers with family members enrolled in the Exceptional Family Member Program are identified during the intake assessment and are

referred to the EFMP program for assistance. The EFMP manager notifies the destination installation of the family's arrival and support needs.

PCS - A member of the Relocation Readiness team briefs enlisted soldiers during the Levy briefing. The ACS brief contains information on the relocation-related programs and services offered, including relocation consultations and resource pamphlets, SITES packets, moving checklists, relocation web sites, foreign language tapes, overseas videos, and tips on preparing family members for the move. Soldiers register their family members in the "Waiting Families" program at the end of the briefing. Soldiers, especially first termers and those with OCONUS assignments, are encouraged to participate in these valuable services.

During the Levy briefing, a member of the Financial Readiness team briefs soldiers on the financial aspects of relocation. First term movers are encouraged to visit ACS to develop a financial plan prior to departing Fort Carson.

Overseas Orientation

Smooth Move Overseas – All soldiers with accompanied OCONUS assignments are scheduled for *Smooth Move Overseas* which is held monthly. The program includes participation by ACS (Relocation and Financial Readiness teams), Housing, JPPSO, 4th Finance, Legal Claims, recent returnees from OCONUS assignments. While some of the material presented is a repeat of the Levy briefing, in this briefing the information focuses on overseas assignments only. Participants receive a country-specific packet and during the last hour of the program, they meet with a recent returnee from their destination assignment. The recent returnee briefs the Levy soldiers on what to expect at their next assignment and answers questions about housing, schools, culture, food, etc. Limited childcare is provided to encourage spouse participation. (Attachment A includes 2000 class dates.)

Preparation for an Unaccompanied Tour – Soldiers with hardship tours are scheduled for *Preparation for an Unaccompanied Tour* which is also offered monthly. The program includes briefings on managing the money for two households, keeping the bond strong during family separations, the Waiting Families Program and other relocation support provided by ACS, and recent returnees. Each soldier is provided a country-specific packet. The recent returnee portion of the class follows the same format as *Smooth Move Overseas*. Limited childcare is provided to encourage spouse participation. (Attachment A includes 2000 class dates.)

Waiting Families Program - The Waiting Families Program is a support program for families who are living separately from their military sponsor due to mission requirements. Families are identified by the military sponsor or through notification from the ACS at the deploying location. A member of the ACS Relocation Readiness team contacts the identified family member a few days following the soldier's departure to inform them about the services offered through this program. A monthly newsletter that contains information on upcoming events, community resources and coping with family separations is sent monthly to enrolled families.

Transition – During the Transition brief, a member of the Relocation Readiness team briefs separating soldiers on the services and programs offered by ACS. Soldiers are encouraged to stop by ACS to discuss relocation-related issues.

Household Goods Shipments

Arrangements for shipping household goods, either by a contractor or self-procured means, are made by appointment only. Relocating soldiers are encouraged to schedule an appointment with JPPSO at least 6 weeks prior to the requested pack and pickup dates. The requestor must bring to the appointment 7 copies of the PCS orders and amendments for each shipment requested. During the appointment, JPPSO provides the full range of personal property traffic management services.

Requests for Self Procured Move (SPM) advances can also be initiated during this appointment. JPPSO submits the request forms to Finance for processing. Self Procured Move advances can be paid up to 10 days prior to departure.

Military Pay and Travel Pay Advances

Soldiers submit requests for advance pays (excluding Self Procured Move advances) to the Central Clearance Agency during the initial outprocessing appointment, 30 days prior to departure. Finance picks up the documents, ensures entitlements are authorized, and processes the request so that payment is made 10 days prior to departure from the post.

Housing

Prior to vacating on post housing, the soldier must submit in writing a 30-day Notice to Vacate. This notice is to be given to a representative in the leasing office and the soldier will receive a confirmation copy for his/her records. A pre-move out and final inspection should be scheduled at the time the 30-day notice is given. Upon passing the final inspection, the BAH allotment will be stopped by completing the required forms with a housing consultant in the leasing office.

Soldiers residing in off post housing must also clear through the leasing office. An authorized stamp will be required on clearing papers to show that the soldier did not live in on post housing.

Civilian Relocation Support

Pre-Arrival Support

Fort Carson Information

The pre-arrival information available to soldiers – the Fort Carson Home Page, SITES, Relocation Home Page, and Relocation E-mail – is also available to inbound DOD civilians. (See Pre-arrival Support for Soldiers on page 2.)

Sponsors

Civilian Personnel Advisory Center (CPAC) manages the Civilian Sponsorship Program. Every organization on post has an assigned Personnel Management Specialist that handles civilian personnel issues. When a new employee is hired, the Personnel Management Specialist asks the organization to appoint a sponsor.

The sponsor's responsibilities include sending a sponsor package and welcome letter, answering questions about the post and community, and helping the new employee get settled in the unit and community. Civilian sponsors are encouraged to attend Sponsorship Training offered by ACS.

CPAC briefs inbound civilians on relocation benefits and entitlements.

Arrival Support

Arrival support for new civilian employees is handled by CPAC and the assigned sponsor. A new employee orientation is scheduled quarterly.

Pre-Departure Support

CPAC briefs outbound civilians on relocation benefits and entitlements and encourages them to visit ACS for relocation planning assistance.

Training Requirements

TRAINING	TRAINEES	SCHEDULE
Relocation Conference	Relocation Readiness Director	Annually
	USA Replacement Detachment representative	Annually
Relocation Mgr Training	Relocation Readiness Director	May 1999
	Relocation Specialist	2000
TMO Revisions	Relocation Readiness Team	Annually
	JPPSO Staff	Annually
Military Pay Revisions	4 th PSB	Annually
	Relocation Readiness Team	Annually
	Financial Readiness Team	Annually
	Command Financial NCOs	Annually
Sponsorship	Units	Upon request
	Individuals	Monthly*
Youth Sponsorship	Youth Center staff/sponsors	Upon request
Immigration & Naturalization Issues and the Army	Commanders, S1s	Annually

Relocation Assistance Evaluation Process

Each activity on post uses critiques, customer satisfaction cards and direct feedback 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 Relocation Assistance Coordinating Committee (RACC).

Inbound Support

All soldiers in processing through the USA Replacement Detachment are asked to evaluate the pre-arrival support they received. A copy of the questionnaire is attached as Attachment C.

The questionnaire results are compiled by the USA Replacement Detachment and distributed to G1 with a copy to the Relocation Readiness Director.

The Relocation Readiness Director tracks the results and provides trend analysis to the RACC at their quarterly meeting. The analysis and recommendations are included as part of the RACC minutes which are forwarded to the Garrison Commander for signature.

Outbound Support

Soldiers are asked to complete a comprehensive outprocessing questionnaire during their final clearance appointment with CCA. A copy of the comprehensive survey is included as Attachment D.

The surveys are provided to the Relocation Readiness Director, who tracks the results and provides trend analysis to the RACC at their quarterly meeting. The analysis and recommendations are included as part of the RACC minutes which are forwarded to the Garrison Commander for signature.

Army Community Service Schedule of Relocation Programs

Sponsorship Training

Sponsorship Training is offered monthly at the Family Readiness Center from 1400 to 1500 on the following dates. Reservations are required in advance. Unit training is also available by calling ACS at 526-4590. (See page 3 for more information.)

17 Feb 00	21 Jun 00	20 Sep 00
14 Mar 00	19 Jul 00	18 Oct 00
11 Apr 00	16 Aug 00	15 Nov 00
10 May 00		

Understanding the Immigration and Naturalization Process

This briefing covers the basic process for immigration and naturalization. Foreign-born soldiers and spouses are encouraged to attend this briefing before scheduling an appointment to discuss individual issues. This monthly briefing is held at the Family Readiness Center from 1100 to 1230. Reservations are required and can be made by calling ACS at 526-4590. (See page 8 for more information.)

13 Mar 00	10 Jul 00	16 Oct 00
10 Apr 00	14 Aug 00	13 Nov 00
8 May 00	11 Sep 00	11 Dec 00
12 Jun 00		

Welcome to the USA

This all-day program is designed to help foreign-born soldiers and spouses understand American customs and culture. The program is held at the Family Readiness Center, from 0900 to 1600, on the following dates. The class will break during the lunch hour. Participants can bring a brown-bag if desired. Reservations are required. (See page 8 for more information.)

31 Mar 00	7 Jul 00	6 Nov 00
23 May 00	22 Sep 00	

Smooth Move Overseas

This mandatory program for soldiers with an OCONUS accompanied assignment is offered monthly at the Family Readiness Center, from 1300 to 1600, on the following dates. The Reassignment Section schedules soldiers for this program. (See page 12 for more information.)

19 Jan 00	18 Apr 00	18 Jul 00	17 Oct 00
15 Feb 00	16 May 00	15 Aug 00	21 Nov 00
21 Mar 00	20 Jun 00	19 Sep 00	12 Dec 00

Preparation for an Unaccompanied Tour

This mandatory program for soldiers with an unaccompanied assignment is offered monthly at the Family Readiness Center, from 0830 to 1130, on the following dates. The Reassignment Section schedules soldiers for this program. (See page 13 for more information.)

2 Mar 00	6 Jul 00	5 Oct 00
6 Apr 00	3 Aug 00	2 Nov 00
4 May 00	7 Sep 00	7 Dec 00
1 Jun 00		

Leader's Guide to Outprocessing

Separating Soldiers

180 to 90 days from Separation

- Public Law requires all separating and retiring soldiers to attend an ACAP Pre-Separation Briefing no later than 90 days prior to separation. Commanders will schedule soldiers pending possible separation (Chapter or Medical Boards) for the briefing as soon as the separation review process is initiated. Family members are encouraged to attend the briefing and make sure of all ACAP services.
- CG Policy Memorandum S-11 requires all separating/retiring soldiers to contact ACAP five to six months prior to leaving the Army in order to take full advantage of transition services offered. These include a three-day workshop, resume and cover letter development, job search assistance, Internet job sites access and Departments of Labor and Veterans Affairs Support.

Levy Soldiers

Within 30 days of Assignment Notification:

Officers

- Schedule an interview with Officer Reassignments Section.
- Attend an Overseas Briefing offered by ACS (OCONUS or Hardship tours only). Officer Reassignment schedules the briefing. Spouses are encouraged to attend. Limited childcare is available with advance reservations.

Enlisted

- Attend the Levy briefing. This briefing is scheduled by the Levy Section and is held on Tuesday mornings from 0730 to 1130.
- Attend an Overseas Briefing offered by ACS (OCONUS or Hardship tours only). The Levy Section schedules soldiers for this briefing. Spouses are encouraged to attend. Limited childcare is available with advance reservations.

ALL Transitioning Soldiers

60 Days Before Departure:

- Soldier schedules an appointment with Joint Personal Property Shipping Office (JPPSO) to make arrangements to ship household goods. JPPSO requires 45 days to schedule "pack and pick up" dates. Spouses are encouraged to attend the appointment.
- Soldier initiates request for Self Procured Move (SPM) advances during the JPPSO appointment.

30 Days Before Departure:

- Soldier reports to the CCA (BLD 1218) to begin the clearing process. Appointment is not required. Minimum documentation required on this visit is:
FOR PCS: 5 copies of orders and copy of leave (DA Form 31).
FOR ETS/RET: 1 copy of orders and copy of leave (DA Form 31), if applicable.
- Soldier completes necessary paperwork to apply for entitlements and advance pay, if applicable, with CCA clerk.
- Soldier must submit to a representative in the Housing Leasing Office a written Notice to Vacate quarters. Pre-move out and final inspections are scheduled when at the time the Notice to Vacate is submitted.

10 Days Before Departure:

- Soldier reports to the CCA to receive Installation Clearance Record (DA Form 137-2-R) with “pre-clearing” completed by the CCA. During this visit, PCS soldiers schedule final out appointment with CCA one day before leave start date. Separating and retiring soldiers schedule final out appointment with G1 Retirement/Separation Transfer Point.
- Soldier visits ACS Relocation Readiness Team. A comprehensive intake assessment is conducted to ensure soldier has information needed to make informed relocation decisions
- Finance disburses advance pays that were requested through the Central Clearance Agency.
- Soldiers residing in off post housing must clear through the Housing Leasing Office.

Day Before Departure:

- PCS soldiers report to CCA at scheduled appointment time with completed Installation Clearance Record (signed by Commander) and Unit Clearance Record. Soldier will receive 201 File, Promotion packet (if applicable), Education Record, etc. CCA will final stamp soldier cleared from installation.
- ETS/RET soldiers report to G1 Retirements/Separation Transfer Point to transfer from military service.
- Soldier returns to unit with stamped clearance papers, indicating clearing has been completed and signs leave papers (if applicable).

New Arrival Questionnaire

Please take a few minutes to complete this questionnaire. We are interested in learning how we can better meet the needs of soldiers and families moving to Fort Carson.

1. Indicate the level of effectiveness of the pre-arrival and arrival assistance you received by putting an "X" in the appropriate column.

Service/Support	Very helpful	Somewhat helpful	Of no help	I didn't use it
The Fort Carson Home Page				
The Fort Carson SITES packet				
The Post Guide				
The Fort Carson Sponsor Packet (received prior to arrival)				
The Fort Carson Welcome Packet (received after arrival)				
Pre-arrival Sponsor				
Unit Sponsor (received after arrival)				
ACS Greeter at the Welcome Center				
ACS Greeter at the Housing Office				
Housing Information/Assistance				
Billeting Reservation/Assistance				

2. Overall, how would you rate the pre-arrival and arrival information and assistance you received?

- It was highly satisfactory
- It was satisfactory
- It was unsatisfactory (please explain the deficiencies in the comments section)

3. If you requested a sponsor, did one contact you prior to arrival and provide you with information on Ft. Carson?

- Yes
- No
- I did not request a sponsor

4. Did your sponsor meet you soon after your arrival at Fort Carson and offer assistance?

- Yes
- No
- I did not request a sponsor

5. If you did not request a sponsor in advance, did a unit sponsor meet you during Day 2 of In-processing?

- Yes
- No
- I met my sponsor prior to the In-processing briefings.

6. I am assigned to (name of unit): _____

7. Comments (Write on the back if additional space is needed.)

If you would like to be contacted to discuss your comments/suggestions, please include your name and phone number.

Name: _____

Phone: _____

Outbound Questionnaire

Please take a few minutes to complete this questionnaire. We are interested in learning how we can better meet the needs of our soldiers and families moving to new assignments.

1. Indicate your level of satisfaction with the service you received from the following agencies by placing an "X" in the appropriate column:

Service/Assistance	Very Satisfactory	Somewhat Satisfactory	Unsatisfactory	I didn't use it
4 th PSB (Levy Section)				
ACS Relocation Readiness Program				
G1 (Transition Section)				
Clearing Housing				
JPPSO (Household Goods Shipment)				
Finance				
Central Clearance Agency				
Passport Office				
Travel Office				
USA Replacement Detachment				
Billeting				

2. Overall, how would you rate the pre-departure information and assistance you received?

- It was highly satisfactory
- It was satisfactory
- It was unsatisfactory (please explain the deficiencies in the comments section)

3. Did your unit provide you with adequate time to out-process and make moving arrangements?

- Yes
- No

4. Did you receive adequate information about your destination installation?

- Yes
- No
- I didn't ask for any information

5. Did you enjoy your tour of duty at Fort Carson?

- Yes
- No

6. I was assigned to (name of unit): _____

7. Comments (Please tell us how we can better meet the relocation needs of soldiers departing Fort Carson. Use the back if additional space is needed.)